



**ఆంధ్ర ప్రగతి గ్రామీణ బ్యాంక్ ఆంధ్ర ప్రగతి గ్రామీణ బేంక్**  
**Andhra Pragathi Grameena Bank**  
(Sponsored by Canara Bank)

**Request for Proposal**  
**For**  
**Comprehensive Annual Maintenance Contract for Burglary**  
**Alarm systems at Bank Branches for a period of one year**

**(RFP No: 59/CAMC/BAS/2025 dated 04.02.2025)**

RFP Reference No	: 59/CAMC/BAS/2025 dated 04.02.2025
Date of Tender Document	: 04.02.2025
Last Date for submission of bid	: 25.02.2025, 05.00 PM
Date of Opening of Technical Bid	: 27.02.2025, 10.00 AM
Bid Cost	: Rs. 500/-
Earnest Money Deposit	: Rs. 15000/-

**Issued by:**

**General Manager**  
**Premises Maintenance & Services Department**  
**HEAD OFFICE, 3<sup>rd</sup> Floor,**  
**ANDHRA PRAGATHI GRAMEENA BANK**  
**Beside Mariyapuram Church**  
**Akkayapalle, Kadapa – 516 003**  
**Ph: 9490158007, 9491295524**





## NOTICE INVITING TENDER

### 1. GENERAL

Andhra Pragathi Grameena Bank, a Regional Rural Bank, a body corporate constituted under Regional Rural Banks Act 1976 and having a network of 551 branches and 9 Regional Offices located in Anantapuramu, Sri Satya Sai, YSR Kadapa, Kurnool, Nandyal, Prakasam, Nellore, Tirupati, Bapatla and Annamayya Districts.

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

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

S.No	No of Security alarm systems	CAMC Period
1	454	01/04/2025 to 31/03/2026
2	97	2 <sup>nd</sup> Quarter/3 <sup>rd</sup> Quarter/4 <sup>th</sup> Quarter

- 97 systems will be added for the 2<sup>nd</sup> , 3<sup>rd</sup> and 4<sup>th</sup> Quarter in addition to the 454 systems.

### 2. SCOPE OF THE WORK:

The scope of the work is for providing Comprehensive Annual Maintenance services (CAMC) for existing Burglary Alarm systems at Branches of Andhra Pragathi Grameena Bank.

Financial bids of the technically Qualified bidders will be considered for finalization of L-1 vendor for entering into Comprehensive Annual Maintenance Contract for Burglary Alarm systems for a period of one year.

### 3. SCHEDULE:

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

SI. No.	Description	Details
1	Bank's Address for Communication	The General Manager, Andhra Pragathi Grameena Bank, Premises, Maintenance & Services Department, 3 <sup>rd</sup> Floor ,Head Office, Mariapuram, Kadapa – 516 003.Andhra Pradesh Mobile – 9490158007,Email: <a href="mailto:hopms@apgb.in">hopms@apgb.in</a>
2	Date of commencement of issue of Tender document	04.02.2025
3	Last Date to Queries	13.02.2025 at 05.00 PM
4	Last Date for Submission of Bids	25.02.2025 AT 05.00 PM





5	Date and time of Opening of Technical Bid	27.02.2025 AT 10.00 AM
6	Date and time of Opening of Financial Bid	Will be intimated
7	Comprehensive Annual Maintenance Contract period	01.04.2025 to 31.03.2026

#### 4. ELIGIBILITY CRITERIA FOR BIDDERS

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

S.No	Criteria	Documents Required
1.	The bidder should have minimum 5 years experience in the field of supply, installation, Commissioning & Maintenance of Burglary Alarm systems prior to 31.12.2024.	Valid certificates and Order copies and satisfactory completion certificates prior to 31.03.2024
2.	The bidder should have done AMC for Burglary Alarm systems in minimum of 300 branches in PSU/PSB/RRB during last three years as on 31.12.2024.	Work order for AMC from concerned PSB/PSU/RRB shall be submitted by bidder Satisfactory service certificate from PSU/PSB/RRB shall also be submitted by bidder
3.	The bidder's firm should be in profit as on 31.03.2024	Income Tax return, P & L Statement and Certificate from Chartered Accountant
4.	The bidder should have average turnover of Rs.0.50 Crores for last three financial years (i.e.2021-22, 2022-23 and 2023-24).	Audited balance sheet and P&L account for the years mentioned and certificate from the Chartered Accountant.
5.	The bidder should have minimum net worth of Rs.0.25 Crores as on 31.03.2024	Certificate from the Chartered Accountant.
6.	The firm must have Goods & Service tax registration number and PAN number.	Copies of the GST registration certificate and PAN card copy shall be enclosed.
7.	The bidder should not be a blacklisted/debarred company as on the date of submission of RFP by any Government Department /Financial Institution/ Public sector Units/Scheduled Commercial bank in India.	In this respect, the Bidders shall submit declaration as outlined in the format on their Company Letter head duly sealed & signed.
8.	The bidder should have at least one Authorised Service Center in Operational Area of Bank.	Address and contact details of the office and service centre in to be furnished.





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

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

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

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

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

#### **5. DETAILS REQUIRED TO BE SUBMITTED**

- a. Name of the firm -
- b. In the business since when -
- c. Registration particulars -
- d. PAN or Income Tax Registration Certificates -
- e. Goods & Services Tax Registration No. -
- f. Proof of having offices and complete after sales service infrastructure in centers, where it is bidding.





- g. Proof of adequate availability of technical expertise & staff strength including name of persons, address, phone no's, manpower, etc.
- h. Proof of having their manufacturing facility for the items mentioned in RFP or authorized dealership from the manufacturer. Copy of agreement to be submitted or OEM certificate.
- i. Proof of execution of such works in last three consecutive years (copy of work orders, completion certificate to be enclosed).
- j. Proof of providing Annual Maintenance services for at least 300 Branches in PSU/PSB/RRB. Performance report/ certificate for same to be enclosed.
- k. An undertaking that firm is capable of undertaking installation & maintenance work in rural areas where majority of bank's branches are located.
- l. Audited Financial Statement for last three consecutive years (CA Certificate is accepted)

**The above details MUST be submitted with proof.**

#### **6. TWO BID SYSTEM**

- The tender submission is through GeM Portal as per the details given in the said Portal.
- No submission of Physical Documents is permitted
- BID cost and EMD if any, shall be submitted in physical copy and it shall reach us by 25.02.2025 at 05.00 PM.
- Please note to submit filled Bid Forms (as per Annexure A, B, C, D(i) ,E,F,G,H,I (for Technical bid) in GeM portal.
- **The Authorized Signatory has to sign on all pages of printed bid documents, in token of having accepted all the terms and conditions of the Bid.**
- Financial Bids are to be submitted through GeM Portal as per the format **Annexure J** in GeM.
- **Financial bids of those bidders who gets minimum 55 marks in rating chart as per annexure-N will be opened in GeM portal. Technical bids of those bidders who gets less than 55 marks in rating chart as per annexure-N will be disqualified.**
- The L1 will be selected as per GeM Portal guidelines.
- The preferred bidder will be the L1 bidder for the above policy. However, the Bank reserves the right to cancel the bid, if not found according to the proposal made and the bank also reserves the right to accept or reject any tender without assigning any reason/s whatsoever.

#### **7. SUBMISSION OF BIDS:**

Bid (both Technical & Financial) made strictly as per provisions of the tender should be submitted latest by 05.00 PM on 25.02.2025 through GeM Portal.

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

#### **8. OPENING OF BIDS:**

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

Date	Day	Time	Venue
27.02.2025	Thursday	10.00 AM	Online through GeM Portal





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

#### **9. AGREEMENT FOR SERVICE STANDARD:**

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

Bank will enter into SLA with the selected Bidder.

The effective date shall be from 01.04.2025 for One Year period. The format for the agreement is provided as per Annexure – K to this RFP.

#### **10. OFFER VALIDITY PERIOD.**

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

#### **11. PROPOSAL OWNERSHIP**

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

#### **12. MODIFICATIONS AND WITHDRAWALS OF BID/S**

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

#### **13. CLARIFICATION OF OFFERS**

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

#### **14. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER**

- a. The Bank is not bound to accept the lowest bid or any offer / bid or to assign any reason for non-acceptance. It also reserves its right to reject any or all the offers / Bids without assigning any reason thereof whatsoever.
- b. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.





- c. The bidder including those, whose RFP is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by them through or in connection with his submission of RFPs, even though the Bank may opt to modify/withdraw the RFP / Recall the RFP.

#### **15. INCOMPLETE OFFERS WILL BE REJECTED.**

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

#### **16. ERASURES OR ALTERATIONS.**

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

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

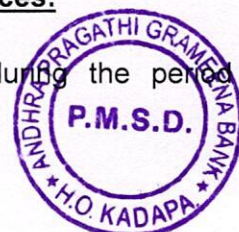
#### **17. ALTERNATIVE OFFERS /BIDS.**

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

#### **18. EARNEST MONEY DEPOSIT (EMD).**

- 18.1. The bidder shall furnish Earnest Money Deposit (EMD) of Rs. 15000/- by way of Demand Draft drawn on any scheduled Commercial bank in favour of Andhra Pragathi Grameena Bank, Head Office, Kadapa payable at Kadapa. No interest is payable by Bank on EMD.
- 18.2. EMD can also be submitted in the form of Irrevocable Bank Guarantee. The same shall be issued by Scheduled Commercial Bank in India for Rs. 15000/- with validity for a minimum period of one year from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee shall be as per Annexure-I. The EMD can also be submitted in the form of fixed deposit receipt with lien noted in favour of Andhra Pragathi Grameena Bank, Head Office, Kadapa
- 18.3. The EMD of the Bidders, not qualified under Technical Bid and unsuccessful bidder in the financial bid will be returned.
- 18.4. The EMD of the successful bidder shall be returned within 7 days after signing of agreement and depositing of the Security Deposit as per terms & conditions of the RFP by the bidder.
- 18.5. **The EMD may be forfeited in the following instances:**

18.5.1. If the bidder withdraws or amends the bid during the period of bid validity





specified in this document.

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

## 19. SECURITY DEPOSIT:

- a. The successful bidder shall submit security deposit / Bank Guarantee to the tune of **5% of the Tender amount** for a period of One Years, within 7 days from the date of receipt of the Bank's work order. If the Security Deposit is not submitted with in the stipulated time, Bank reserves rights to cancel the order and forfeit the EMD.
- b. The successful bidder should submit Security Deposit by way of DD drawn on Andhra Pragathi Grameena Bank or Performance Bank Guarantee issued by a Scheduled Bank in India other than Andhra Pragathi Grameena Bank. No interest shall be payable by the Bank on the above security deposit. The format of performance BG is shall be as per **Annexure L**.
- c. Security deposit if submitted in the form of Performance Bank Guarantee, the guarantee period should be valid for **14** months from the date of placing the order. The guarantee should also contain a claim period of three months from the last date of validity.
- d. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incomplete work and unsatisfactory performance during the warranty period.
- e. The Bank shall invoke the Bank guarantee before the expiry of validity, for breach of contract and or if the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The proceeds of the guarantee shall be payable to the Bank.

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

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

It is mandatory to submit **Annexure M** to get the preference under MSEs.

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

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

## 21. ORDER CANCELLATION.

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





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

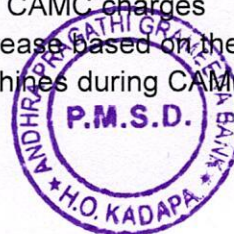
## 22. LOCAL SUPPORT.

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

## 23. GENERAL GUIDELINES

Comprehensive Annual Maintenance Contract is for the period from 01.04.2025 to 31.03.2026

1. The existing Make & Model of Burglar Alarm system at our Bank Branches is **Secur C**
2. **The Spare parts replaced during the Comprehensive Annual Maintenance Contract should be compatible with the existing model.**
3. The Bidder shall quote his rates per year per unit for Comprehensive AMC service Charges/Fee, TA, DA charges, but **exclusive of applicable Taxes/Service tax/GST**, which will be paid as per actual by Bank
4. It may be noted by the bidder that Bank will not provide any kind of assistance in the form of men/material and the Bidder will have to make his own arrangements for deputing the required skilled manpower including all necessary spares for setting right the reported/observed defects. These rates shall remain firm and valid for a period of **one year**.
5. If the services are satisfactory, CAMC could be extended for following years at same AMC rates.
6. **Warranty:**
  - In case the supply is not according to the order or the components, if any, are found to be varying from the order in any respect, you will undertake to replace at no extra cost to the Bank, during the period of CAMC.
7. There shall be 4 compulsory visits per year (once in quarter) apart from on call services and reports shall be submitted within 15 days to HO, PMSD for the Quarter concerned.
8. The AMC is Comprehensive AMC, if any spare parts required for Maintenance & component replaced, the cost of parts will be borne by the AMC service provider only.
9. The payment will be done at Head Office level on Quarterly basis only after submission of service reports for that Quarter to HO PMSD.
10. The complaints should be addressed within two working days of the complaint lodge time.
  - i. If the complaints are not addressed within a maximum period of seven days as per the escalation matrix, a penalty will be levied @ ₹ 500/- per day up to a maximum amount of ₹ 5000/- per complaint
  - ii. The penalty amount will be deducted at the time of payment.
11. If the service is not satisfactory during the CAMC period, the bank has the right to cancel the order at any point of time and the amount will be paid on pro rata basis for that quarter.
12. The systems shall be made working for considering payment of CAMC charges
13. The number units of security alarm systems may increase/ decrease based on the expiry of the warranty period of the existing machines/ purchase of new machines during CAMC period.





14. All GST related returns should be filed timely and enable us to claim GST-input credit tax at our end. Any loss of input tax credit to the Bank on account of delay/wrong filing of GST returns shall be recovered from the vendor.
15. Pending complaints list shall be submitted to HO, PMSD on every Monday by 11 A.M. Quarterly payment will be made only after checking the submission of weekly reports.
16. Agreement for CAMC shall be executed within 7 days on receipt of the purchase order.
17. Bank reserve rights to forfeit the Security Deposit /invoke the performance guarantee deposited by the vendor in case of any breach / deviations from the vendor side on any service related issues or any breach in the contact during the contract period.
18. Is any complaint arises to the parts of existing Burglary Alarm system, Vendor should replace the damaged part with branded and ISI hall marked spare parts only.
19. Technical Specification of the existing Burglary Alarm Systems in branches are as mentioned in Annexure-F.
20. The details of Major spare parts are as under

S.No	Particulars
1	a.08 Zone control panel as per specification
	b.GSM Auto Dialer with required accessories
2	PIR dual detection Technology
3	Magnetic Sensor for doors
4	Panic Switches
5	Indoor/Outdoor siren
6	2 core Wiring in PVC Casing/Pipe with all accessories and labour charges
7	Rechargeable Batteries
8	Transformer/Power Supply

21. Shifting and reinstallation charges shall be furnished by the L1 bidder after issuing work order for CAMC

#### 24. PATENT.

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

#### 25. PUBLICITY.

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





## **26. SPARE PARTS**

The bidder will make the spare parts for the Burglary Alarm systems available for a minimum period of 2 years after AMC period.

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

## **27. NEGLIGENCE**

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

## **28. RESPONSIBILTY FOR COMPLETENESS**

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

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

## **29. FORCE MAJEURE**

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

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

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





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

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

### **30. RESOLUTION OF DISPUTES.**

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

### **31. JURISDICTION**

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

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





**ANNEXURE – A**

**Covering letter format**

Offer Reference No:

Date:

To

**The General Manager,  
Premises Maintenance & Services Department,  
Head Office, Mariyapuram,  
Kadapa**

Dear Sir,

**RFP: 59/CAMC/BAS/2025 dated 04.02.2025**

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

We enclose a Demand Draft for Rs.500/- as Bid Cost and Rs. 15000/- as EMD in favour of Andhra Pragathi Grameena Bank, if applicable.

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





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

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

Our PAN number for Income Tax is \_\_\_\_\_.

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

Goods & Service Tax Registration Number is \_\_\_\_\_.

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

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

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2025 Signature. \_\_\_\_\_

**Signature of the Authorized Signatory with date & seal**

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

BG No.

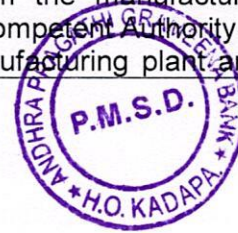




**ANNEXURE – B**

**Particulars of Bidders**

S.No	Criteria	Documents Required												
<b>B</b>	<b>Company/Bidder Profile</b>													
1.	Name of the Bidders/Firm Company													
2.	Constitution													
3.	Date of Establishment/Incorporation													
4.	Address Registered Office Corporate Office													
5.	E-mail Address  Website  Telephone Number Mobile number													
6	The Bidder should have GST & PAN Registration Number													
7	Is your annual sales turnover Rs. <b>50.00 Lakh</b> or higher in each of the last 3 financial years	<p>Latest CA's certificate and Audited Balance sheets and Profit &amp; Loss statements of last 3 financial years mentioning the turnover</p> <table border="1"> <thead> <tr> <th>Turnover (Cr)</th> <th>FY 2021-22</th> <th>FY 2022-23</th> <th>FY 2023-24</th> </tr> </thead> <tbody> <tr> <td>Gross</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Net</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Turnover (Cr)	FY 2021-22	FY 2022-23	FY 2023-24	Gross				Net			
Turnover (Cr)	FY 2021-22	FY 2022-23	FY 2023-24											
Gross														
Net														
8	Are you a profitable organization in India having profit in each of the last 3 financial years	<p>Latest CA's Certificate indicating quantum of profit in each of the last 3 financial years – along with Audited Balance sheets and Profit &amp; Loss Statements of last three years.</p> <table border="1"> <thead> <tr> <th>Profit</th> <th>FY 2021-22</th> <th>FY 2022-23</th> <th>FY 2023-24</th> </tr> </thead> <tbody> <tr> <td>Profit after Tax</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Profit	FY 2021-22	FY 2022-23	FY 2023-24	Profit after Tax							
Profit	FY 2021-22	FY 2022-23	FY 2023-24											
Profit after Tax														
9	The Bidders desirous of quoting should have their own manufactured brand and plant in any part of the	Declaration from the manufacturing company signed by the Competent Authority with details of address of manufacturing plant and address of												





	<p>world for the spare parts of Burglary Alarm systems and should have a permanent office or a subsidiary company in India.</p> <p>OR</p> <p>If the Bidder is not an Original Equipment Manufacturer (OEM) and only an authorized dealer, they should have valid authorization letter from their OEMs to deal/market their product in India and such authorization letter should be valid for a further period of minimum 3 years from the date of RFP.</p>	<p>Office / Subsidiary in India.</p> <p>Authorization letter from OEM as per Annexure E in case of authorized dealers.</p>
10	Have you ever been blacklisted / barred by any PSU Bank / Private Bank/ NBFC/ Cooperative Bank/ PSU Enterprises/Government departments in last 3 years	A written under taking has to be given by the bidder, as per Annexure - G
11	Letter of undertaking that the firm is capable to undertake installation & Maintenance work in rural areas where the majority of Banks's Branches are located.	A written under taking has to be given as per Annexure - H
12	EMD for Rs.15000/- & Cost of Bid of Rs.500/-	DD no. Amt & Payable at APGB, Kadapa (exempted, if MSME certificate shall be enclosed)
13.	Service Net Work (Number of Service centers in Operational Area of Bank)	
14	Experience in Similar Field	Minimum 5 years (Enclose supporting documents)
15	All spare parts should be certified by the BIS/UL/EN/FCC/CE	Copy of initial BIS license granted to the bidder/OEM which must be prior to issue of this tender as well as the latest valid renewed license must be enclosed

**Signature of the Authorized Signatory with date & seal**





ANNEXURE – C

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

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

Signature of the Authorized Signatory with date & seal





ANNEXURE – D (i)

Technical compliance Statement

Declaration

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

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

We have quoted for AMC for the Model.....

1. The details of Major spare parts are as under

S.No	Particulars	Make & Model
1	a.08 Zone control panel as per specification	
	b.GSM Auto Dialer with required accessories	
2	PIR dual detection Technology	
3	Magnetic Sensor for doors	
4	Panic Switches	
5.	Indoor/Outdoor siren	
6.	2 core Wiring in PVC Casing/Pipe with all accessories and labour charges	
7	Rechargeable Batteries	
8	Transformer/Power Supply	

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

Signature of the Authorized Signatory with date & seal





**ANNEXURE –E**

**Manufacturer's Authorization Form**

No. \_\_\_\_\_ dated. \_\_\_\_\_.

To

**The General Manager,  
Premises Maintenance & Services Department,  
Head Office, Mariyapuram,  
Kadapa**

Dear Sir,  
Tender Reference No. \_\_\_\_\_

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

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

Yours faithfully

(Name)

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

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





## Annexure – F

### Technical Specifications:

#### 1. Main Control Panel

- a) 8 Zone control panel, Micro controller based in vermin & dust proof body.
- b) The panel shall be future ready to be connected with IP module at a later stage in order to be connected to the CMS (Central Monitoring System).
- c) Programmable time delay of 0-120 seconds for each zone with beep sound for delayed activation.
- d) Operational key (tamper proof) for switching ON/OFF the system at the control panel.
- e) SMPS power supply with regulated battery charging.
- f) Tamper proof control panel with sturdy metal body and suitable for wall mounting.
- g) 12 Volt 7 AH batteries (Exide) to be fitted inside the control panel.
- h) Voltage range for operations 180 to 260 Volts.
- i) UPS connection facility.
- j) Internal hooter 65-80dB and external hooter 100dB.
- k) ERTL or equivalent certificate to be submitted.

#### 2. Auto Dialer – GSM Based:

- a) The Auto dialer shall be Microprocessor based unit capable of programming for dialing & messaging up to 5 mobile nos and shall also have non-volatile memory.
- b) It shall have on board keypad and alphanumeric LED display.

#### 3. Main Power:

- a) All low voltage security equipment is to be powered from single phase 230V AC ONLINE UPS circuits dedicated to the security system. Registered electricians shall be used for any 230V AC electrical work.
- b) The security contractor shall ensure that the dedicated security circuits supply only security equipment and do not supply other appliances.
- c) Under no circumstances power is to be supplied from a lighting circuit.

#### 4. Magnetic Proximity Devices :

All magnetic proximity devices for hinged doors shall:

- a) Be with either UL listed or with required standards as applicable.
- b) Have the magnetic portion of the device recessed into the head of the door, not more than 75mm in from the outer edge of the door.
- c) Have the reed switch portion recessed in the head of the door frame and aligned with the magnetic portion of the device. The hole size drilled will be such that the devices are a tight press fit and cannot be easily removed.

#### 5. Panic Button/ Pedal Switches:

The panic buttons/ Pedal switches shall:

- a) Either UL listed or with required standards as applicable.
- b) Have independent indicators to indicate on/ off.
- c) Have base bracket for installation.

**Signature of the Authorized Signatory with date & seal**





**6. Passive Infra Red Detectors – (Dual Motion Sensor with Quad Element):**

- a) The PIR should have a minimum detection range of 12 mtrs/ 40ft or better and minimum detection angle to be around 90 degrees.
- b) The PIR should have Dual Detection Technology for confirmed alarms and minimize false alarms.
- c) The PIR should be Masking Proof and have built in Active Twin LEDs within an Insect – Proof sealed optical chamber to detect masking of the motion sensor.
- d) The PIR should have Fresnel optical lens because of which not only a PIR can focus infra red but can actively differentiate shapes and sizes.
- e) The PIR should be remote test enabled to test the sensor remotely from the control panel. If the test is failed by the sensor a fault will be reported to the Command Center.
- f) The PIR should have built in Mounting Tamper Micro – switch to detect any kind of Tampering of the sensor.
- g) The PIR should eliminate false alarms caused by sudden shocks to the detector triggering electrical signals.
- h) It should comply to EN50131-1 & EN50131-2-2, Grade 2 standards.
- i) The PIR should be CE approved.
- j) Make of PIR Motion Sensors: Texecom/ DSC/ Honeywell.

**7. Wiring:**

- a) Unless otherwise specified nominal standard security cable is to be used.
- b) Wiring to output devices (e.g. sirens etc) will be separate to wiring used for input devices (e.g. PIR's etc.) Output devices wiring need not be shielded.
- c) It is not permissible to include output and input devices in the same multi wire.
- d) All wiring will be concealed where practical and be neatly clipped in position to prevent damage.

**Signature of the Authorized Signatory with date & seal**





**Annexure – G**  
**Undertaking Letter**

To  
The General Manager,  
Andhra Pragathi Grameena Bank  
Head Office,  
Premises Maintenance & Services Department  
Kadapa

Dear Sir,

**Sub:** 59/CAMC /BAS/2025 dated 04.02.2025

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

Yours faithfully,

(Authorized Signatory)

**Signature of the Authorized Signatory with date & seal**





**Annexure – H**  
**Undertaking Letter**

To  
The General Manager,  
Andhra Pragathi Grameena Bank  
Head Office,  
Premises Maintenance & Services Department  
Kadapa

Dear Sir,

**Sub:** Ref: 59/CAMC /BAS/2025 dated 04.02.2025

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

Yours faithfully,

(Authorized Signatory)

**Signature of the Authorized Signatory with date & seal**





Annexure – I

**BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT**

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

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

THE CONDITIONS of this obligation are:

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

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

Notwithstanding anything contained herein,

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

Dated \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

**SIGNATURE OF THE BANK**





**Annexure-J**

**(Financial Bid)**

**AMC Charges:**

S.No	Particulars	No of units (a)	Rate (including GST) in ₹ Per system per Annum (b)	Total bid amount Including GST $c=(a*b)$
1	CAMC Charges	551		

**Signature of the Authorized Signatory with date & seal**

**Note :-The value mentioned in C column of above table is to be mentioned in GeM portal.**





## ANNEXURE - K- AGREEMENT FORMAT

The memorandum of agreement concluded at Kadapa this ..... day of.....2025 between Andhra Pragathi Grameena Bank, a body corporate constitute under the Regional Rural Act 1976 carrying on banking business and having its Head Office at Kadapa, Andhra Pradesh, India (here in after referred as the Bank) on the one part and M/s..... (CAMC Service Provider Name and address) hereinafter called "The CAMC Service provider" of the other part:

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

The details of CAMC rates for FY 2025-26 are as under:

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

The prices are exclusive of GST

Having considered the same, the bank has accepted the quotation and accorded the Comprehensive Annual Maintenance Contract (CAMC) for the period from **01.04.2025 to 31.03.2026**.

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

NOW THE AGREEMENT WITNESSETH AS FOLLOWS;

1. This CAMC shall be valid for ONE YEAR only i.e. from 01.04.2025 to 31.03.2026. There shall be 4 compulsory visits per year (once in quarter) apart from on call services and reports shall be submitted within 15 days to HO, PMSD for the Quarter concerned.
2. The AMC is Comprehensive AMC, if any spare parts required for Maintenance & component replaced, the cost of parts will be borne by the vendor only.
3. The Quarterly payment of CAMC charges @ ₹ \_\_\_\_\_/- (base price) per Quarter per system shall be paid only after submission of service reports for that Quarter to HO PMSD.
4. The complaints should be addressed within two working days of the complaint lodge time.
  - i. If the complaints are not addressed within a maximum period of seven days as per the escalation matrix, a penalty will be levied @ ₹ 500/- per day up to a maximum amount of ₹ 5000/- per instance.
  - ii. The penalty amount will be deducted at the time of payment.
5. If the service is not satisfactory during the CAMC period, the bank has the right to cancel the order at any point of time and the amount will be paid on pro rata basis for that quarter.





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

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

Signed, Sealed and Delivered by the  
said .....  
Name:  
For \_\_\_\_\_  
In the presence of: .....  
Name:

Signed, Sealed and Delivered by the  
said .....  
For Andhra Pragathi Grameena Bank  
In the presence of:.....





**ANNEXURE – L**  
**SECURITY DEPOSIT FORMAT**

**BANK GUARANTEE FORMAT FOR SECURITY DEPOSIT**

Guarantee No.....

Amount of Guarantee Rs.....

Guarantee cover from Dated: .....

To Dated: .....

Last Date for Lodgment of claim: .....

To:

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

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

....2/-





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

Place:

Date: :



Signature:





**Annexure M**  
**Certificate of waiver for MSE Firms**

(in Letter head of Chartered Accountant)

Ref. No.

Date:

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that M/s. \_\_\_\_\_, having registered office at \_\_\_\_\_ has made an investment of Rs. \_\_\_\_\_ in \_\_\_\_\_, as per Audited Balance Sheet as on 31.03.2024. Further we certify that the Company is classified under Micro and Small Enterprise (MSE) as per MSME Act 2006 and subsequent government notifications.

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

Chartered Accountant Firm Name

Firm seal

Signature:

Name:

Reg No.

Vid No.





**ASSESSMENT CRITERIA  
ANNEXURE-N**

S. No.	Criteria	Point system	Secured marks
01	Experience in supply and installation the Burglar Alarm Systems 5 years Above 5-10 years Above 10 Years	05 08 10	
02	Experience in maintenance of Burglar Alarm Systems 5 years Above 5-10 years Above 10 Years	05 08 10	
03	No of branches in PSU/PSB/RRB done AMC during last 3 years as on 31.12.2024 300 branches 301 to 400 branches Above 400 branches	05 08 10	
04	Net worth of Bidder 0.25 Crores Above 0.25 crores and upto 0.50 Crores Above 0.50 Crores	05 08 10	
05	Annual Turnover of Bidder's firm 50.00 lakhs Above 50.00 lakhs upto 1.00 crore Above 1.00 Crore	05 08 10	
06	Profit status of the bidder for the last 3 financial years. In profit as on 31.03.2024 In profit as on 31.03.2023 and 31.03.2024 In profit as on 31.03.2022, 31.03.2023 and 31.03.2024	05 08 10	
07	Whether bidder is Manufacturer of Spare parts/Authorised Dealer of Spare parts Authorised Dealer of Spare parts Manufacturer of Spare parts	05 10	
08	No of Authorised service centres in Operational area of Bank Only 1 Above 1 and upto 5 Above 5	05 08 10	
	Total		

