



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Proposed corrigendum/addendum
1	Clause 11.2 / Pg. 9	Delivery of all Micro ATMs should be completed within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order, whichever is earlier.	Delivery of all Micro ATMs should be completed within Six (8) weeks from the date of acceptance of Purchase Order or Nine (9) weeks from the date of issuance of Purchase Order
3	Annexure2, Sl. No. 22 / Pg. 49	Security: PCI-PTS Certificate (PTS Certificate Version 6 or above)	Annexure-2, Sl. No. 22 / Pg. 49 Security: PCI-PTS Certificate (PTS Certificate Version 5 or above)
4	Annexure5, Sl. No. 14 / Pg. 56	OEM/Bidder should have Service/Support facilities in the Bank's operational area, with service centre details to be submitted in Annexure-18.	OEM/Bidder should have Service/Support facilities in the Bank's operational area, with service centre details to be submitted in Annexure-18 before the due date of delivery of the same
5	Annexure-2: Technical Specifications/ Page 47	OS/ Platform Android 12 OS or above	Annexure-2: Technical Specifications:- OS/ Platform-- Android 14 OS or above
6	Annexure-2: Technical Specifications/ Page 47	Processor Min 1.2 GHz Quad core processor or above	Annexure-2: Technical Specifications- Processor Min 2.0 GHz Quad core processor or above
7	Annexure-2: Technical Specifications/ Page 47	Camera Quality 13MP or above with Flash rear camera; 2MP or above Front Camera	Annexure-2: Technical Specifications- Camera Quality 13 MP or above with Front Camera; 5MP or above rare Camera with flash.
19	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Sl. No.7 - Contact Smart Card Reader(inbuilt) - EMV Card / Chip reader: ISO 7816 compliant, EMV L1 and L2 certified secured contact reader Contactless / NFC card reader Contactless smart card readers compliant to ISO 14443 A and B cards (for all four types of NFC tags) and ISO/IEC 18092. ISO 7816 dual SAM interface	Annexure-2: Technical Specifications - Sl. No.7 - Contact Smart Card Reader(inbuilt) - EMV Card / Chip reader: ISO 7816 compliant, EMV L1 and L2 certified secured contact reader Contactless / NFC card reader Contactless smart card readers compliant to ISO 14443 A and B cards (for all four types of NFC tags) and ISO/IEC 18092.
22	Annexure-2/Pg. no. 48	Annexure-2: Technical Specifications - Sl. No.18 - Port - Device should support USB Type-C or Micro-USB (One for IRIS Scanner and another one for external communication like passbook printer etc.)	Annexure-2: Technical Specifications - Sl. No.18 - Port - Device should support USB Type-C or Micro-USB(for IRIS Scanner / for external communication like passbook printer etc.)
27	ANNEXURE - 18 Page No:92-93	ANNEXURE - 18 SERVICE SUPPORT FORM-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	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



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		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 centres which covers 12 Regional offices) of above mentioned service centre/franchise service centre in Andhra Pradesh.	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:- Removed
34	Pg. no. 8 of 103	9. Scope of Work - 9.4 - Provision for Monitoring and Device Management (MDM/TMS) as per Bank's requirements, ensuring that the supplied devices are compatible with the Bank's MDM/TMS services.	9. Scope of Work - 9.4 - Provision for Monitoring and Device Management (MDM/TMS) as per Bank's requirements, ensuring that the supplied devices are compatible with the MDM/TMS services as provided by the bidders.
48	Pg. no. 53 of 103	Annexure-5 Pre-Qualification Criteria - Sl no. 1- Certificate of local content to be submitted as per Annexure 6.	Annexure-5 Pre-Qualification Criteria, Sl no. 1- Certificate of local content to be submitted as per Annexure-20
49	Pg. no. 54 of 103	Annexure-5 - Pre-Qualification Criteria - Sl. No. 8 - The bidder should have positive Net Worth as on 31/03/2026.	Annexure-5 - Pre-Qualification Criteria - Sl. No. 8 - The bidder should have positive Net Worth as on 31/03/2025.
56	Clause 49.2.2 (p. 27)	Clause 49.2.2 (p. 27): the Bank can cancel the contract for "Non-submission of acceptance of order within 15 days of order."	Clause 49.2.2 (p. 27): the Bank can cancel the contract for "Non-submission of acceptance of order within 7 days of order."
57	Commercial Bid Form-B, "Other Terms & Conditions	Delay penalty (Liquidated Damages) Commercial Bid Form-B, "Other Terms & Conditions" (p. 69) Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.50% per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. However, the penalty will be a maximum of 5% of the total order value. Also, Bank	13. Penalties/Liquidated Damages- 13.1.1, 13.1.2 & 13.1.3 will be applicable Non-compliance of the delivery clauses (11.2) will result in the Bank imposing penalty of 0.50% on delay in delivery per Micro ATM, per week or part thereof, on the value of Micro ATM (excluding Warranty), exclusive of tax. Non-compliance of the installation clauses (11.3) will result in the Bank imposing penalty 0.50% on delay in installation per Micro ATM, per week or part thereof, on the



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		reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps de-empanel the bidder from the empanelled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipment under the Purchase Orders placed.	value of the Micro ATM (excluding Warranty), exclusive of tax. However, the total Penalty/LD to be recovered under above clauses 13.1.1 & 13.1.2 shall be restricted to 10% of the value of Micro ATM (excluding Warranty, exclusive of tax.
58	Sections 3.1 / 5.1	Form-B "Other Terms & Conditions" (p. 69): Supply and Installation: Expected delivery period should not exceed 6 weeks from the date of acceptance of Purchase Order. The quoted price should be all-inclusive price (i.e., including Technical Service Charges, if any, Excise Duty, GST, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and shall be applicable uniformly to any part of Andhra Pradesh since the Micro ATMs are to be delivered Two Locations in Andhra Pradesh. No additional charges/ management fee of any kind will be reimbursed.	Form-B "Other Terms & Conditions" (p. 69): Supply and Installation: Expected delivery period should not exceed 8 weeks from the date of acceptance of Purchase Order. The quoted price should be all-inclusive price (i.e., including Technical Service Charges, if any, Excise Duty, GST, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and shall be applicable uniformly to any part of Andhra Pradesh since the Micro ATMs are to be <u>delivered across the state of</u> Andhra Pradesh specified by the bank. No additional charges/ management fee of any kind will be reimbursed.
59	Scope of Work, Clause 9.5	Free "post-warranty" support vs. a separately contracted AMC	Scope of Work -Point no. 9.5 Onsite support for configuration, OS issues, and reconfiguration during the warranty period, along with uninterrupted service support during total warranty period at no extra cost



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#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
1	Clause 11.2 / Pg. 9	Delivery of all Micro ATMs should be completed within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order, whichever is earlier.	Considering the manufacturing, procurement, configuration, testing and deployment requirements involved in Micro ATMs, kindly allow a delivery period of at least 8-10 weeks from the date of Purchase Order/acceptance of Purchase Order, to enable bidders to ensure timely and quality delivery.	Please Refer Corrigendum/Addendum-1
2	Annexure2, Sl. No. 16 / Pg. 48	Product Certifications: CE/BIS, RoHS, STQC, IP54, Drop Test, Bump Test, Vibration Test, etc.	As BIS certification is the relevant mandatory certification for products manufactured and supplied in India, it is kindly requested to amend the clause to specify BIS as the mandatory certification instead of "CE/BIS". This will ensure clarity and uniformity in the certification requirement.	Please adhere to the Terms & Conditions of the RFP
3	Annexure2, Sl. No. 22 / Pg. 49	Security: PCI-PTS Certificate (PTS Certificate Version 6 or above)	For wider participation and healthy competition, kindly allow PCI-PTS certification of Version 5 or above, as devices certified under earlier valid PCI-PTS versions also comply with the applicable security requirements.	Please Refer Corrigendum/Addendum-1
4	Annexure5, Sl. No. 14 / Pg. 56	OEM/Bidder should have Service/Support facilities in the Bank's operational area, with service centre details to be submitted in Annexure-18.	Kindly allow the bidder/OEM to establish the required service centres within 30 days from the date of receipt of LOA/Work Order/Purchase Order from the Bank. This will enable wider participation while ensuring that the required service infrastructure is established before commencement of deployment/service obligations	Please Refer Corrigendum/Addendum-1
5	Annexure-2: Technical Specifications/ Page 47	OS/ Platform Android 12 OS	The tender specifies Android 12 as the operating system for the Micro ATM device. Considering the expected long-term operational life of the Micro ATM devices and the need to ensure enhanced security, application compatibility, device management and future readiness, it is requested that the Android OS requirement may kindly be revised from Android 12 to Android 14. Android 14 incorporates enhanced security, privacy and enterprise-management capabilities and provides a more future-ready platform for	Please Refer Corrigendum/Addendum-1



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			applications deployed on financial transaction devices. Further, specifying Android 14 would ensure that the proposed Micro ATM remains compatible with evolving application, security and ecosystem requirements during its operational lifecycle and reduces the risk of early OS obsolescence. Requested Amendment from Android 12 to Android 14 We request the Department to kindly consider the above amendment in the interest of enhanced latest security, future compatibility and long-term sustainability of the Micro ATM solution.	
6	Annexure-2: Technical Specifications/ Page 47	Processor Min 1.2 GHz Quad core processor or above	We request reconsideration of the specified processor speed from 1.2 GHz to 2.0 GHz in the tender document. Justification: A minimum processor speed of 2.0 GHz Quad Core is essential to ensure efficient system performance, smooth multitasking, and reduced processing delays. It will support upcoming advanced functionalities such as facial authentication and accommodate increasing workload demands, thereby preventing early obsolescence. This specification also ensures system reliability, seamless user experience, and alignment with current technology standards.	Please Refer Corrigendum/Addendum-1
7	Annexure-2: Technical Specifications/ Page 47	Camera Quality 13MP or above with Flash rear camera; 2MP or above Front Camera	We request the Bank to amend the specification to requirement of 13 MP front Camera and 2MP rear Camera.	Please Refer Corrigendum/Addendum-1
8	General	The bidder should be fully compliant with For Manufacturer of ePOS : ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, ISO 45001:2018, ISO 20000-	We request to include these certification in the pre-Qualification to ensure quality, security, environmental compliance, and process maturity of both bidder and manufacturer. Requirements such as ISO standards, CMMI Level 5, EPR registration, and in	Please adhere to the Terms & Conditions of the RFP



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		1:2011 , CMMI- Level 5, EPR Registration certificate of Producer from Central Pollution Control Board, Govt. of India	house DSIR and NABL facilities ensure reliable, secure, and compliant ePOS solutions with strong R&D and testing capabilities.	
9	Clause 5.4 / Page 6	Bank may increase/decrease quantity by 25% at the same rate	We request the Bank to clarify whether the $\pm 25\%$ quantity variation will be exercised only during the initial order period, and whether quantities beyond this limit will require mutual commercial agreement.	Please adhere to the Terms & Conditions of the RFP
10	11.2 / Page No. 9	11 Delivery, installation and maintenance: Delivery of all Micro ATMs should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.	Considering the current geopolitical situation and potential supply chain and logistics challenges, we request the Bank to kindly consider a maximum delivery period of 12 weeks from the date of the Purchase Order for the complete quantity of Micro ATMs. However, we will start delivery from 8th week onwards & ensure complete delivery within 12 weeks.	Please Refer Corrigendum/Addendum-1
11	12.3 / Page No 10	12 Hardware Maintenance: Failure to repair/ replace as above will be a breach of warranty and a penalty of Rs.250/- per day per item will be levied for number of days delayed, subject to a maximum of 10% of the contract value. The amount of penalty will be recovered from the bidder from payments due to them or by invoking	Considering the operational and logistical challenges at the field level, as well as the dependencies involved in the repair/replacement process, we request the Bank to kindly consider capping the penalty at a maximum of ₹1,000 per device per month. This would ensure that the penalty remains reasonable, proportionate, and commensurate with the practical challenges involved in timely resolution.	Please adhere to the Terms & Conditions of the RFP



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		Bank Guarantees provided for warranty. If the penalty amount reaches the maximum, Bank will be at liberty to cancel the contract and invoke any or all the Bank Guarantees provided by the Bidder.		
12	13.1.1 / Page No 11	13 Penalties/Liquidated Damages: 13.1.1 Non-compliance of the delivery clauses (11.2) will result in the Bank imposing penalty 0.50% on delay in delivery per Micro ATM, per week or part thereof, on the value of Micro ATM (excluding Warranty), exclusive of tax.	Considering the thin operating margins involved in the Micro ATM project, percentage-based penalties may significantly increase the overall bid cost, as the associated risk would need to be factored into the commercial bid. We therefore request the Bank to kindly consider a fixed penalty of ₹1-2 lakh per month for any delay in delivery, instead of a percentage-based penalty linked to unit cost.	Please adhere to the Terms & Conditions of the RFP
13	14.1 / Page No 12	14 Payment Terms: 14.1 Payment schedule will be as under: 80% on delivery of Micro ATMs and on submission of relevant documents. Please note that 20% of the total cost will be released after successful installation of Micro ATMs supplied as per Scope of Work. The successful bidder has to submit the following; Confirmation from the respective Bank locations, verifying that the Micro ATMs have been successfully configured and are functioning properly.	Considering that device allocation and configuration are dependent on the respective ROs and Corporate BCs, we request the Bank to kindly consider releasing 90% of the payment upon successful delivery and the remaining 10% upon submission of the Performance Bank Guarantee, to avoid payment delays due to dependencies beyond the bidder's control.	Please adhere to the Terms & Conditions of the RFP
14	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - OS/ Platform - Android 12 OS or above	We request the Bank to kindly consider Android 15 OS with GMS certification or above. This will provide enhanced security, performance, application compatibility, and a future-ready platform, ensuring a longer device	Please Refer Corrigendum/Addendum-1



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			lifecycle and reducing the risk of early OS obsolescence.	
15	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - Processor - Min 1.2 GHz Quad core processor or above	We request the Bank to kindly revise the processor specification to 64-bit Octa-Core Processor with a minimum clock speed of 2.3 GHz or higher. This will provide better processing performance, faster application execution, improved multitasking, and enhanced overall system responsiveness.	Please Refer Corrigendum/Addendum-1
16	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs Display - Minimum 5.5 inches HD with capacitive touch screen pixels 1280x720	We request the Bank to kindly revise the display specification to minimum 6.0-inch HD IPS capacitive touchscreen or above. A larger HD IPS display will provide better visibility, readability, and user experience, particularly for viewing transaction details, menus, and on-screen prompts during field operations.	Please adhere to the Terms & Conditions of the RFP
17	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - Memory - 4GB RAM & 64 GB Internal storage	We request the Bank to kindly revise the minimum memory specifications to ≥ 8 GB RAM and ≥ 128 GB internal storage. Considering the expected device lifecycle of five years, higher memory and storage will ensure better performance, support future OS upgrades and banking applications, and provide a smoother user experience throughout the device lifecycle.	Please adhere to the Terms & Conditions of the RFP
18	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - Camera Quality - 13MP or above with Flash rear camera; 2MP or above Front	We request the Bank to kindly revise the camera specification to 13 MP or above for both front and rear cameras. Higher-resolution cameras will provide improved image quality and enhance the accuracy and reliability of face authentication, while supporting current and future banking applications requiring high-quality imaging.	Please Refer Corrigendum/Addendum-1



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19	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Sl. No.7 - Contact Smart Card Reader(inbuilt) - EMV Card / Chip reader: ISO 7816 compliant, EMV L1 and L2 certified secured contact reader Contactless / NFC card reader Contactless smart card readers compliant to ISO 14443 A and B cards (for all four types of NFC tags) and ISO/IEC 18092. ISO 7816 dual SAM interface	We request the Bank to kindly remove the requirement for dual SAM slots from the technical specifications, as SAM slots may not be essential for the current online application environment. This will allow wider participation while meeting the required security and functional requirements.	Please Refer Corrigendum/Addendum-1
20	Annexure-2/Pg. no. 47	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - GPS - Supports GPS, A-GPS	We request the Bank to kindly mandate GMS-certified GPS in the technical specifications. This will ensure better location accuracy, reliability, Android application compatibility, and consistent performance across banking applications.	Please adhere to the Terms & Conditions of the RFP
21	Annexure-2/Pg. no. 48	Annexure-2: Technical Specifications - Sl. No.11 - Connectivity- Inbuilt DUAL SIM module preferred, supports (4G, 3G). Inbuilt WI-FI (Dual Band - 2.4Ghz and 5GHz) inbuilt Bluetooth 4.0	We request the Bank to kindly revise the connectivity specification to mandate a 5G SIM module with fall back to 4G/3G networks. Considering the expected five-year device lifecycle and the rapid expansion of 5G networks, this will provide a future-ready solution, minimize technology obsolescence, and ensure reliable connectivity throughout the device lifecycle.	Please adhere to the Terms & Conditions of the RFP
22	Annexure-2/Pg. no. 48	Annexure-2: Technical Specifications - Sl. No.18 - Port - Device should support USB Type-C or Micro-USB(One for IRIS Scanner and another one for external communication like passbook printer etc.)	We request the Bank to kindly consider a single USB Type-C port as sufficient for the intended device operations. If multiple USB connectivity is required, kindly permit the use of an external active USB hub, with the bidder ensuring secure, reliable connectivity and end-to-end data security.	Please Refer Corrigendum/Addendum-1
23	Annexure-2/Pg. no. 49	Annexure-2: Technical Specifications - Sl. No.22 - PCI-PTS certificate (PTS certificate version 6 or above)	We request the Bank to kindly consider PCI-PTS certification Version 5 or above instead of mandating Version 6 or above. PCI-PTS Version 5-certified devices provide robust security for PIN-based transactions and meet stringent	Please Refer Corrigendum/Addendum-1



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			payment security requirements. Allowing Version 5 or above will enable wider participation while ensuring adequate security and protection of sensitive payment data.	
24	Annexure - 5 / Page No 54	4. The Bidder company or firm should have an average Turnover of ₹ 5 Crore (each year) or above during the immediate last 3 Financial Years. (F.Y 2022-23, 2023-24 and 2024-25).	Considering the high overall TCO involved in the project, including supply of 1,386 Micro ATMs, 5-year comprehensive warranty, maintenance, service support, spare parts and other long-term contractual obligations, we request the Bank to increase the minimum average annual turnover requirement for the Bidder from ₹5 Crore to ₹50 Crore. This will help the Bank shortlist financially strong and capable entities with adequate financial capacity to successfully execute and sustain the project throughout the contract period.	Please adhere to the Terms & Conditions of the RFP
25	Annexure-5 / Page No 56	Annexure-5 - Pre-Qualification Criteria- Sl. No. 14 - Service Centres: i) The OEM/Bidder should have Service/ support facilities of Bank's operational area of service which is provided in Annexure-18	We request the Bank to kindly accept a declaration from the bidder confirming that the successful bidder will establish OEM-authorized service centres/touchpoints within 30 days from the date of LOI/PO.	Please Refer Corrigendum/Addendum-1
26	Annexure - 5 / Page No 57	18. Bidder shall provide 2% buffer stock for initial two years & 3% from the third year of warranty period at no additional cost to the Bank to avoid the breakdown time/ service-related delay.	Considering that device failures are expected to be minimal during the initial warranty period, we request the Bank to kindly consider 1% buffer stock for the first two years and an additional 2% from the third year onwards.	Please adhere to the Terms & Conditions of the RFP
27	ANNEXURE - 18 Page No:92	ANNEXURE - 18 SERVICE SUPPORT FORM- 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	We request the Bank to kindly allow four weeks' time to establish the required service centres and accept a declaration from the successful bidder confirming the same.	Please Refer Corrigendum/Addendum-1



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		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 centres which covers 12 Regional offices) of above mentioned service centre/franchise service centre in Andhra Pradesh.		
28	Annexure-2: Technical Specifications/ Page 47	OS/ Platform Android 12 OS	We kindly request the Department to consider Android 14 instead of Android 12. Android 14 offers enhanced security, privacy, application compatibility, device management, and future readiness.	Please Refer Corrigendum/Addendum-1
29	Annexure-2: Technical Specifications/ Page 47	Processor Min 1.2 GHz	We request the Department to kindly reconsider the specified processor requirement and revise the minimum processor speed from 1.2 GHz to 2.0 GHz Quad Core.	Please Refer Corrigendum/Addendum-1
30	Annexure-2: Technical Specifications/ Page 47	Camera Quality 13MP or above with Flash rear camera; 2MP or above Front Camera	Requesting the Bank to kindly consider to revise the camera specification to 13 MP Front Camera and 2 MP Rear Camera, as this configuration is compliant with UIDAI requirements and adequately meets the functional requirements for UIDAI facial authentication.	Please Refer Corrigendum/Addendum-1



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31	47&48 Annexure-2: Technical Specifications Technical Specification of Micro ATMs	5 Camera Quality 13MP or above with Flash rear camera; 2MP or above Front Camera	Kindly consider revising the rear camera requirement from 13 MP to 2 MP, in line with functional requirements, UIDAI guidelines, and the precedent set by NABARD.	Please Refer Corrigendum/Addendum-1
32	Pg. no. 8 of 103	8. Bid Validity Period: The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.	Considering the prevailing global market volatility and the significant increase in the prices of electronic components, we kindly request that the validity of the prices quoted in the bid be limited to 90 days from the date of opening of the commercial bid. Further, we request that the quoted prices be made applicable only for orders placed within the above validity period. This amendment will help bidders manage fluctuations in component costs while ensuring a fair and sustainable procurement process for both the Bank and the participating OEMs.	Please adhere to the Terms & Conditions of the RFP
33	Pg. no. 8 of 103	9. Scope of Work - 9.3 - Configuration and operationalization of Micro ATMs in coordination with the Bank's service providers, ensuring hardware and software compatibility with the Bank's existing infrastructure and integration with the Core Banking System (CBS) and Financial Inclusion Gateway.	We request to kindly provide the TSP details of CBS and FIG for having a better understanding on the process and dependencies for further integration.	Details will be provided to the successful bidder
34	Pg. no. 8 of 103	9. Scope of Work - 9.4 - Provision for Monitoring and Device Management (MDM/TMS) as per Bank's requirements, ensuring that the supplied devices are compatible with the Bank's MDM/TMS services.	Request to kindly clarify the MDM/TMS vendor details of the Bank's existing MDM/TMS solution. Onboarding onto the Bank's existing MDM/TMS platform may result in additional costs for the Bidder compared to the existing MDM/TMS provider/ bidder. Alternatively, kindly consider allowing an independent MDM/TMS solution offered by the Bidder, thereby providing greater	Please Refer Corrigendum/Addendum-1



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Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
			flexibility, cost efficiency, and promoting wider participation in the RFP.	
35	Pg. no. 8 of 103	9. Scope of Work - 9.11 The bidder must replace all defective parts during the warranty period, providing full warranty coverage for all components, including necessary spare parts.	Request to kindly note and include a clause stating that any physical or water damage to the device shall not be covered under warranty. In such cases, the complete repair or replacement cost shall be borne by the concerned BC or the Bank, as applicable, during the warranty period.	Please adhere to the Terms & Conditions of the RFP
36	Pg. no. 9 of 103	11 Delivery, installation and maintenance: - 11.2 Delivery of all Micro ATMs should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of issue of Purchase Order, whichever is earlier.	Request to kindly amend the delivery timeline to 8 to 9 weeks from the date of acceptance of the Purchase Order, considering the deliveries are to be made across different geographical locations. This will provide sufficient time for efficient logistics planning and timely execution of the supply. Further, we request the Bank to kindly accept delivery of the entire ordered quantity at a single location, preferably the Bank's Head Office, from where the Bank may undertake further distribution to its respective locations. This will facilitate streamlined logistics, reduce transit complexities, and ensure timely and efficient delivery.	Please Refer Corrigendum/Addendum-1
37	Pg. no. 13 of 103	14 Payment Terms: - Sl. No. 2- Condition/Remarks - 20% of the total cost will be released after successful installation of Micro ATMs supplied as per Scope of Work.	We request you to kindly consider revising the payment terms to 100% payment on delivery of Micro ATMs and on submission of relevant documents. Since the successful bidder is required to furnish a Performance Bank Guarantee (PBG) equivalent to 5% of the Contract Value, which shall remain valid with the Contracting Bank until the completion of the contract period, the purchaser's interests remain adequately secured throughout the contract duration. Accordingly, we request that no payment be withheld after the	Please adhere to the Terms & Conditions of the RFP



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
			successful delivery and acceptance of the supplied devices	
38	Pg. no. 47 of 103	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - OS/ Platform - Android 12 OS or above	Request to kindly consider Android 15 OS with GMS certification or above. Android 15 with GMS provides enhanced security, performance, application compatibility, and a future-ready platform. This will ensure a longer device lifecycle, better support for banking and fintech applications, and minimize the risk of early OS obsolescence.	Please Refer Corrigendum/Addendum-1
39	Pg. no. 47 of 103	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - Processor - Min 1.2 GHz Quad core processor or above	We kindly request that the processor specification be amended to 64-Bit Octa Core Processor with minimum 2.3 Ghz speed or higher. This offers significantly better processing performance, faster application execution, improved multitasking capabilities, and enhanced overall system responsiveness.	Please Refer Corrigendum/Addendum-1
40	Pg. no. 47 of 103	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs Display - Minimum 5.5 inches HD with capacitive touch screen pixels 1280x720	Request to kindly amend the Display Size requirement to minimum 6.0" HD IPS or above. A larger HD IPS display will provide better visibility, readability, and user experience and will also facilitate easier viewing of transaction details, menus, and on-screen prompts, particularly during field-level operations.	Please adhere to the Terms & Conditions of the RFP
41	Pg. no. 47 of 103	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - Memory - 4GB RAM & 64 GB Internal storage	Request to kindly consider the minimum memory specifications as RAM: ≥ 8 GB RAM & ≥ 128 GB Internal storage, considering that the devices are expected to remain in service for the next five years, higher memory and storage capacity will ensure better performance, support future operating system upgrades, accommodate evolving banking applications, and provide a smoother user experience throughout the device lifecycle.	Please adhere to the Terms & Conditions of the RFP
42	Pg. no. 47 of 103	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - Camera Quality - 13MP or above with Flash rear camera; 2MP or above Front	We kindly request that the camera specification be revised to 13 MP for both the front and rear cameras. A 13 MP front & Rear camera will provide improved image quality and enhance the accuracy and reliability of face authentication & overall application performance. This specification will support current and future banking use cases that rely on high-quality imaging.	Please Refer Corrigendum/Addendum-1



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(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
43	Pg. no. 47 of 103	Annexure-2: Technical Specifications - Sl. No.7 - Contact Smart Card Reader(inbuilt) - EMV Card / Chip reader: ISO 7816 compliant, EMV L1 and L2 certified secured contact reader Contactless / NFC card reader Contactless smart card readers compliant to ISO 14443 A and B cards (for all four types of NFC tags) and ISO/IEC 18092. ISO 7816 dual SAM interface	Please remove the requirement of SAM slots as SAM is not particularly relevant in the current online application scenario. Therefore, we request the Department to remove this particular requirement from the technical specifications.	Please Refer Corrigendum/Addendum-1
44	Pg. no. 47 of 103	Annexure-2: Technical Specifications - Technical Specification of Micro ATMs - GPS - Supports GPS, A-GPS	We kindly request that the specification mandate the use of a GMS-certified GPS. A GMS-certified GPS ensures better location accuracy, enhanced reliability, compatibility with Android applications and Google services, and consistent performance across banking applications.	Please adhere to the Terms & Conditions of the RFP
45	Pg. no. 48 of 103	Annexure-2: Technical Specifications - Sl. No.11 - Connectivity- Inbuilt DUAL SIM module preferred, supports (4G, 3G). Inbuilt WI-FI (Dual Band - 2.4Ghz and 5GHz) inbuilt Bluetooth 4.0	We respectfully request the Bank to kindly amend the technical specification to mandate 5G SIM module with fallback to 4G/3G networks. Considering that the proposed Micro ATM devices are expected to remain in service for the next five years and with the rapid expansion of 5G networks across the country, a 5G-enabled module will ensure a future-ready solution. A 5G module can seamlessly fall back to 4G/3G networks wherever 5G coverage is unavailable; however, a 4G-only module cannot be upgraded to support 5G and would require hardware replacement. This amendment will protect the Bank's long-term investment, minimize technology obsolescence, and ensure reliable connectivity throughout the device lifecycle.	Please adhere to the Terms & Conditions of the RFP



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
46	Pg. no. 48 of 103	Annexure-2: Technical Specifications - Sl. No.18 - Port - Device should support USB Type-C or Micro-USB(One for IRIS Scanner and another one for external communication like passbook printer etc.)	Request to kindly consider a single USB Type-C port, which will be more cost-effective and sufficient for the intended device operations. If multiple USB connectivity is required, kindly permit the use of an external active multi-port USB hub. The Bidder shall be responsible for ensuring secure and reliable connectivity, with end-to-end data security maintained at all times.	Please Refer Corrigendum/Addendum-1
47	Pg. no. 49 of 103	Annexure-2: Technical Specifications - Sl. No.22 - PCI-PTS certificate (PTS certificate version 6 or above)	Request to kindly consider PCI-PTS certification Version 5 or above instead of mandating Version 6 or above. PCI-PTS Version 5-certified devices continue to provide robust security controls for PIN-based transactions and meet stringent payment security requirements. Allowing Version 5 or above will enable wider participation of technically compliant products while ensuring adequate security and protection of sensitive payment data.	Please Refer Corrigendum/Addendum-1
48	Pg. no. 53 of 103	Annexure-5 Pre-Qualification Criteria - Certificate of local content to be submitted as per Annexure 6.	Kindly note that Annexure 6 is LETTER OF AUTHORISATION TO BID. Please make the changes accordingly.	Please Refer Corrigendum/Addendum-1
49	Pg. no. 54 of 103	Annexure-5 - Pre-Qualification Criteria - Sl. No. 8 - The bidder should have positive Net Worth as on 31/03/2026.	We request o kindly consider the provisional audited financial statements for FY 2025-26, duly certified and signed by a Chartered Accountant, as the statutory audit and finalization of the financial statements for FY 2025-26 is currently in progress.	Please Refer Corrigendum/Addendum-1
50	Pg. no. 54 of 103	Annexure-5 - Pre-Qualification Criteria - Sl. No. 9- Bidder and its OEM should not be under debarment/blacklist period for breach of contract/fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of this RFP.	Request to kindly consider and amend the clause to "Both Bidder and its OEM should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices/ having any Judicial pronouncements by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments in last six years from the date of submission of this RFP". An affidavit in Rs 100 stamp paper by both OEM and its Bidder should be submitted to this effect.	Please adhere to the Terms & Conditions of the RFP



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
51	Pg. no. 56 of 103	Annexure-5 - Pre-Qualification Criteria- Sl. No. 14 - Service Centres: i) The OEM/Bidder should have Service/ support facilities of Bank's operational area of service which is provided in Annexure-18	Request to kindly consider a declaration that the successful bidder will establish OEM-authorized service centres/touchpoints within 30 days from the date of LOI/PO.	Please Refer Corrigendum/Addendum-1
52	Pg. no. 68 of 103	Annexure-10: COMMERCIAL BID - Form-A	Request to kindly clarify the amount/value to be mentioned in Commercial Bid Form - A. The RFP states: "Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to RFP for Supply, Installation and Maintenance of 1386 MicroATMs at Bank Branches / Offices and BC Points across Bank, in conformity with the said Bidding documents for the sum of Rs (.....) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid."	Request to kindly clarify the amount/value to be mentioned in Commercial Bid Form - A. The RFP states: "Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to RFP for Supply, Installation and Maintenance of 1386 MicroATMs at Bank Branches / Offices and BC Points across Bank, in conformity with the said Bidding documents for the sum of Rs (...TCO.....) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid."
53	Annexure-2: Technical Specifications/ Page 47	OS/ Platform Android 12 OS	Considering the long operational lifecycle of Micro ATM devices and the evolving requirements related to security, application compatibility, device management, and regulatory compliance, we request the Bank to consider specifying Android 14 or higher instead of Android 12. Android 14 provides enhanced security and privacy features, improved application compatibility, better enterprise/device management capabilities, and a more future-ready platform. A newer Android version will	Please Refer Corrigendum/Addendum-1



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
			also help ensure continued compatibility with evolving banking applications, security frameworks, device management solutions, and ecosystem requirements throughout the device lifecycle. Further, considering that the proposed devices are intended for long-term deployment, specifying Android 14 or higher will reduce the risk of early OS obsolescence and support the Bank's future technology and security requirements. Considering the above we request bank to amend the OS from 12 to 14 in the interest of enhanced security, future compatibility, long-term device sustainability, and operational readiness of the Micro ATM solution.	
54	Annexure-2: Technical Specifications/ Page 47	Processor Min 1.2 GHz	We request the Bank to amend the specified processor speed of 1.2 GHz to a minimum of 2.0 GHz Quad-Core, Since, minimum 2.0 GHz Quad-Core processor will provide better processing performance, smoother multitasking, and faster response times during transaction processing. It will also support advanced functionalities such as facial authentication, biometric applications, secure transaction processing, and future software enhancements**. Considering the expected long-term operational life of the Micro ATM devices and evolving application requirements, a 2.0 GHz Quad-Core processor will help ensure better performance, reliability, future readiness, and reduce the risk of early hardware obsolescence. Request bank to kindly consider the same and amend the clause accordingly.	Please Refer Corrigendum/Addendum-1
55	Annexure-2: Technical Specifications/ Page 47	Camera Quality 13MP or above with Flash rear camera; 2MP or above Front Camera	We request the Bank to amend the camera specification to minimum 13 MP Front Camera and minimum 2 MP Rear Camera. For Facial Authentication- The front camera is primarily used for facial authentication, where the	Please Refer Corrigendum/Addendum-1



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
			customer/agent needs to view the device display and align their face for accurate image capture. A **13 MP front camera** provides adequate image quality for facial authentication and supports a smooth and reliable user experience. Rear Camera Usage:- The rear camera is generally used for **QR code scanning, document/image capture, and other standard Micro ATM operations**. A **2 MP rear camera is adequate for these functional requirements** and does not impact the facial authentication process. UIDAI Facial Authentication:- The higher camera resolution is relevant to the camera used for facial authentication. Since facial authentication is performed using the **front-facing camera**, specifying the same 13 MP requirement for the rear camera does not provide any additional technical benefit for this use case. NABARD Reference:- A similar clarification has been issued by NABARD through a corrigendum, wherein the rear camera requirement was revised. We request the Bank to kindly consider the above amendment as it meets the intended functional requirements of the Micro ATM, supports facial authentication requirements, avoids unnecessary hardware specifications, and encourages wider participation while ensuring adequate device performance.	
56	Clause 49.2.2 Clause 8.2.1 (p. 77)	Order Cancellation/Termination of Contract Timeline for "acceptance of order"	Main RFP body, Clause 49.2.2 (p. 27): the Bank can cancel the contract for "Non-submission of acceptance of order within 15 days of order." Draft Contract Agreement, Clause 8.2.1 (p. 77): the same trigger is defined as "Non-submission of acceptance of order within 7 days of order."	Please Refer Corrigendum/Addendum-1



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
57	Clauses 13.1.1-13.1.3	Delay penalty (Liquidated Damages) Commercial Bid Form-B, "Other Terms & Conditions" (p. 69) Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.50% per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. However, the penalty will be a maximum of 5% of the total order value. Also, Bank reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps de-empanel the bidder from the empanelled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipment under the Purchase Orders placed.	Main RFP body, Clauses 13.1.1-13.1.3 (p. 10-11): flat penalty of 0.50% per week (delivery) plus 0.50% per week (installation), capped at 10% of the Micro ATM value. Commercial Bid Form-B, "Other Terms & Conditions" (p. 69): penalty of 0.50%/week, escalating to 1% per week after 2 weeks, capped at 5% of the total order value.	Please Refer Corrigendum/Addendum-1
58	Sections 3.1 / 5.1	Form-B "Other Terms & Conditions" (p. 69): Supply and Installation: Expected delivery period should not exceed 6 weeks from the date of acceptance of Purchase Order. The quoted price should be all-inclusive price (i.e., including Technical Service Charges, if any, Excise Duty, GST, any other	Sections 3.1 / 5.1 (p. 4-5): the Bank is procuring Micro ATMs for "branches/offices spread across the state of Andhra Pradesh" — implying deliveries to many locations. Form-B "Other Terms & Conditions" (p. 69): states the price should apply uniformly "since the Micro ATMs are to be delivered [to] Two Locations in Andhra Pradesh."	Please Refer Corrigendum/Addendum-1



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/ 7875778 Dated: 04-08-2026

Corrigendum/Addendum-1 Dated 20-08-2026

#	Tender Clause / Term	Issue / Concern	Request / Suggestion	Clarification
		applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and shall be applicable uniformly to any part of Andhra Pradesh since the Micro ATMs are to be delivered Two Locations in Andhra Pradesh. No additional charges/ management fee of any kind will be reimbursed.		
59	Scope of Work, Clause 9.5	Free "post-warranty" support vs. a separately contracted AMC	Scope of Work, Clause 9.5 (p. 8): promises "uninterrupted service support during both warranty and post-warranty periods at no extra cost." Clauses 24.1 and 24.4 (p. 16): refer to "Annual Maintenance Contract/Annual Technical Support [if contracted]" covering the post-warranty period – phrasing that implies it's an optional, separately awarded (and presumably paid) arrangement, not something automatically free.	Please Refer Corrigendum/Addendum-1



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Request for Proposal in GeM Portal [RFP]

for

“Supply, Installation and Maintenance of 1386 No. of Micro ATMs with comprehensive on-site Warranty period of 5 years to our Branches/Offices”

RFP Ref. No.: GEM/2026/B/7875778 dated 04/08/2026

GEM BID No: GEM/2026/B/ 7875778

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

Mobile: 9281404943,9390478378

procurement@apgb.bank.in



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ANDHRA PRADESH GRAMEENA BANK

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HEAD OFFICE – GUNTUR

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 5 years within 30 days from the date of receipt of purchase order 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 11-08-2026, 04:00 PM. Subject of the email should be given as "Pre Bid Queries for GEM/2026/B/7875778 dated 04/08/2026". 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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HEAD OFFICE – GUNTUR

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Andhra Pradesh Grameena Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Andhra Pradesh Grameena Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP.

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. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Andhra Pradesh Grameena Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Andhra Pradesh Grameena Bank reserves the right of discretion to change, modify, add or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<https://apgb.bank.in/>) or GeM portal (<https://gem.gov.in/>) and it will become part and parcel of RFP.

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. This RFP document prepared by Andhra Pradesh Grameena Bank should not be reused or copied or used either partially or fully in any form.

Andhra Pradesh Grameena Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Andhra Pradesh Grameena Bank reserves the right to reject any or the entire Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Andhra Pradesh Grameena Bank shall be final, conclusive and binding on all the parties.



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ANDHRA PRADESH GRAMEENA BANK

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HEAD OFFICE – GUNTUR

Additional terms and conditions for Supply, Installation and Maintenance of 1386 L1 Micro ATMs in Andhra Pradesh Grameena Bank with 5 years' comprehensive onsite warranty

Ref: GeM Bid ref. no. GEM/2026/B/ 7875778 dated 04/08/2026

1. About Andhra Pradesh Grameena Bank:

Andhra Pradesh Grameena Bank is a scheduled Regional Rural Bank owned by Government of India having 1360 branches and 24 Regional Offices 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. Definitions

- 2.1. 'Bank' means unless excluded by and repugnant to the 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 in GeM portal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "**Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank,**"
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Product' means "**Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank,**"
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Selected bidder' / 'Successful bidder' / 'L1 bidder' means the bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of this RFP.

3. About RFP

- 3.1. Bank intends to select vendor for Supply, Installation and Maintenance of **1386 No. of Micro ATMs** for its branches/offices spread across the state of Andhra Pradesh with 5 years' comprehensive onsite warranty of as per the terms & conditions, technical requirements and scope of work described elsewhere in this document.
- 3.2. The bidder has to go through the following clauses and other terms & conditions described elsewhere in this document:



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Sl. No.	Description
1	Scope of Work as per Annexure-1 for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank.
2	Technical Requirements as per Annexure-2 for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank.
3	Delivery timelines as per clause-11 of this RFP for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank.
4	Payment terms as per clause-14 of this RFP for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank.
5	Penalties as per clause-13 of this RFP for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank.

- 3.3. This RFP should not be considered as a statement of intent for availing the services, unless a purchase order or notification of award is published by Andhra Pradesh Grameena Bank if any, as a result of this GeM bid process.

4. Objective:

The objective of this RFP is to procure 1386 No. of Micro ATMs for branches/offices of Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years.

5. Requirement Details:

- 5.1. Bank intends for the procurement of Micro ATMs for Branches/Offices of the Bank. In this connection, Bank invites proposal/offers in GeM portal from prospective bidders for the Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank as per the terms & conditions, Technical Specifications and Scope of Work described elsewhere in this RFP. The brief description of Micro ATMs is furnished in following table:

Item Details	Quantity	Location
Supply, Installation and Maintenance of 1386 No. of Micro ATMs s integrated with biometric scanner, printer, card reader, PIN pad, POS etc., in Andhra Pradesh Grameena Bank with a comprehensive onsite warranty of Five (5) years (Including RD Services) as per Technical Specifications narrated in Annexure-2.	1386	Will be disclosed while placing the order. (Delivery will be across the state of A.P)

- 5.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the selected bidder.



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(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 5.3. Detailed technical specification for the above Micro ATMs is furnished in **Annexure-2**. All the Hardware / Software ordered for Supply, Installation and Maintenance of Micro ATMs should have comprehensive onsite warranty of Five (5) years.
- 5.4. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

6. Participation methodology

- 6.1. In this RFP either the authorized bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product. If participated, the bids of Principal/OEM/OSD and the authorized bidder/s are liable for rejection.
- 6.2. If a bidder bids on behalf of the Principal/OEM/OSD, the same bidder shall not submit a bid on behalf of another Principal/OEM/OSD in this RFP for the same item/product/service.
- 6.3. If any product of Principal/OEM/OSD is being quoted in this RFP, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product. If participated, the bids of Principal/OEM/OSD and the authorized bidder/s are liable for rejection.
- 6.4. In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing Micro ATMs i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.

7. Pre-Qualification Criteria

- 7.1. Interested bidders, who are capable to Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years (Including RD Services) and meet the Prequalification Criteria as per **Annexure-5**, may respond.
- 7.2. Non-compliance to any of the Pre-Qualification criteria would result in outright rejection of the bidder's proposal. The bidder is expected to provide proof for each of the points for Pre-Qualification evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Compliance". Any credential detail mentioned in "Pre-Qualification Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.
- 7.3. Andhra Pradesh Grameena Bank, reserves the right to verify/evaluate the claims made by the bidder independently and seek further documents without any



limitation for evaluating the offer. Any deliberate misrepresentation will entail rejection of the offer.

7.4. Earnest Money Deposit:

The Bidder should deposit bid security of Rs. 20 Lakhs in the form of BG/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.

No interest is payable on EMD. The EMD may be forfeited: -

1. The bidder withdraws his bid before opening of the bids.
2. The bidder withdraws his bid after opening of the bids but before acceptance of "Purchase Order".
3. The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
4. 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; or
5. If EMD is forfeited for any reasons mentioned above, the concerned Bidder maybe debarred from participating in the RFPs floated by the Bank, in future, as per sole discretion of the Bank.

Unsuccessful Vendor's - Demand draft or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on earnest money deposit to unsuccessful Vendors.

Successful Vendor - Earnest money deposit will be discharged upon the vendor furnishing the performance guarantee. The EMD of the successful vendor may be forfeited in lieu of EMD may be invoked by the Bank if the vendor fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the vendor refuses to accept and sign the contract within 1 month of issue of Purchase Order for any reason whatsoever.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

8. Bid Validity Period:

The Offer submitted and the prices quoted therein shall be valid for **180** days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.

9. Scope of Work

- 9.1 The bidder must comply with the detailed Scope of Work outlined in Annexure-1, and responsibilities mentioned throughout the RFP document are an integral part of the scope.
- 9.2 Confirmation of compliance with all stated requirements is mandatory.
- 9.3 Configuration and operationalization of Micro ATMs in coordination with the Bank's service providers, ensuring hardware and software compatibility with the Bank's existing infrastructure and integration with the Core Banking System (CBS) and Financial Inclusion Gateway.
- 9.4 Provision for Monitoring and Device Management (MDM/TMS) as per Bank's requirements, ensuring that the supplied devices are compatible with the Bank's MDM/TMS services.
- 9.5 Onsite support for configuration, OS issues, and reconfiguration during the warranty period, along with uninterrupted service support during both warranty and post-warranty periods at no extra cost.
- 9.6 Provision of all OEM-released stable upgrades during the contract period at no additional cost, including necessary upgrades for regulatory and business requirements (firmware and software) free of cost during the warranty period.
- 9.7 Micro ATMs should support all existing applications of the Bank and future applications as needed.
- 9.8 Devices must have auto-security patches and updates with the latest Android OS.
- 9.9 Before purchase orders are placed, the bidder must conduct successful testing/live POC at two field locations mutually decided by the Bank.
- 9.10 The selected bidder must identify two primary points of contact for the Bank, and the implementation team must be familiar with local regulations and conditions for smooth execution.
- 9.11 The bidder must replace all defective parts during the warranty period, providing full warranty coverage for all components, including necessary spare parts.
- 9.12 The supplied Micro ATM model should include **L1 fingerprint devices**, which must be upgradeable as per UIDAI and NPCI guidelines. Integration costs for newer fingerprint devices will be borne by the bidder if the Bank opts to procure them.
- 9.13 Documents submitted with scanned signatures and seals will not be considered for evaluation.
- 9.14 Commercials quoted during the commercial evaluation must remain valid for 180 days from the Purchase Order issuance date. The Bank may place repeat orders at its discretion based on the same commercials offered during the commercial evaluation.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 9.15 The devices must comply with all security and encryption standards as per RBI, NPCI, and UIDAI guidelines.
- 9.16 Support for end-to-end encryption (E2EE) and secure communication protocols to protect transaction data.
- 9.17 Devices must have tamper-detection mechanisms and auto-disable features if unauthorized access is attempted.
- 9.18 The Micro ATM should have a rugged design, suitable for field operations, with resistance to dust, moisture, and extreme temperatures.
- 9.19 Devices should support multiple connectivity options (4G, 3G, Wi-Fi and Bluetooth) to ensure seamless transactions.
- 9.20 Minimum hardware specifications such as processor speed, RAM, storage capacity, and battery backup should be clearly defined.
- 9.21 Devices must support multiple payment modes, including Aadhaar Enabled Payment System (AEPS), debit/credit cards, UPI, QR codes, and wallets.
- 9.22 Compatibility with all major card networks (RuPay, Visa, MasterCard, etc.).

10 Training:

No separate training is required. The selected vendor has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials & Business Correspondents.

11 Delivery, installation and maintenance:

- 11.1 Bank shall provide the address and contact details for delivery of 1386 No. of Micro ATMs while placing the order.
- 11.2 Delivery of all Micro ATMs should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.
- 11.3 The successful bidder should ensure installation of the delivered Micro ATMs and provide the full support for the installation of micro ATMs as mentioned in the Scope of Work at the bank branch/office.
- 11.4 Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 11.5 The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 11.6 The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the successful bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations / items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.
- 11.7 Installation of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Bid.
- 11.8 Partial, incomplete, or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

12 Hardware Maintenance:

- 12.1 The Bidder will assume total responsibility for the fault free operation of hardware and maintenance during the warranty for a total duration of Five (5) years.
- 12.2 As far as possible, the equipment should be repaired at site and where the Micro-ATM is taken for repairs outside the Bank, a substitute should be provided.
- 12.3 Failure to repair/ replace as above will be a breach of warranty and a penalty of Rs.250/- per day per item will be levied for number of days delayed, subject to a maximum of 10% of the contract value. The amount of penalty will be recovered from the bidder from payments due to them or by invoking Bank Guarantees provided for warranty. If the penalty amount reaches the maximum, Bank will be at liberty to cancel the contract and invoke any or all the Bank Guarantees provided by the Bidder.
- 12.4 GST will be collected at applicable rates on Penalty Charges and the same will be deducted from the payments due to the Bidder. Bank will raise Invoice for the charges deducted.



13 **Penalties/Liquidated Damages:**

13.1 Penalties/Liquidated damages for delay in Delivery and Installation, of 1386 No. of Micro ATMs in all locations would be as under:

13.1.1 Non-compliance of the delivery **clauses (11.2)** will result in the Bank imposing penalty 0.50% on delay in delivery per Micro ATM, per week or part thereof, on the value of Micro ATM (excluding Warranty), exclusive of tax.

13.1.2 Non-compliance of the installation **clauses (11.3)** will result in the Bank imposing penalty 0.50% on delay in installation per Micro ATM, per week or part thereof, on the value of the Micro ATM (excluding Warranty), exclusive of tax.

13.1.3 However, the total Penalty/LD to be recovered under above **clauses 13.1.1 & 13.1.2** shall be restricted to 10% of the value of Micro ATM (excluding Warranty), exclusive of tax.

13.2 **Penalties/Liquidated damages:**

13.2.1. On lodgment of complaint, service should be provided and rectification of reported problem within one business day. In case any part is found defective & needs to be taken to the Vendor's Premises/ lab for repairs, the Vendor should either ensure the required parts is replaced or a standby equipment is provided in place of defective equipment within 24 hours or next business day.

13.1.2 **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.

13.1.3 The selected bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

13.1.4 If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

13.1.5 If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

13.1.6 Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable



from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.

13.1.7 Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the selected bidder.

13.1.8 The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

13.1.9 All the above Liquidated Damages are independent of each other and are applicable separately and concurrently.

13.2.10. Liquidated Damage is not applicable for the reasons attributable to the Bank and Force Majeure.

14 Payment Terms:

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement

14.1 Payment schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Delivery of 1386 No. of micro ATMs as per the UIDAI certified biometric authentication	80% of contract value	80% on delivery of Micro ATMs and on submission of relevant documents. Please note that i. Originals of invoice reflecting Taxes ii. Proof of delivery duly signed by Bank officials of the respective Branch/ office. iii. 5 % of the contract value in the form of Performance Bank Guarantee iv. Suitable drivers/software's & support for the Micro ATMs at all the branches/Offices of the Bank. v. STQC Issued Valid Public Device Certificate issued by UIDAI (for RD services) vi. Manufacturer's / Supplier's Warranty Certificate should be



			submitted while claiming payment in respect of orders placed and the same should be updated in OEM website. vii. After successfully testing banks CBS/FI Gateway.
2.	Installation/Support & Maintenance	20% of contract value	20% of the total cost will be released after successful installation of Micro ATMs supplied as per Scope of Work. The successful bidder has to submit the following; Confirmation from the respective Bank locations, verifying that the Micro ATMs have been successfully configured and are functioning properly.

14.2 Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

14.3 Bank will not pay any amount in advance.

14.4 Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms and found in order by the respective branches/offices, who have placed order on the selected bidder.

14.5 The bank shall finalize the installation and acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming acceptance payment.

14.6 The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by Head Office at Guntur as decided by the Bank and the selected bidder has to provide necessary Beneficiary Bank details like Account No., Bank's Name with Branch, IFSC Code etc.

15 Acceptance:

15.1 Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

15.2 After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.

15.3 The warranty will cover all supplied components includes Hardware, software updates and other items will start after project acceptance & Signoff.

16 **Warranty:**

16.1 The bidder has to provide comprehensive On-site warranty for Five (5) years for Hardware and other items.

16.2 The bidder warrants that the products supplied under the Contract are of the **most recent version and that they incorporate all recent improvements in design and / or features**. The Supplier further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Supplier that may develop under normal use of the supplied products in the conditions prevailing in India

16.3 The entire equipment's / hardware & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Five (5) years from the Date of commissioning

16.4 The Bidder warrants that the Software/Solution/Hardware will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").

16.5 The Bidder has to replace all the defective spares during warranty period. All parts should be covered under warranty

16.6 The entire equipment's / hardware & software deployed for this project shall be under **Comprehensive Onsite Warranty** covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Five (5) years from the Date of Installation/commissioning.

16.7 If the hardware /software do not perform in accordance with the Contract during the Warranty Period, then the selected bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Successful bidder's expense and shall include all media, parts, labor, freight and insurance to and from the Department's site.

16.8 Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 16.9 If any defect in the Hardware/Software/Solution is not rectified by the selected bidder before the end of the Warranty Period, the Warranty Period shall be extended until in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.
- 16.10 The selected bidder shall provide, after the warranty commences for all Hardware/Software/Solution components, telephone support to the Bank during Business Days for assistance.
- 16.11 The selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Selected bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

17 **Make and Models:**

It is mandatory to provide Technology, make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidders should not quote Technology, hardware which is already End of Sale. Bidders also should not quote hardware which are impending End of Sale.

18 **Spare Parts:**

- 18.1 The selected bidder shall make available adequate spare parts, components, and consumables to ensure adherence to the defined service levels and uptime requirements during the entire contract period.
- 18.2 If any of the peripherals / components is not available during the contract period, the substitution shall be carried out with peripherals/components of equivalent or higher capacity.

19 **Software Version:**

The selected bidder should ensure usage of **latest licensed software** with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.



20 **Software, Drivers and Manuals:**

The selected bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.

All related documents, manuals, catalogues and information furnished by the selected bidder shall become the property of the Bank.

21 **Secure Deployment & Security Compliance to Policies and Process:**

- 21.1 All the hardware or required components should be shipped directly from OEM to Bank premises.
- 21.2 All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.
- 21.3 The selected bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. The selected bidder will not copy any data obtained while performing services under this RFP to any media including hard drives, flash drives or other electronic device other than as expressly approved by Bank.
- 21.4 The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.
- 21.5 The bidder should be fully compliant with ISO27001 controls at the time of bidding.

22 **Documents, Standard Operating Procedures and Manuals**

All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the property of the Bank.

23 **Documentation:**

Technical information in the form of Brochures / Manuals / CD etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the bank. The Bank is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.

24 **Scope involved during contract period Warranty Period:**

During the period of contract up to completion of Warranty and also during Annual Maintenance Contract (if contracted), the selected bidder shall perform the following:



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 24.1 During the period of contract, up to completion of Warranty and also during Annual Maintenance Cost/Annual Technical Support [if contracted], the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 24.2 If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty support.
- 24.3 Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty, at no extra cost to the Bank.
- 24.4 The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period.
- 24.5 The system spare parts/services, as and when required, and complete maintenance of the Micro ATMs during warranty period shall be supported for a period to be specified by the bank.
- 24.6 The support shall be given in person only.
- 24.7 Only licensed copies of software shall be supplied. The selected bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 24.8 The selected bidder shall provide centralized complaint booking facility to the bank and the dashboard, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 24.9 Escalation matrix should be provided for support, technical, project, etc. as per Annexure-7.

25 Local Support:

- 25.1 The selected bidder should be capable of meeting the service & support standards as specified in this Bid.
- 25.2 The selected bidder shall provide Warranty during office Hours on all Bank Working days of the year for all the locations.
- 25.3 **Response Time and Meantime to Restore [MTTR]**
 - 25.3.2 Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.



25.3.3 Time specified above is from lodging of complaint.

25.3.4 However, penalties will be applied as per clause 13.

26 Mean Time Between Failures (MTBF):

If during the warranty period any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the selected bidder at no additional cost to the Bank.

27 Defect Liability:

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.

28 Subcontracting:

28.1 The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected bidder under the contract without the prior written consent of the Bank.

28.2 In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement. The selected bidder should further ensure subcontracting agreement is vetted by the Bank.

28.3 Even if the selected bidder gets into subcontracting, accountability and responsibility of the resource provided shall lie with selected bidder only. Bank shall hold correspondence only with the selected bidder.

28.4 The selected bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority. Refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance and F/No.18/37/2020-PPD dated 08/02/2021, any amendments, clarifications, or latest versions issued on the subject from time to time. Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

29 Clarification to the RFP and Pre-Bid Queries

- 29.1 The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP.
- 29.2 All communications regarding points requiring clarifications and any doubts shall be given in writing by the intending bidders to the addresses given in the bid schedule.
- 29.3 No queries will be entertained from the bidders after the due date and time mentioned in the RFP document.
- 29.4 No oral or individual consultation will be entertained.

30 Amendment to Bidding Document

- 30.1 At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.
- 30.2 Notification of amendments will be made available on the GeM/Bank's website only and will be binding on all bidders and no separate communication will be issued in this regard.
- 30.3 In order 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 submission of Bids.

31 Bid System Offer

This is two bid system, which has following 2 (Two) parts:

- 31.1 **Technical Proposal:** Indicating the response to the Pre-Qualification Criteria, Scope of Work and other terms & conditions for the Supply, Installation and Maintenance of 1386 No. of Micro ATMs with comprehensive onsite warranty of Five (5) years.
- 31.2 **Commercial Bid:** Furnishing all relevant information as required as per Commercial Bid as per **Annexure-10 (Part A & B)**.



32 Preparation of Bids

32.1 Technical Proposal

- 32.1.2 Before submitting the bid, the bidders should ensure that they conform to the Pre-Qualification criteria as stated in Annexure-5 of this RFP. Only after satisfying themselves of the Pre-Qualification criteria, the Offer should be submitted.
- 32.1.3 It is mandatory to provide the compliance to Scope of Work in the exact format of Annexure-1 of this RFP.
- 32.1.4 The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 32.1.5 If any part of the technical/functional requirements offered by the bidder is different from the technical/functional requirements sought in the RFP, the bidder has to substantiate the same in detail the reason of their quoting a different technical/functional requirement than what is sought for, like better feature or non-availability/ feasibility of the technical/functional requirements quoted by Bank, invariably to process the technical offer.
- 32.1.6 The Bank shall not allow / permit changes in the technical/functional requirements once it is submitted.
- 32.1.7 The relevant solution information, brand, and solution offered, printed product brochure, technical/functional specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 32.1.8 The Technical Proposal should be complete in all respects and contain all information sought for. Masked Commercial Bid must be attached in Technical Offer and should not contain any price information. Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Commercial Bid will be liable for rejection.
- 32.1.9 Masked Commercial Bid which is not as per below instruction will make Bid liable for rejection:
 - 32.1.9.1 Should be replica of Commercial Bid except that it should not contain any price information (with Prices masked).
 - 32.1.9.2 It should not provide any price information like, unit price, tax percentage, tax amount, etc.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Commercial Bid

- 32.1.10 Commercial Bid shall be submitted as per Annexure-10 and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per Annexure-10. Any deviations from the Annexure-10 / non-submission of prices as per the format shall make the bid liable for rejection.
- 32.1.11 The Annexure-10 must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, except that the Technical Proposal should not contain any price information (with Prices masked). Any change in the Annexure-10 format may render the bid liable for rejection.
- 32.1.12 Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 32.1.13 Commercial Bids that are incomplete or conditional are liable to be rejected.
- 32.1.14 The bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

33 Costs & Currency

The Offer must be made in Indian Rupees only as per Annexure-10.

34 Erasures or Alterations

The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

35 Assumptions/Presumptions/Modifications

The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the bidder’s response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc. in the bidder’s response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of bid/s.



36 Preliminary Scrutiny

- 36.1 The Bank will scrutinize the bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 36.2 Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical requirements and bidding document is submitted without any deviations.

37 Clarification of Offers

- 37.1 During the process of scrutiny, evaluation and comparison of offers, the Bank may at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the bidder's response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 37.2 The Bank may at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

38 Evaluation of Bids

- 38.1 The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.
- 38.2 Technical Proposal: The Technical Proposal submitted by the bidders will be evaluated based on documents submitted against this RFP and Bank will seek clarification, if required.
- 38.2.2 The technical proposal evaluation will be for technical evaluation parameters as per Annexure-2.
- 38.3 Commercial Bid: The Commercial Bid of only those bidders who qualified in Technical Proposal will be opened and will be evaluated.



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

39 Responsibilities of the bidder

- By submitting a signed bid/response to this RFP the bidder certifies that:
- 39.1** The bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- 39.2** The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- 39.3** No attempt by the bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- 39.4** Each bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with ANDHRA PRADESH GRAMEENA BANK. In case such conflicts of interest do arise, the bidder must indicate the manner in which such conflicts can be resolved.
- 39.5** The bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution/service proposed by the bidder. The bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder to fulfill all the terms and conditions of this RFP.
- 39.6** The bidder should abide by guidelines issued by RBI Master Direction on outsourcing of IT services.

40 Bidders Presentation /Site Visits / Product Demonstration/POC

- 40.1** The Bank reserves the right to call for a presentation on the features and functionalities as a Part of Technical Proposal evaluation if required. This exercise will be undertaken before opening of the Commercial Bids (Indicative).
- 40.1** The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed Micro ATMs at the site mutually agreed.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 40.2 Bidders are further required to be in preparedness to demonstrate the proposed Micro ATMs by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.
- 40.3 Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.
- 40.4 All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 40.5 Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 40.6 The presentation/document shared during the presentation/POC shall form the integral part of the offer made by the bidder and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to Bank, irrespective of the fact that such features are explicitly mentioned in the Bid or not.

41 Normalization of Bids

- 41.1 The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;
- 41.1.2 Incremental bid submission in part of the requested clarification by the Bank
OR
- 41.1.3 Revised submissions of the entire bid in the whole
- 41.2 The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted



bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

- 41.3 The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

42 Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the bidder's proposal is central to the evaluation and selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

43 Project Ownership

- 43.1 If the bidder is offering solutions/products/services from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution/Service which are relevant to this RFP.
- 43.2 Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.
- 43.3 The bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.

44 Right to Alter Quantities/Location:

In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities / locations for implementing the services by adding/deleting/substituting the devices/locations, etc., from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.



45 Acceptance of Offer

- 45.1 The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 45.2 The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
- 45.3 The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
- 45.4 The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

46 Project Execution

The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.

47 Execution of Agreement

- 47.1 Within 21 days from the date of acceptance of the Purchase Order or within 30 days from the date of issue of Purchase Order whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Guntur as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.
- 47.2 The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

47.3 The Integrity Pact Agreement submitted by the bidder during the bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

48 Pricing & Payments:

48.1 The price quoted in the price bid shall be valid for a minimum period of 180 days from the date of acceptance of purchase order.

48.2 No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.

48.3 From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

49 Order Cancellation/Termination of Contract

49.1 The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

49.1.2 Delay in delivery of services in the specified period.

49.1.3 Serious discrepancies noted in the inspection.

49.1.4 Breaches in the terms and conditions of the Order.

49.2 The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:

49.2.2 Non-submission of acceptance of order within 15 days of order.

49.2.3 Excessive delay in execution of order placed by the Bank.

49.2.4 The selected bidder commits a breach of any of the terms and conditions of the bid.

49.2.5 The bidder goes in to liquidation voluntarily or otherwise.

49.2.6 An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

49.2.7 The progress made by the selected bidder is found to be unsatisfactory.

49.2.8 If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

49.2.9 If found blacklisted by any Govt. department/ PSU/ other banks etc., during the course of contract.

49.3 The Bank reserves the right to cancel the contract placed on the selected bidder without assigning any reason and without any payment, if 1% of the total quantity



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

supplied (i.e. 14 Micro-ATMs) is found to be defected (i.e. the installed/Configured Micro ATM performance is not as per the satisfaction of the Bank, based on the Terms and conditions mentioned in this RFP).

- 49.4 Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.
- 49.5 After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 49.6 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 security deposit, if any, under this contract.
- 49.7 In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

50 General Terms

Normally, the Order will be placed on the successful bidder as per the details given in the bid document. But, if there is any change in name/address/ constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any reorganization/ restructuring/ merger/ demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank shall be final.

51 Roles & Responsibility during Project Implementation

- 51.1 All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during contract period shall be provided by the selected bidder at no extra cost to the Bank for completing the scope of work as per this RFP.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

51.2 The selected bidder shall take all steps to ensure safety of bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or their sub-bidders.

51.3 In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

52 Responsibilities of the selected bidder

52.1 The selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during contract period.

52.2 The Bank will call for Audited Balance Sheet of the selected bidder at any point of time during contract period and the selected bidder shall provide the same.

52.3 The selected bidder shall submit updated Escalation Matrix for the product/services on a **Half-Yearly basis** as at the end of 31st March and 30th September during contract period.

53 Human Resource Requirement

The selected bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

53.1 The selected bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.

53.2 The selected bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The selected bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.

53.3 In case the performance of the selected bidder/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the selected bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.

53.4 No right to employment in the Bank shall accrue or arise to the employees or agents of the selected bidder, by virtue of engagement of employees, agents, etc. of the selected bidder for any assignment under this project. It is further clarified that the arrangement herein with the selected bidder is a contract for service.



53.5 The selected bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.

53.6 The selected bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India, Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

54 Responsibility for Completeness

54.1 The selected bidder shall ensure that the service provided [Hardware/Software etc.] meets all the technical and functional requirements as envisaged in the scope of the RFP.

54.2 The selected bidder shall deliver, install, configure the supplied service as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Bank for any deviation in this regard. The selected bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.

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

55 Inspection of Records

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.

56 Negligence

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of,



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

57 Assignment

- 57.1 The selected bidder shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.
- 57.2 If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the selected bidder under this RFP.

58 Publicity

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

59 Insurance

The Hardware to be supplied will be insured by the selected bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The selected bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.

60 Guarantees

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

61 Intellectual Property Rights

- 61.1 Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.

61.2 In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them no infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution/service.

61.3 The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

61.4 The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

62 Confidentiality and Non-Disclosure

62.1 The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-9.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 62.2 No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

63 Indemnity

- 63.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- 63.1.2 The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
- 63.1.3 Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;
- 63.2 The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **Solution/Service** supplied by them.
- 63.2.2 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 63.2.3 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.
- 63.2.4 All Employees engaged by the bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

64 Force Majeure

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



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 64.2 For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake, Pandemics, epidemics and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.
- 64.3 In the event of any such intervening Force Majeure, the bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within seven calendar days. Unless otherwise directed by the Bank, the bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 64.4 In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the bidder.

65 Corrupt and Fraudulent Practices

- 65.1 As per Central Vigilance Commission (CVC) directives, it is required that bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 65.2 "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- 65.3 "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- 65.4 The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 65.5 The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 65.6 The decision of Bank in determining the above aspects will be final and binding on the all the bidders. No bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its bid,



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

from the time of bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.

65.7 Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the bidder's bid and/or blacklisting the bidder. The bidder agrees not to hire, solicit or accept solicitation directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.

65.8 The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for Solution/service by the Bank.

66 Amendments to the Purchase Order

Once purchase order is accepted by the bidder, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

67 Amendments to the Agreement

Once agreement is executed with the selected bidder, no amendments or modifications of agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

68 Modification/Cancellation of RFP

The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation.

69 Right to audit:

69.1 The selected bidder has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the selected bidder is required to submit such certification by such Auditors to the Bank. The selected bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the selected bidder. The selected bidder shall, whenever



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.

- 69.2** Where any deficiency has been observed during audit of the selected bidder on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the selected bidder shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the selected bidder shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- 69.3** The selected bidder shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank /Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the selected bidder (e.g., financial, internal control and security reviews) and findings made on selected bidder in conjunction with the services provided to the Bank.

70 Resolution of Disputes

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be at **Guntur**, which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.

71 Legal Disputes and Jurisdiction of the court

- 71.1** The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this GeM bid. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- 71.2** All disputes and controversies between Bank and bidder shall be subject to the exclusive jurisdiction of the courts in **Guntur** and the parties agree to submit themselves to the jurisdiction of such court as this GeM bid/Contract agreement shall be governed by the laws of India.

72 Purchase Preference

Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the GeM bid and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.

73 Micro & Small Enterprises [MSEs]

Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines

- 73.1** MSEs should provide proof of their being registered as MSE for the item under Tender/ GeM bid along with their offer, with any agency mentioned in the Notification, including:
- 73.1.2** District Industries Centers or
 - 73.1.3** Khadi Village Industries Commission or
 - 73.1.4** Khadi & Village Industries Board or
 - 73.1.5** Coir Board or National Small Industries Corporation or
 - 73.1.6** Directorate of Handicrafts & Handloom or
 - 73.1.7** Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
 - 73.1.8** For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012.
 - 73.1.9** Udyam Registration Certificate
- 73.2** MSEs are exempted from paying EMD, subject to furnishing of Valid certificate for claiming Exemption.
- 73.3** Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

two years from being eligible to submit Bids for contracts with Andhra Pradesh Grameena Bank as per Annexure-4.

73.4 The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.

73.5 The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.

74 Startup

74.1 Applicable for Indian Bidders only as defined in gazette notification no. D.L 33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.

74.2 As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in tender document.

74.3 Further, the Startups are also exempted from submission of EMDs.

74.4 For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.

74.5 Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the GeM bid, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Andhra Pradesh Grameena Bank as per Annexure-4.

75 Procurement through Local Suppliers (Make in India)

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

75.1 "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported



content in the item (including all customs duties) as a proportion of the total value, in percent.

- 75.2** “Class-I Local Supplier” means a supplier or service provider whose goods, services or works offered for procurement meets the minimum local content as prescribed for Class-I local supplier under this order.
- 75.3** “Class -II Local Supplier means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for ‘Class -II Local supplier’ but less than that prescribed for ‘Class -I Local supplier’ under this order.
- 75.4** ‘Non-Local Supplier’ means a supplier or service provider, whose goods, services or works offered for procurement has local content less than that prescribed for ‘Class-II Local Supplier’ under this order.
- 75.5** The ‘local content’ requirement to categorize a supplier as ‘Class I Local Supplier’ is minimum 50%. For ‘Class-II Local supplier’ the ‘local content’ requirement is minimum 20%.
- 75.6** The margin of Purchase preference shall be 20%.
- 75.7** Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the tender documents.
- 75.8** The ‘Class -I Local supplier’/‘Class -II Local supplier’ at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for ‘Class -I Local supplier’/‘Class-II Local supplier’ as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- 75.9** In cases of procurement for a value in excess of Rs.10 Crores, the ‘Class-I Local supplier’/‘Class -II local supplier’ shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- 75.10** False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

75.11 All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.

76 Ministry of Electronics and Information Technology (MeitY):

76.1 In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has issued revised Public Procurement (Preference to Make in India) Order 2019 for cyber security products vide reference File No.1(10)/2017-CLES dated 06/12/2019.

76.2 The bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.

76.3 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.

77 INSPECTIONS AND TESTS:

77.1 The Purchaser/Bank or its representative shall have the right to inspect and/ or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Bank.

77.2 The inspections and test may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and/ or at the final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.

77.3 Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Purchaser.

77.4 Factory inspection of the 'Micro ATMs to be supplied to the Bank will be carried out at vendor's or principal's/manufacturer's factory site.

77.5 All reasonable facilities and assistance including access to drawings and production data should be provided to the Bank's officials and the consultants during inspection.

77.6 However, Bank will have the discretion to recover the costs related to travel and stay of its staff / testing agency if the equipment offered for inspection is not as



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

per Bank's requirement or the test conditions are not complied with and repeat visits are necessitated.

77.7 The fees payable to inspecting agency for conducting pre dispatch inspection will be borne by the Bank.

78 Authorization to Bid:

78.1 The Proposal being submitted would be binding on the bidder. As such it is necessary that authorized personnel of the firm or organization to sign the BID. The designated personnel should be authorized by the organization or by a senior official of the organization having authority to do so. The same person or a different person should be authorized who should have a digital certificate (with encryption feature) issued in company name and should have authority to quote bid amount in RFP and also quote offer price during commercial evaluation.

78.2 The copy of necessary Original resolutions/authority/ Power of Attorney having authority to authorize the person to submit RFP documents/participate in Technical bid and commercial evaluation, on behalf of the company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a RFP Terms and condition. The letter should also indicate the complete name and designation of the designated personnel as per ANNEXURE-6.

79 SUBMISSION OF PERFORMANCE BANK SECURITY:

79.1 Within Twenty-One (21) days of the receipt of notification of award/purchase order from the Purchaser, the successful Bidder shall furnish the Performance Security (Bank Guarantee) for 5% (Five percent) of the Contract Value valid for 72 months in the format prescribed as per Annexure-14.

79.2 If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value (Exclusive of Taxes).

79.3 In case an occasion arises for the purchaser to invoke the BG, purchaser reserves the right to invoke any one or more of the BG anytime and also reserves the right to invoke the other guarantees at a later date.

79.4 The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Andhra Pradesh Grameena Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). Any bank guarantee submitted in physical mode, including Security Deposit / Performance Guarantee which cannot be verifiable through SFMS will be rejected summarily



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

79.5 Failure of the successful Bidder to comply with the requirement of accepting the purchase order/ executing Contract and/ or submitting Performance Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which even the Purchaser may make the award to any other next lowest evaluated bidder at the price quoted by L1 bidder or any other price which cannot be more than L1 bidders price. In such an eventuality bank retains the right to call fresh bids under this RFP barring the defaulting bidder.

80 Security:

80.1 The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.

80.2 The selected bidder will ensure the software delivered is in conformity with security standards and is without any security vulnerability.

80.3 The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies and with no additional cost to the Bank.

80.4 Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.

80.5 Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.

80.6 The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank

81 Integrity Pact:

81.1 Bank believes in total transparency, integrity and accountability in its functioning. As per the directions of CVC, Bank proposes to execute Integrity Pact with the bidder focused on enhancing transparency in its business transactions, contracts and procurement processes.

81.2 The bidder shall submit the bid/tender along with the "Integrity Pact", as per Annexure-22 on a non-judicial stamp paper of Rs.100/- along with the bid/tender document, duly signed on all pages and the details filled in properly. All pages of the Integrity Pact shall be signed by the same signatory who signs the bid



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

document and has the authority on behalf of the C.E.O of the company he represents.

- 81.3 The non-judicial stamp papers are to be purchased in the name of the Bidder or Bank and the date of purchase should not be earlier than six months of date of execution.
- 81.4 The acceptance of Integrity Pact shall be unconditional and the bidder must not change any contents of the Integrity Pact. If the contents of the Integrity Pact are changed by the bidder, the bid will be rejected.
- 81.5 The bidder shall submit the Integrity Pact duly signed by the person(s) signing the bid. Bidders are required to clearly indicate the name and designation of the signatory (ies) as well as the name and address of the witnesses.
- 81.6 If the Bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.
- 81.7 The signed Integrity Pact should be enclosed with the technical offer of the bid only. Bids received without the signed Integrity Pact and/or without details filled in shall be rejected.

82 Amalgamation and Continuity of Services:

- 82.1 As required either by government directions or otherwise, the Bank reserves the right to undergo amalgamation or restructuring during the term of this agreement. In the event of such amalgamation, the successful vendor shall continue to provide services under the new entity, ensuring no disruption in service delivery.
- 82.2 The vendor agrees to update all records, including invoices, to reflect the new entity's name, GSTIN, and other relevant details after the amalgamation. All invoices raised post-amalgamation must be in the name of the new entity with the applicable GST details, and the vendor shall ensure that GST payments and credits are processed under the new entity's GSTIN.
- 82.3 The vendor shall continue to provide services to the new entity under the same terms and conditions as before the amalgamation, with no alteration in the quality, timelines, or scope of services.

Sd/-

(D Venkata Ramana)
General Manager-IT



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-1
Scope of Work

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Sl. No.	Broad Scope of Work	Compliance (Yes/No)
1	The bidder must replace all defective parts during the warranty period, providing full warranty coverage for all components, including necessary spare parts.	
2	Confirmation of compliance with all stated requirements is mandatory.	
3	Configuration and operationalization of Micro ATMs in coordination with the Bank's service providers, ensuring hardware and software compatibility with the Bank's existing infrastructure and integration with the Core Banking System (CBS) and Financial Inclusion Gateway.	
4	Provision of software/portal/module for Monitoring and Device Management (MDM/TMS) as per Bank's requirements, ensuring that the supplied devices are compatible with the Bank's MDM/TMS services.	
5	Onsite support for configuration, OS issues, and reconfiguration during the warranty, along with uninterrupted service support during warranty period at no extra cost.	
6	Provision of all OEM-released stable upgrades during the contract period at no additional cost, including necessary upgrades for regulatory and business requirements (firmware and software) free of cost during the warranty period.	
7	Micro ATMs should support all existing applications of the Bank and future applications as needed.	
8	Devices must have auto-security patches and updates with the latest Android OS.	
9	Before purchase orders are placed, the bidder must conduct successful testing/live POC at two field locations mutually decided by the Bank.	



10	The selected bidder must identify two primary points of contact for the Bank, and the implementation team must be familiar with local regulations and conditions for smooth execution.	
11	The devices must comply with all security and encryption standards as per RBI, NPCI, and UIDAI guidelines.	
12	The supplied Micro ATM model should include L1 fingerprint devices , which must be upgradeable as per UIDAI and NPCI guidelines. Integration costs for newer fingerprint devices will be borne by the bidder if the Bank opts to procure them. Device registration is under bidder scope.	
13	Devices must have tamper-detection mechanisms and auto disable features if unauthorized access is attempted.	
14	Commercials quoted during the commercial evaluation must remain valid for 180 days from the Purchase Order issuance date. The Bank may place repeat orders at its discretion based on the same commercials offered during the commercial evaluation.	
15	The Micro ATM should have a rugged design , suitable for field operations, with resistance to dust, moisture, and extreme temperatures.	
16	Support for end-to-end encryption (E2EE) and secure communication protocols to protect transaction data.	
17	Devices should support multiple connectivity options (4G, 3G, WiFi, and Bluetooth) to ensure seamless transactions.	
18	Minimum hardware specifications such as processor speed, RAM, storage capacity , and battery backup should be clearly defined.	
19	Compatibility with all major card networks (RuPay, Visa, MasterCard, etc.).	
20	Devices must support multiple payment modes , including Aadhaar Enabled Payment System (AEPS) , debit/credit cards, UPI, QR codes, wallets, and NFC technology for contactless transactions.	
21	The selected bidder shall deliver Micro ATMs at the respective locations as per the Delivery Schedule on receipt of the Purchase Order from the Bank.	
22	The selected bidder has to supply all the Hardware & Software Items to the ordered locations as per the Technical Specifications mentioned in the Annexure-2 .	
23	The selected bidder shall be fully responsible for Delivery, Installation/ Support and Maintenance of the ordered Hardware & Software Items.	



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

24	The device shall be branded with logos of NABARD & Bank as per the branding guidelines given by the bank	
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We comply with all above points without any deviations. We understand that noncompliance to any or all the points mentioned in Scope of Work may lead to disqualification from the GeM bid under technical evaluation.

Date:

Place:

Authorized signatory

Name:

Designation:

Company seal:



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-2: Technical Specifications

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Note:

1. The bidder shall specifically mention the make and model of the items offered for all the requirements in terms of GeM Bid without fail, failing which the bid is liable for rejection.
2. If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this GeM Bid, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this GeM Bid and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

Technical Specification of Micro ATMs

#	Description	Device Specification
1	OS/ Platform	Android 12 OS or above
2	Processor	Min 1.2 GHz Quad core processor or above
3	Display	Minimum 5.5 inches HD with capacitive touch screen pixels 1280x720
4	Memory	4GB RAM & 64 GB Internal storage
5	Camera Quality	13MP or above with Flash rear camera; 2MP or above Front Camera
6	Camera Type	Integrated rear and front Camera & should be face authentication ready
7	Contact Smart Card Reader (inbuilt)	EMV Card / Chip reader: ISO 7816 compliant, EMV L1 and L2 certified secured contact reader Contactless / NFC card reader compliant to ISO 14443 A and B cards (for all four types of NFC tags) and ISO/IEC 18092. ISO 7816 dual SAM interface
8	GPS	Supports GPS, A-GPS



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

9	Battery & Power Adapter	Powerful Li-Ion rechargeable battery with 12+ hours of transaction time and 48+ hours of standby time & Adaptor with surge protection 3.6 V/ 5.0 V/7.4V/7.6V 4,400MAH or higher/20 Watt Hour or higher Adaptor with surge protection
10	Printer	Inbuilt 2 inch high speed thermal printer
11	Connectivity	Inbuilt DUAL SIM module preferred, supports (4G, 3G). Inbuilt WI-FI (Dual Band - 2.4Ghz and 5GHz) inbuilt Bluetooth 4.0
12	Environment	Operating temperature: 0°C to 50°C. Storage not including battery: 0°C to 55°C.
13	Speaker	Inbuilt Speaker for voice over of Inbound & Outbound Transactions
14	Biometric standard	Inbuilt Biometric/Fingerprint scanner: STQC certified RD capable optical or capacitive or Thermal technology sensor +Extractor to meet the technical specifications as defined by UIDAI. L1 Registered fingerprint to support FMR and FIR technology The device shall have STQC/UIDAI certified L1 compliant fingerprint scanner. In case of any regulatory changes requiring upgrade, compliance shall be ensured through firmware/software updates or provision of compatible external biometric device, without additional cost to the Bank. Device to remain compliant to biometric 2.0 standards and upgrades, as timely directed by regulatory authorities
15	Device Hardening	Third party applications should not be installed in the device. Such restrictions should be incorporated / setup in the device / OS level. Only the Bank approved applications should get installed in the device.
16	Certification	Product Certifications: CE/BIS, RoHS, STQC, IP54, Drop Test, Bump Test, Vibration Test. Payment Certifications: PCI PTS, EMV Level 1 (Contact & Contactless), EMV Level 2 (contact), Visa pay Wave, MasterCard Paypass, Rupay & NCMC complied etc.
17	Compliance	The Micro ATM should comply with technical specifications approved by IBA, IDRBT, NPCI and UIDAI formulated micro ATM 1.5.1 standard or its latest revised version.
18	PORT	Device should support USB Type-C or Micro-USB(One for IRIS Scanner and another one for external communication like passbook printer etc.)
19	PINPAD	PCIPTS certified PINPAD



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

20	Compatibility	• MicroATM is capable for integration with our Bank FI Gateway • MicroATM is compatible with EMV Chip and PIN Based ON-US and OFF-US transactions • MicroATM is compatible to perform Aadhaar based (Biometric Authentication), AePS ON-US & OFF-US transactions, eKYC, etc. • MicroATM is capable of financial transaction such as - Cash Deposit, Cash Withdrawal, Balance Inquiry, Fund Transfer (ON-US/ OFF-US), GREEN PIN (Create PIN and Change PIN), etc. • MicroATM should be NPCI certified to accept the OFF-US transactions • MicroATM should be built-in L1 certified Biometric Scanner to perform the AePS transactions. • Micro ATM should perform the POS transactions and requires PCI (Payment Card Industry) PED (Pin Entry Device) for POS
21	Drop Test	The device should be compatible to 1 meter drop test
22	Security	PCI-PTS certificate (PTS certificate version 6 or above)
		MDM software locally hosted in India
		2048-bit PKI, 256-bit AES, Base64, SHA-256 for full compliance with Aadhaar Authentication API specifications

Declaration:

1. We hereby confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the GeM Bid.
2. We hereby confirm that we have back-to-back arrangements with third party hardware software for providing continuous and un-interrupted support to meet SLAs obligations as per GeM bid terms.
3. We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date:
Place:

Authorized signatory
Name:
Designation:
Company seal:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-3
Bidder's Profile

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Sl. No.	Particulars	Details
a)	Name of the Bidder Firm/Company	
b)	Constitution (Ltd./Pvt. Ltd/Firm etc.)	
c)	Date of Incorporation and / or Commencement of business with supporting documents	
d)	Certificate of Incorporation (CIN)	
e)	Whether registered as MSE for the item under the GeM Bid? (Proof of registration as MSE for the item under the GeM Bid)	
f)	Whether recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Proof of such recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity complies with Startup guidelines)	
g)	Address of Corporate Office	
h)	Address of the Registered Office	
i)	Particulars of the Primary Contact Person (Authorized Signatory of the Bidder)	Name
		Designation
		Address for Correspondence
		Phone Number (Landline)
		Mobile Number
		Email address



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

j)	Particulars of the Secondary Contact Person	Name	
		Designation	
		Mobile Number	
		Email address	
k)	Firm / Company Website address		
l)	Firm/Company PAN number		
	Firm/Company GST Number		
	<u>Beneficiary Bank Details for Bid security refund etc., Beneficiary Name</u>		
	Beneficiary Account Number		
	Type of Bank Account (Current/OD/OCC etc.)		
	IFSC Code		
	Beneficiary Bank Name & Branch address		

Date

Signature with seal

Name:

Designation:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-4

Bid Security Declaration

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

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

**SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh
Grameena Bank with comprehensive onsite warranty of Five (5) years**

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Dear Sir

We declare that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the GeM bid, we note that we will be suspended for the period of two years from being eligible to submit bids for contracts with Andhra Pradesh Grameena Bank.

Place:

Date:

[Signature of Authorized Signatory]

Name:

Designation:

Seal:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-5

Pre-Qualification Criteria

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

We have carefully gone through the contents of the above referred GeM bid and replies to pre-bid queries and amendments and furnish the following information relating to Pre-Qualification Criteria.

Below are the Mandatory submissions by the bidder for technical evaluation

Sl. No.	Criteria	Documents to be submitted for Compliance	Bidder's Response and Documents Submitted
1.	The bidder or its OEM (incase the bidder is not OEM) should be either Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-6.	
2.	The Bidder should be a registered company in India under Indian Companies Act 1956 for at least five years as on date of RFP Relaxation only for MSE/ Start-up: GOI Extent Guidelines Relevant for start-ups/MSE will be applicable	Certified copy of the Certificate of Incorporation issued by the Registrar of Companies and Certificate of Commencement of business issued by the Registrar of Companies (For Public Limited Company)	
3.	The Bidder company or firm should have earned Net profit in three preceding Financial Years as per the audited Financial Statements and should have a positive Net Worth. (F.Y 2022-23, 2023-24 and 2024-25)	Audited Financial Statements, B/S & P&L to be mentioned in Annexure-15.	



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

4.	The Bidder company or firm should have an average Turnover of ₹ 5 Crore (each year) or above during the immediate last 3 Financial Years. (F.Y 2022-23, 2023-24 and 2024-25).	Audited Financial Statements or audited report from chartered accountant. Turn over details are to be mentioned in Annexure-15	
5	The OEM should have an average Turnover of ₹ 8 Crore (each year) or above during the immediate last 3 Financial Years. (F.Y 2022-23, 2023-24 and 2024-25).	Audited Financial Statements or audited report from chartered accountant.	
6.	The bidder has to provide confirmation that any person/Partnership/LLP/Company including any subsidiary or holding company/proprietorship connected to bidder directly or indirectly has not participated in the bid process.	Letter of confirmation (self-certified letter signed by authorized official of the bidder)	
7.	Bidder shall be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of Solution. (OR) An authorized dealer/distributor	If the applicant is OEM, an Undertaking Letter has to submitted in this effect. (OR) If the bidder is an authorized dealer/ distributor, an authorization letter from their OEM/ OSO/ OSD to deal/market their product in India and it should be valid for entire contract period from the date of submission of the bid.	
8.	The bidder should have positive Net Worth as on 31/03/2026.	The bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
9.	Bidder and its OEM should not be under debarment/blacklist period for breach of contract/fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of this RFP.	A self-declaration letter by the bidder and its OEM on the Company's letter head should be submitted to this effect.	



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

10.	The Bidder (including its OEM, if any) should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	A declaration stating "We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP" to be submitted on Company's letter head.	
11	Authorization Certificate Whether the Bid is authenticated by authorized person?	Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?	
12	Bidder should be a registered company or firm and should be manufacturing or supplying of Micro ATMs during last 5 years in India	Certified copy of the Certificate of Incorporation issued by the Registrar of Companies and Certificate of Commencement of business issued by the Registrar of Companies (For Public Limited Company)	



13	The Bidder/OEM should have supplied and supported at least 1000 Micro ATMs (L0 model/L1 model) to Banks/PSUs/Central or State Governments during last five years as on Bid published date. Only supplies made directly to banks/PSUs/Central or State Government organizations shall be considered for eligibility.	Xerox copies of purchase orders or certificates from Bank/PSUs where hardware has been delivered and are also to be mentioned in Annexure-15. Alternate to submitting Xerox copies of POs, Bidders can submit Certificate from Banks/PSUs that the vendor has supplied required quantity of 'Micro ATMs to them with year-wise/PO-wise details. In case of multiple POs of same organization, bidder has to submit letter from organization and clearly mention the year and quantity. Bidder/OEM who is submitting the bid proposals, shall submit POs issued on their Company only	
14	Service Centers: i) The OEM/Bidder should have Service/ support facilities of Bank's operational area of service which is provided in Annexure-18	Proof of the same (authorized by OEM) is to be enclosed. Service centre details are to be submitted in ANNEXURE-18 with address and contact details	
15	Bidder company or firm should not be owned or controlled by any Director or employee (or relatives) of Andhra Pradesh Grameena Bank.	Self-declaration letter	
16	The Bidder must provide an undertaking on his letter head that all the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by the vendor.	Letter of confirmation (self-certified letter)	
17	The Bidder should have a valid ISO Certificate.	Copy of valid Certificate to be submitted.	



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

18	Bidder shall provide 2% buffer stock for initial two years & 3% from the third year of warranty period at no additional cost to the Bank to avoid the breakdown time/ service related delay.	Confirmation of the same to be provided in self- declaration	
----	--	--	--

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.

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.

We confirm that the information furnished above is true and correct. **We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Prequalification Criteria should be part of the GeM bid.**

Date:

Signature with seal

Name:

Designation:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-6: LETTER OF AUTHORISATION TO BID

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

Dear Sir,

SUB: Authorization Letter for submitting bid documents.

REF: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

This has reference to your above RFP for Supply, Installation, Commissioning and Maintenance of 1386 No. of micro ATMs with 5 Years comprehensive onsite warranty Period, Mr/Mrs/Miss_____ is hereby authorized to submit the bid documents, to submit on-line bid, to participate in commercial evaluation and to sign the contract on behalf of our organization for all the systems/ goods required by the bank as called vide the bank's request for proposal vide **GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026** on behalf of our organization. We confirm that the person so authorized above has digital signatures (with encryption feature) issued in the name of company and confirm that all the prices quoted in on-line-sealed bid or in commercial evaluation by him shall be binding on us. He/ She is also authorized to take decisions on behalf of the company till RFP process is completed. **Certified Xerox copy of Power of Attorney (P/A) of the person authorizing such person is duly submitted.**

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

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

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

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



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-7: Escalation Matrix

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Name of the Bidder Firm:

Delivery Related Issues:

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

Service Related Issues:

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

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

Date

Signature with seal

Name:

Designation:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-8: Manufacturer Authorization Form

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

No. _____ dated _____

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

Dear Sir,

**SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh
Grameena Bank with comprehensive onsite warranty of Five (5) years**

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the Micro ATMs, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed hardware offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the hardware will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for the contract period.

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

Yours faithfully

(Name)

For and on behalf of M/s



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-9: NON-DISCLOSURE AGREEMENT

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

THIS AGREEMENT (the "Agreement") is entered into on this _____ day of _____ 2026 by _____ and between; Andhra Pradesh Grameena Bank, a body corporate constitute under the Regional Rural Bank Act 1976 having its Head Office at Guntur represented by herein (hereinafter called **Disclosing Party or the "Bank"**), and with _____ and having address at _____ (the **"Recipient"** or the **"Receiving Party"** or the **"Company"**).

The Bank is in possession of certain information defined hereunder as Confidential Information and has agreed to disclose to the Company the Confidential Information on a strictly confidential basis for the purpose of (*mention the purpose for which the information is required to be shared/allowed to be accessed*). During the said process; the Bank may share certain confidential or proprietary information with the Recipient. Therefore, in consideration of the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

1. Definition of Confidential Information.

(a) For purposes of this Agreement, **"Confidential Information"** means any data or information that is confidential or proprietary to the Bank and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to:

- (i) Customer name and other information related to customers
- (ii) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies;
- (iii) Plans for products or services, and customer or supplier lists;
- (iv) Any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method;
- (v) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, information and trade secrets; and



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- (vi) Any other information that should reasonably be recognized as confidential information of the Bank. Confidential Information need not be novel, unique, patentable, copyrightable or constitute a trade secret in order to be designated Confidential Information. The Company acknowledges that the Confidential Information is proprietary to the Bank, has been developed and obtained through great efforts by the Bank and that Bank regards all of its Confidential Information as trade secrets.
- b) Notwithstanding anything in the foregoing to the contrary, Confidential Information shall not include information which;
 - (i) Was known to the Company prior to receiving the Confidential Information from the Bank;
 - (ii) Becomes rightfully known to the Company from a third-party source not known (after diligent inquiry) by the Company to be under an obligation to Bank to maintain confidentiality;
 - (iii) Is or becomes publicly available through no fault of the Company;
 - (iv) Is required to be disclosed in a judicial or proceeding, or is otherwise requested or required to be disclosed by law or regulation, although the requirements of paragraph 4 hereof shall apply prior to any disclosure being made; and
 - (v) Is or has been independently developed by employees, consultants or agents of the Company without violation of the terms of this Agreement or reference or access to any Confidential Information.

2. Disclosure of Confidential Information.

From time to time, the Bank may disclose Confidential Information to the Company. The Company will:

- (i) along with its representatives, make use of the Confidential Information solely for the purpose of the Agreement or such other purposes from time to time agreed or consented to by the Bank as evidenced in writing
- (ii) limit disclosure of any Confidential Information to its directors, officers, employees, agents or representatives (collectively “**Representatives**”) who have a need to know such Confidential Information in connection with the current or contemplated business relationship between the parties to which this Agreement relates, and only for that purpose;
- (iii) prior to making any disclosure of such Confidential Information as permitted under this Agreement, will ensure that the Representatives are under a prior written obligation to maintain such information confidential and to use such information only for the contemplated purpose;
- (iv) along with its Representatives use such measures and/or procedures as it uses in relation to its own confidential information and trade secrets to hold and keep in confidence any and all such Confidential information and comply with the terms of this Agreement.
- (v) and not disclose any Confidential Information received by it to any third parties.



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

(vi) be solely responsible for any breach of the terms of this Agreement by any of its Representatives or the Sub-Contractors and any act or omission by any of its Representatives or the Sub-Contractors which would constitute breach of the terms of this Agreement and shall take all reasonable measures to restrain such Representatives or the Sub-Contractors from unauthorized disclosure or use of the Confidential Information and that Company acknowledges and agree that Bank shall have right to all its legal remedies directly against Company as if such breach is made by the Company itself without proceeding at the first instance against Representatives or the Sub-Contractors.

3. Use of Confidential Information.

The Company agrees to use the Confidential Information solely in connection with the current or contemplated business relationship between the parties as mentioned in this agreement and not for any purpose other than as authorized by this Agreement without the prior written consent of an authorized representative of the Bank. No other right or license, whether expressed or implied, in the Confidential Information is granted to the Company hereunder. Title to the Confidential Information will remain solely with the Bank. All use of Confidential Information by the Company shall be for the benefit of the Bank and any modifications and improvements thereof by the Company shall be the sole property of the Bank.

4. Compelled Disclosure of Confidential Information.

Notwithstanding anything in the foregoing to the contrary, the Company may disclose Confidential Information pursuant to any governmental, judicial, or administrative order, subpoena, discovery request, regulatory request or similar method, provided that the Company promptly notifies, to the extent practicable, the Bank in writing of such demand for disclosure so that the Bank, at its sole expense, may seek to make such disclosure subject to a protective order or other appropriate remedy to preserve the confidentiality of the Confidential Information. The Company agrees that it shall not oppose and shall cooperate with efforts by, to the extent practicable, the Bank with respect to any such request for a protective order or other relief. Notwithstanding the foregoing, if the Bank is unable to obtain or does not seek a protective order and the Company is legally requested or required to disclose such Confidential Information, disclosure of such Confidential Information may be made without liability.

5. Term.

This Agreement shall remain in effect for **(duration of the Original Agreement plus 10 years)* (subject to a one-year extension if the parties are still discussing and considering the Transaction at the end of the fifth year). Notwithstanding the foregoing, the parties' duty to hold in confidence



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Confidential Information that was disclosed during term shall remain in effect indefinitely.

6. Remedies.

Both parties acknowledge that the Confidential Information to be disclosed hereunder is of a unique and valuable character, and that the unauthorized dissemination of the Confidential Information would destroy or diminish the value of such information. Therefore, both parties hereby agree that the Bank shall be entitled to injunctive relief preventing the dissemination of any Confidential Information in violation of the terms hereof. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or in equity. Bank shall be entitled to recover Damages consisting a sum equal to the loss suffered by the Bank including loss of business opportunity, costs of business interruption its costs and fees, including reasonable attorneys' 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 reasonable attorney's fees and expenses.

7. Return of Confidential Information.

Company shall immediately return and redeliver to the other all tangible material embodying the Confidential Information provided hereunder and all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information deriving there from and all other documents or materials ("Notes") (and all copies of any of the foregoing, including "copies" that have been converted to computerized media in the form of image, data or word processing files either manually or by image capture) based on or including any Confidential Information, in whatever form of storage or retrieval, upon the earlier of (i) the completion or termination of the dealings between the parties contemplated hereunder; (ii) the termination of this Agreement; or (iii) at such time as the Bank may so request. Alternatively, the Company, with the written consent of the Bank may (or in the case of Notes, at the Company's option) immediately destroy any of the foregoing embodying Confidential Information (or the reasonably non-recoverable data erasure of computerized data) and, upon request, certify in writing such destruction by an authorized officer of the Company supervising the destruction.

8. Notice of Breach.

The Company shall notify the Bank immediately upon discovery of any unauthorized use or disclosure of Confidential Information by the Company or its Representatives, or any other breach of this Agreement by the Company or its Representatives, and will cooperate with efforts by the Bank to help the Bank regain possession of Confidential Information and prevent its further unauthorized use.



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(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

9. No Binding Agreement for Transaction.

The parties agree that neither party will be under any legal obligation of any kind whatsoever with respect to a Transaction by virtue of this Agreement, except for the matters specifically agreed to herein. The parties further acknowledge and agree that they each reserve the right, in their sole and absolute discretion, to reject any and all proposals and to terminate discussions and negotiations with respect to a Transaction at any time as per the respective agreement. This Agreement does not create a joint venture or partnership between the parties. If a transaction goes forward, the non-disclosure provisions of any applicable transaction documents entered into between the parties (or their respective affiliates) for the Transaction shall be deemed to be complementary/supplementary to the provisions of this Agreement and not contrary/derogatory to the provisions of this Agreement to the extent possible.

10. Warranty.

Each party warrants that it has the right to make the disclosures under this Agreement. **NO WARRANTIES ARE MADE BY EITHER PARTY UNDER THIS AGREEMENT WHATSOEVER.** The parties acknowledge that although they shall each endeavor to include in the Confidential Information all information that they each believe relevant for the purpose of the evaluation of a Transaction, the parties understand that no representation or warranty as to the accuracy or completeness of the Confidential Information is being made by either party as the Bank. Further, neither party is under any obligation under this Agreement to disclose any Confidential Information it chooses not to disclose. Neither Party hereto shall have any liability to the other party nor to the other party's Representatives resulting from any use of the Confidential Information except with respect to disclosure of such Confidential Information in violation of this Agreement.

11. Effective Date of the Agreement:

This Agreement shall be effective upon its execution by both the parties.

12. Miscellaneous.

- a) This Agreement can only be modified by a written amendment signed by the party against whom enforcement of such modification is sought.
- b) The validity, construction and performance of this Agreement shall be governed and construed in accordance with the laws of (state), India applicable to contracts made and to be wholly performed within such state, without giving effect to any conflict of laws provisions thereof.



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- c) Any failure by either party to enforce the other party's strict performance of any provision of this Agreement will not constitute a waiver of its right to subsequently enforce such provision or any other provision of this Agreement.
- d) Although the restrictions contained in this Agreement are considered by the parties to be reasonable for the purpose of protecting the Confidential Information, if any such restriction is found by a court of competent jurisdiction to be unenforceable, such provision will be modified, rewritten or interpreted to include as much of its nature and scope as will render it enforceable. If it cannot be so modified, rewritten or interpreted to be enforceable in any respect, it will not be given effect, and the remainder of the Agreement will be enforced as if such provision was not included.
- e) Any notices or communications required or permitted to be given hereunder may be delivered by hand against acknowledgement, deposited with a nationally recognized overnight carrier against acknowledgement, electronic-mail, or registered post with acknowledgement, in each case, to the address of the other party first indicated above.
- f) This Agreement is personal in nature, and neither party may directly or indirectly assign or transfer it by operation of law or otherwise without the prior written consent of the other party. And any such assignment without consent will be held void ab initio. All obligations contained in this Agreement shall extend to and be binding upon the parties to this Agreement and their respective successors, assigns and designees.
- g) The parties and/or their affiliates of whatsoever nature shall not, in any manner, solicit and/or accept any business from sources that have been made available by and through the parties hereto, nor in any manner shall access, solicit and/or conduct any business with the said sources, without specific permission of the Party who made said sources available. For avoidance of doubt, this restriction shall apply only to business related to the Assignment which is the subject matter of this Agreement and not any other Assignment or business.
- h) Paragraph headings used in this Agreement are for reference only and shall not be used or relied upon in the interpretation of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

SIGNED for and on behalf of: - (Bank)	SIGNED for and on behalf of: - (Company)
Signature: Name:	Signature: Name:
Title: (Authorized Signatory)	Title: (Authorized Signatory)
<u>Witness:</u> Signature: Name:	<u>Witness:</u> Signature: Name:



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HEAD OFFICE – GUNTUR

Annexure-10: COMMERCIAL BID

Form-A

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to RFP for Supply, Installation and Maintenance of 1386 MicroATMs at Bank Branches / Offices and BC Points across Bank, in conformity with the said Bidding documents for the sum of Rs (.....) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, RFP for Supply, Installation and Maintenance of 1386 Micro-ATMs at Bank Branches / Offices and BC Points across Bank in accordance with the delivery schedule specified in the Schedule of Requirements/ purchase orders issued from time to time.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to prescribed percent of the each of Purchase Order Price, placed on us, for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988". We understand that you are not bound to accept the lowest or any Bid you may receive.



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Dated this..... Day of 2026

(Signature)

(Name) (in the capacity of)

Duly authorized to sign Duly authorized
to sign Place:

FORM-B

Name of Bidder :

Address of Corporate Office :

TABLE I. Total Cost of Ownership (with 5 years' warranty):

[Amount in Rs.]

Sl. No.	Requirement Details	Qty	Unit Cost (Excl. of GST)	Total Cost (Excl. of GST)	GST %	Total Cost (Incl. of GST)
		A	B	C=A*B	D	E=C+D
1.	Micro ATM with 5 years comprehensive onsite warranty (including RD Services)	1386				

*Quantities mentioned above are purely indicative. Total quantities would be 1386 (with variance of +25% or -25%)

OTHER TERMS & CONDITIONS:

Supply and Installation:

Expected delivery period should not exceed 6 weeks from the date of acceptance of Purchase Order.

The quoted price should be all-inclusive price (i.e., including Technical Service Charges, if any, Excise Duty, GST, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and shall be applicable uniformly to any part of Andhra Pradesh since the Micro ATMs are to be delivered Two Locations in Andhra Pradesh. No additional charges/ management fee of any kind will be reimbursed.

Bank's Standard payment terms are only applicable. No advance will be paid against the Purchase Order. As per the present policy, 80 % of the cost of the equipment will be paid against proof of delivery of equipment and production of invoice, delivery challans and remaining 20 % will be paid after installation. In the case of a situation where the vendor could not install the equipment procured due the problem of site not ready for a period of one month from the date of delivery, the successful bidder



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

should give an undertaking letter agreeing that the installation will be done under PO terms as & when required by the bank. Bank will not consider any other payment terms even if it is mentioned in the offer letter.

The prices quoted shall be valid for a minimum period of 180 Days from the last date for submission of offers and applicable for the quantity projected for procurement by the bank.

Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.50% per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. However, the penalty will be a maximum of 5% of the total order value. Also, Bank reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps de-empanel the bidder from the empaneled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipment under the Purchase Orders placed.

The bank has the right to place order partially or full, as per the item-wise commercials quoted in **COMMERCIAL BID FORM-B**.

The Bank will be free to either reduce or increase the quantity to be purchased on the same terms and conditions. The Bank reserves the right to alter quantities.

The Bank reserves the right to stagger the deliveries depending upon the readiness of sites at various locations.

Bank reserves the right to reject this invitation, in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.

We hereby affirm our commitment to adhere to the information presented above and the stipulations outlined in your tender documentation.

Yours sincerely

Authorized Signatory

Name:

Designation:

Date:

Company Seal:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-11

Undertaking of Authenticity

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

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

We hereby undertake that all the hardware components/parts/assembly/software's used in this hardware/solution under the above like Micro ATMs etc., shall be original new components /parts /assembly /software only from respective OEMs/OSDs/OSOs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of Licensed Operating System/Application Software/any other Software if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software etc.) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

We confirm that the OS and software is free from bugs, malware, covert channels in code etc.

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

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

Date:

Signature with seal

Name:

Designation:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-12: Bank Guarantee Format for Earnest Money Deposit

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

WHEREAS _____(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____(Date) for the execution of (Name of Contract) _____(hereinafter called "the Tender") in favour of _____hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the _____having its Head Office at _____amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs _____(Rupees _____only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
 - (i) fails or refuses to execute the Agreement, if required; or
 - (ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

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

Notwithstanding anything contained herein, i. Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____only); ii. This Bank Guarantee is valid up to _____ and We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 2026.

(SIGNATURE & SEAL OF THE BANK)



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows:

Name of the Bank: Andhra Pradesh Grameena Bank

Name of the Branch: HEAD OFFICE; IFSC Code: UBIN0CG7999



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-13: DRAFT CONTRACT AGREEMENT

CONTRACT AGREEMENT FOR

THIS AGREEMENT (the Agreement) executed at Guntur on day of 2026.

BETWEEN

Andhra Pradesh Grameena Bank, a body corporate constituted under the RRB Act 1976, having its Head Office at Guntur represented by the Authorized Signatory of its Information Technology Department, Mr., (Designation), (hereinafter referred to as "PURCHASER") which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns and successors) of the **ONE PART**

AND

M/s, a Company/Firm constituted and registered under the provisions of the Companies Act 1956 having its Registered Office at represented by the Authorized Signatory, Mr.....

(Designation) (hereinafter referred to as "Vendor /service provider" which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its administrators, successors and assigns) of the **OTHER PART:**

The Purchaser and Vendor/service provider are hereinafter collectively referred to as "Parties".

WHEREAS the Purchaser invited Bids for Products/Services VIZ....., (Brief description of product/service/solutions) and has accepted the Bid by the Vendor/service provider for for the sum of Rs..... (Rupees only) exclusive of GST (herein after called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the terms and conditions of RFP/ Amendments/ Sanction Order/ Contract referred to.

The RFP Document/ Bid No..... datedas amended from time to time and this Agreement, and the other related documents shall be deemed to form and be read and construed as part of this Agreement, which, inter alia, includes



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

- a) The Bid Form and the Price Schedule submitted by the Bidder.
- b) The Bill of Material.
- c) The Technical & Functional Specifications;
- d) The Terms and Conditions of the Contract;
- e) The Purchaser's Letter of Intent/Notification of Award;
- f) Schedule of Dates, Amounts etc.,
- g) Pre-Contract Integrity Pact;
- h) All pre bid clarifications/mail communications shared with the bidder during the processing of this bid.

All the above are collectively referred to as "the said documents" forming an integral part of the Contract are to be taken as mutually explanatory to one another. Detailed site orders as and when released shall form an integral part of this contract. However, in case of conflict between the Clauses of the Contract and Schedules appended to the Contract, provisions of the Clauses of the Contract shall prevail.

1. SCOPE OF WORK:

As per the requirement of the Bank.

2. GENERAL CONDITIONS TO CONTRACT:

- 2.1. Either party shall not assign any rights or obligations herein without obtaining the prior consent of the other Party.
- 2.2. No forbearance, indulgence, relaxation or inaction by any Party [BANK or VENDOR/ SERVICE PROVIDER] at any time to require the performance of any provision of Contract shall in any way affect, diminish, or prejudice the right of such Party to require the performance of that or any other provision of Contract.
- 2.3. No waiver or acquiescence of any breach, or any continuing or subsequent breach of any provision of Contract shall be construed as a waiver of any right under or arising out of Contract or an acquiescence to or recognition of any right and/or any position other than that expressly stipulated in the Contract.
- 2.4. All remedies of either BANK or VENDOR/ SERVICE PROVIDER under the Contract whether provided herein or conferred by statute, civil law, common law, custom, or trade usage, are cumulative and not alternative may be enforced successively or concurrently.
- 2.5. If any provision of Contract or the application thereof to any person or Party [BANK/ VENDOR/ SERVICE PROVIDER] is or becomes invalid or



unenforceable or prohibited by law to any extent, this Contract shall be considered divisible as to such provision, and such provision alone shall be inoperative to such extent and the remainder of the Contract shall be valid and binding as though such provision had not been included. Further, the Parties [BANK and VENDOR/ SERVICE PROVIDER] shall endeavor to replace such invalid, unenforceable or illegal provision by one that is valid, enforceable, and legal and achieve substantially the same economic effect as the provision sought to be replaced.

- 2.6. If during the term of Contract, the performance in whole or in part by either Party [BANK/VENDOR/ SERVICE PROVIDER] of any obligations under the Contract is prevented or delayed by reason of war, destructive act of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemic, quarantine restrictions, strikes, lock-outs, or acts of god (hereinafter referred to individually as an “Event” the notice of happening of which shall be given by either Party to the other within seven days of the date of occurrence of such

Event), neither Party [BANK nor VENDOR/ SERVICE PROVIDER] shall be entitled to terminate this Contract nor have any claim for damages against the other by reason only of such non-performance or delay in performance.

- 2.7. None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [BANK and VENDOR/ SERVICE PROVIDER] and neither Party [BANK nor VENDOR/ SERVICE PROVIDER] shall have any right or authority to bind the other as the other’s agent or representative and no Party shall be deemed to be the agent of the other in any way.
- 2.8. Contract shall not be intended and shall not be construed to confer on any person other than the Parties [BANK and VENDOR/ SERVICE PROVIDER] hereto, any rights or remedies herein.
- 2.9. Contract shall be executed in English language in 1 (one) original, the BANK receiving the duly signed original and VENDOR/ SERVICE PROVIDER receiving the duly attested photocopy. Non-disclosure Contract (NDA) will have to be executed with the BANK as per the format prescribed by the Bank.
- 2.10. RFP datedalong with clarifications & amendments issued shall form integral part and parcel of this CONTRACT.

3. SECURITY DEPOSIT / PERFORMANCE OF BANK GUARANTEE:

As specified in the RFP.



4. VALIDITY OF THE CONTRACT:

The Contract shall be valid for the full duration till completion of all contractual obligations by the Vendor/Service Provider and PURCHASER for the current orders or further orders to be released by Vendor/ Service Provider as per the terms and conditions in this contract.

5. PAYMENT TERMS:

As specified in the RFP.

6. ASSIGNMENT:

- 6.1. VENDOR/ SERVICE PROVIDER shall not assign to any one, in whole or in part, its obligations to perform under the Contract, except with the BANK's prior written consent.
- 6.2. If the BANK undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the VENDOR/ SERVICE PROVIDER under this Contract.

7. SUB-CONTRACTING:

VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.

8. ORDER CANCELLATION/TERMINATION OF CONTRACT:

- 8.1. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
 - 8.1.1. Delay in delivery beyond the specified period for delivery.
 - 8.1.2. Serious discrepancies noted in the items delivered.
 - 8.1.3. Breaches in the terms and conditions of the Order.
- 8.2. The Bank reserves the right to cancel the contract placed on the Vendor/Service Provider and recover expenditure incurred by the Bank on the following circumstances:
 - 8.2.1. Non-submission of acceptance of order within 7 days of order.



- 8.2.2. Excessive delay in execution of order placed by the Bank.
- 8.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.
- 8.2.4. The bidder goes in to liquidation voluntarily or otherwise.
- 8.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
- 8.2.6. The progress made by the selected bidder is found to be unsatisfactory.
- 8.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 8.2.8. If found blacklisted by any Govt. department/ PSU/ other banks etc., during the course of contract.
- 8.3. The Bank reserves the right to cancel the contract placed on the selected bidder without assigning any reason and without any payment, if 1% of the total quantity supplied (i.e., 6 Micro ATMs) is found to be defected (i.e., the installed L1 Micro ATMs performance is not as per the satisfaction of the Bank, based on the Terms and conditions mentioned in this RFP).
- 8.4. Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services without assigning any reasons.
- 8.5. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.
- 8.6. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 8.7. The Bank reserves the right to recover any dues payable by the Vendor/Service Provider from any amount outstanding to the credit of the Vendor/Service Provider, including the pending bills and security deposit, if any, under this contract.



- 8.8. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

9. AMENDMENTS TO CONTRACT:

Once Contract is executed by the VENDOR/ SERVICE PROVIDER, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless mutually agreed and reduced into writing by both the parties.

10. INTELLECTUAL PROPERTY RIGHTS:

- 10.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER.

- 10.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SERVICE PROVIDER shall at its choice and expense:

- [a] Procure for BANK the right to continue to use such deliverables;
- [b] Replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or
- [c] If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.



- 10.3. The indemnification obligation stated in this clause shall apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party to make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.
- 10.4. VENDOR/ SERVICE PROVIDER acknowledges that business logics, work flows, delegation and decision making processes of BANK are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Software/Service.

11. INDEMNITY:

- 11.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- 11.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;
- 11.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;
- 11.2. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **Solution** supplied by them.
- 11.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 11.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and



tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

- 11.2.3. All Employees engaged by VENDOR/ SERVICE PROVIDER shall be in sole employment of VENDOR/ SERVICE PROVIDER and the VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

12. CONFIDENTIALITY AND NON-DISCLOSURE:

- 12.1. VENDOR/ SERVICE PROVIDER shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. VENDOR/ SERVICE PROVIDER shall suitably defend, indemnify BANK for any loss/damage suffered by BANK on account of and to the extent of any disclosure of the confidential information. VENDOR/ SERVICE PROVIDER shall furnish an undertaking in the prescribed format.
- 12.2. No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means.
- 12.3. Provided that the Confidentiality Clause may not be applied to the data or information which;
- a) Was available in the public domain at the time of such disclosure through no wrongful act on the part of VENDOR/ SERVICE PROVIDER.
 - b) Is received by VENDOR/ SERVICE PROVIDER without the breach of this Agreement.
 - c) Is required by law or regulatory compliance to disclose to any third person.
 - d) Is explicitly approved for release by written authorization of the Bank."

THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.

13. FORCE MAJEURE:

- 13.1. VENDOR/ SERVICE PROVIDER shall not be liable for default or non-performance of the obligations under the Contract, if such default or non-performance of the obligations under this Contract is caused by any



reason or circumstances or occurrences beyond the control of VENDOR/ SERVICE PROVIDER, i.e. Force Majeure.

- 13.2. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the VENDOR/ SERVICE PROVIDER, due to or as a result of or caused by acts of God, wars, insurrections, riots, pandemics, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the VENDOR/ SERVICE PROVIDER, resulting in such a situation.
- 13.3. In the event of any such intervening Force Majeure, VENDOR/ SERVICE PROVIDER shall notify the BANK in writing of such circumstances and the cause thereof immediately within seven days. Unless otherwise directed by the BANK, VENDOR/ SERVICE PROVIDER shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 13.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the BANK and VENDOR/ SERVICE PROVIDER shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the BANK shall be final and binding on the VENDOR/ SERVICE PROVIDER.

14. RIGHT TO AUDIT:

- 14.1. The VENDOR has to get itself annually audited by internal/ external empaneled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.
- 14.2. Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

- 14.3. The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to such auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER

15. DISPUTE RESOLUTION MECHANISM:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of Parties failing to consent upon a single Arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole Arbitrator as provided under the Arbitration and Conciliation Act, 1996. Place of Arbitration shall be at Guntur, India which will be governed by Indian Arbitration and Conciliation Act, 1996. Proceedings of Arbitration shall be conducted in English language only.

16. GOVERNING LAWS AND JURISDICTION OF THE COURT:

All disputes and controversies between Bank and VENDOR/ SERVICE PROVIDER shall be subject to the exclusive jurisdiction of the courts in Guntur and the parties agree to submit themselves to the jurisdiction of such court as this Contract shall be governed by the laws of India.

17. NOTICES:

Any notice or other communication required or permitted by this Contract shall be in writing, in English, delivered by certified or registered mail, return receipt requested, postage prepaid and addressed as follows or to such other address as may be designated by notice being effective on the date received or, if mailed as set above:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

If to BANK:

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

Designated Contact Person: (Designation)
Phone:
Email:

If to VENDOR/ SERVICE PROVIDER:

Registered Office Address:

Designated Contact Person: Sri. _____ (_____)
Phone: +91-_____
Email: _____

IN **WITNESS** WHEREOF, the Parties hereto have executed this Agreement the day and year first herein above written.

Signature:

Name:

Designation:

For & on behalf of:
(BANK)

Signature:

Name:

Designation:

For & on behalf of
(VENDOR/ SERVICE PROVIDER)

In the presence of:

In the presence of:

Signature: 1:

Name:

Designation:

Signature: 1:

Name:

Designation:

Signature: 2:

Name:

Designation

Signature: 2:

Name:

Designation



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-14

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

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

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as “the CONTRACTOR”) has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to(Description of RFP) as per their Contract dated _____with you (hereinafter referred to as “the CONTRACT”)

AND WHEREAS in terms of the conditions as stipulated in the contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as “the PERFORMANCE GUARANTEE”)

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____and local office at _____, India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE, WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs..... (Rupees) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs..... (Rupees) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the contract and after the CONTRACTOR had discharged all his obligations under the contract and produced a certificate of due completion of the work under the contract and submitted a “No Demand Certificate” provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the contract or extend the time of performance of the contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs..... (Rupees) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.



ఆంధ్రప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR 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 any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs..... (Rupees)
- ii. This guarantee shall be valid up to _____ and;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Guntur
- iv. on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

We have the power to issue Performance Guarantee in your favor by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2026.

For and on behalf of

_____ BRANCH MANAGER SEAL ADDRESS PLACE

Name of the Bank: Andhra Pradesh Grameena Bank

Name of the Branch: Head Office

IFSC Code: UBIN0CG7999

The Bank Guarantee has to be confirmed through SFMS by the issuing Bank branch.



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure-15

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

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

(Amount in

Rs.)

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

- II. **HARDWARE DELIVERED DETAILS:**
(Bidders have to submit Xerox copies of POs as support documents for each item).

Details of MicroATMs supplied to meet eligibility criteria:

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

[Signature of Authorized Signatory]

Name:

Designation:

Seal:

Place:

Date:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure- 16

Certificate regarding Tender for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

(to be provided on letter head by each OEM)

Ref:

We MIs, OEM of, having model No , offered in this RFP, through our authorized Service provider, MIs Limited, hereby undertake that we fully comply, without any deviation, with the Order (Public Procurement No.1) dt:23.07.2020 issued by Ministry of Finance, Department of Expenditure regarding Restriction under Rule 144(xi) in the GFR2017.

The following is the details of Share Holding structure of our Company and our Parent Company:

OEM Name:

Registered Address of the OEM:

Shareholding structure of the OEM as on 31.03.2026		
%age of shares held	Name of holding Company/Individual	Registered Address of the share Individual holding company/Individual

OEM's Parent Company &/ Owner/Beneficial Owner Name:

Registered Address of the OEM's Parent Company:

Shareholding structure of the OEM's Parent Company as on 31.03.2026		
%age of shares held	Name of holding Company/Individual	Registered Address of the share Individual holding company/Individual

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take Legal action in accordance with the law.

Date:

Place:

Signature of Authorized Signatory of OEM

Name of Signatory:

Designation: Seal of Company



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure - 17

SUB: Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref:

(to be provided on letter head of Bidder)

We MIs, have directly participated in the captioned RFP and hereby undertake that we fully comply, without any deviation, with the Order (Public Procurement No.1) dt:23.07.2020 issued by Ministry of Finance, Department of Expenditure regarding Restriction under Rule 144(xi) in the GFR 2017.

The following is the details of Share Holding structure of our Company and our

Parent Company: Bidder Name:

Registered Address of the Bidder:

Shareholding structure of the Bidder as on 31.03.2026		
%age of shares held	Name of holding Company/Individual	Registered Address of the share Individual holding company/ Individual

Bidder's Parent Company &/ Owner/Beneficial Owner Name:

Registered Address of the Bidder's Parent Company:

Shareholding structure of the Bidder's Parent Company as on 31.03.2026		
%age of shares held	Name of holding Company/Individual	Registered Address of the share Individual holding company/ Individual

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the Law.

Date:

Place:

Signature of Authorized Signatory of Bidder

Name of Signatory:

Designation:

Seal of Company



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

ANNEXURE - 18

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					



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

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/Franchies 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 centers which covers 12 Regional offices) of above mentioned service centre/franchise service centre in Andhra Pradesh.

Note-2: Further, above mentioned clause should be accepted/rejected at the banks discretion.

[Signature of Authorized Signatory]

Name:

Designation:

Seal:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

ANNEXURE - 19

SELF-DECLARATION OF MSEs and STARTUPS

(TO BE PROVIDED ON LETTER HEAD)

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

**SUB: RFQ for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in
Andhra Pradesh Grameena Bank with comprehensive onsite warranty of
Five (5) years**

Ref.: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Dear Sir,

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of three years from being eligible to submit Bids for contracts with Andhra Pradesh Grameena Bank.

[Signature of Authorized Signatory]

Name:

Designation:

Seal:

Place:

Date:



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Annexure - 20

UNDERTAKING BY BIDDER TOWARDS MANDATORY MINIMUM LC (IN CASE BIDDER SEEKING BENEFIT OF PP-LC)

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

SUB: RFQ for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref.: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Dear Sir,

1. We, M/s..... (Name of Bidder) undertake that we meet the mandatory minimum Local content requirement of% specified in tender document for claiming purchase preference linked with local Contents under the Policy.
2. We, M/s(Name of Bidder) undertake that M/s. (Name of Manufacturer) meet the mandatory minimum Local content requirement of% specified in tender document for claiming purchase preference linked with local Contents under the Policy.

[Signature of Authorized Signatory]

Name:

Designation:

Seal:

Place:

Date:

Note:

- (i) In case the bidder is a manufacturer, then the bidder has to submit undertaking as per Sl. no. 1 and strike out sl. no. 2 above.
- (ii) In case bidder is not manufacturer, then the bidder has to submit undertaking as per Sl. no. 2 and strike out sl. no. 1 above.



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ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

ANNEXURE-21

UNDERTAKING FOR APPLICABILITY OF PURCHASE PREFERENCE POLICY

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

SUB: RFP for Supply, Installation and Maintenance of 1386 No. of Micro ATMs in Andhra Pradesh Grameena Bank with comprehensive onsite warranty of Five (5) years

Ref.: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

Dear Sir,

We, M/s _____ (Name of Bidder) hereby confirm that the following purchase preference to be considered:

Description	Preference
Purchase Preference under Public Procurement Policy for MSE, or	
Purchase Preference (linked with local content)	

Note:

- Please indicate your preference against only one policy.
- The above preference shall be extended only after submission of requisite documents (as mentioned in the tender documents).
- In case a bidder is eligible to seek benefit under PP-LC policy as well as PPP for MSE 2012, then the bidder should categorically seek benefits against only one of the two policies i.e. either PP-LC or MSE policy.
- In case a MSEs bidder opts for purchase preference based on PP-LC, he shall not be entitled to claim purchase preference benefit available to MSE Bidders under PPP for MSE 2012. However, the exemptions from furnishing Bidding Document fee and Bid security/EMD shall continue to be available to MSE Bidders.
- The option once exercised cannot be modified subsequently.

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:



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Annexure 22: PRE CONTRACT INTEGRITY PACT

(To be printed on Stamp Paper of Rs. 200/-)

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/ 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



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.



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

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 meetings among the parties related to the Project, provided such meetings could



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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.

The Name and contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

1. Shri P R Ravikumar, IRS, (Retd.)

Email ID: p_r_ravikumar@yahoo.com

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.

BUYER

AUTHORISED SIGNATORY

Witness

1)

2)

BIDDER

AUTHORISED SIGNATORY

Witness

1)

2)



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Annexure-23: Format for Pre-Bid Query

Ref: GeM Bid ref. no. GEM/2026/B/7875778 dated 04/08/2026.

I. CLARIFICATIONS REQUIRED in RFP TERMS: (It is to be submitted in word document)

S. No.	Clause No/ Pg. No.	RFP Term	Bidders Request for following Clarifications and amendments
1			
2			
3			

[Signature of Authorized Signatory]

Name:

Designation:

Seal:

Place:

Date: