

ADDENDUM DATED 18.05.2023 – RFP FOR SUPPLY, INSTALLATION AND MAINTENANCE OF 100000 QR SOUND BOX DEVICES ON OPEX MODEL THROUGH GeM PORTAL

The Bank had issued the Request for Proposal (RFP) to the eligible bidders bearing tender no. GEM/2023/B/3407917 dated 6th May 2023, inviting the eligible Vendors to respond to the Request for Proposal for the Supply, Installation and Maintenance of 1,00,000 QR Sound Box Devices on Opex Model Through GeM (Government e-Marketplace) Portal.

The addendum has been issued in response to the requests received from the bidders for modifying certain terms and conditions of the tender. Wherever bank has considered the modifications are included in this addendum. Request for modifications of other terms and conditions have not been considered and there will not be separate communication to the bidder in the matter -

Sr.No	Page#	Point /Section#	Category	Clarification point as stated in the tender document	Comment/Suggestion/Deviation	Bank's Reply
1	1 of GeM Bid	13th point	General/Eligibility	Startup Exemption for Years of Experience and Turnover	Relaxations of Prior Experience (Required in Annexure-2, Point A., Clause 3 and Annexure-2, Point B., Clause i) – Technical/General Evaluation) & Prior Turnover (Required in Annexure-2, Point A., Clause 6) Criterion should be applicable for all Start-Ups recognized by DPIIT to this Bid to promote the Fair Competition. Although, we are ready for Proof of concept (POC)/ Demo as part of Technical Evaluation to showcase the features of devices and compatibility to integrate with our Bank's UPI/ CBDC QR system	Refer Annexure 32 where in applicable relaxation to startup has been mentioned. Please read the 13th point of GeM Referendum as Yes
2	101	Annexure 32 Point No 2.2		Prior Turnover Experiences may be applicable for all startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications in tender document.		
3	38-39	Annexure 02 B- i)		Technical/ General Evaluation - Bidder with minimum score of 70 will be selected for next stage of evaluation		

4	49	Annexure 06 Point No : 02	Technical	One Time Installation Cost for 1,00,000 QR Sound Box Devices	Specify (minimum) Maximum Supply of QR Sound Boxes? Strict Lot and complete Timeline for 100000 Wise and Timeline for 100000	Based on requirement, daily indent will be placed to the vendor from the Centralized team on Portal.
5	12	1.5	General	The bidder shall be responsible for ensuring transportation, transit insurance, proper packing, delivery and receipt of the hardware at the site. All necessary components, licenses etc. as part of the sound box should be delivered together with the devices. Any component (hardware or software) has not been delivered or if delivered is not operational, will be deemed / treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of products is not acceptable and payment for such products will not be made until full delivery is completed	Will the delivery be required at bank's designated centers or individually to the merchants ?	The sound box devices needs to be delivered at the merchant location
6	14	1.13	General	The successful bidder will provide proper documentation / soft copy of presentation, training materials like videos, eBooks, pdfs etc. and training of any software application if deployed in hosting the site along with escrow arrangement of source code.	Is this a one-time exercise? Who will be the recipients of this training?	Training needs to be given to merchant in person at the time of deployment/delivery and installation of sound box device Demo for any Admin/ merchant portal or app which is being provided should also be given by bidder.

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7	39	4	Technical	Bidder to submit verified copy of invoice details/ confirmation from existing clients as mentioned in device specifications evaluation in Annexure 05. Bidder to submit the readiness to comply with any customization related to devices / solution provided as per Bank's Information security guidelines.	It is suggested that details /confirmation from OEM be allowed to be submitted since existing clients might be using different spec devices as per their preference	Please refer revised Annexure 05 in Addendum
8	39	5	Technical	1 marks for each 50 employee (Bidder to submit proof of employment), subject to max of 5 marks	Kindly specify what doc as POE ?	Please refer Annexure 35 in Addendum
9	39	6	Technical /General Evaluation Parameter	Number of successful association/empanelment from BFSI for similar solutions	What kind of doc proof will have to be submitted? Pls specify	Empanelment letter/ PO etc., any other details sought by Bank's evaluation committee

10	40	ii)	Technical	<p>Among all qualified bids, the lowest bid will be termed as L1. If L1 is a Class-I local supplier (product having local content equal to or more than 50%), the contract for full quantity will be awarded to L1. If L1 is not a 'Class-I local supplier', 50% of order quantity shall be awarded to L1. Thereafter, the lowest bidder among 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference and contract for that quantity shall be awarded to such 'Class-I local supplier'. In case such lowest eligible 'Class-I local supplier' fails to match L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.</p>	<p>Does this signify that any participant who does not qualify for Class1 local supplier under Make In India will be awarded the leftover quantities post all Class 1 local suppliers are exhausted. Pls clarify. Also is there no criteria for considering Class 2 Local Suppliers under Make In India ?</p>	<p>"Class 2 supplier will not get any purchase preference"</p>
11	24	3.10.15	Technical	<p>"Bank of Baroda will abide by Govt. of India Public procurement (preference to Make in India) order P-45021/2/2017-B.E.-II Dated 15th June 2017 as applicable to encourage 'Make in India' and to promote manufacturing and production of goods and services in India. In case the bidder wishes to avail preference to Make in India order 2017 in public procurement as applicable, bidder may provide self-certification of 'Local content' where 'Local content' means the amount of value added in India as a percentage of total value in percentage</p>	<p>What parts of hardware will be considered for arriving at the Local Content Value ? Will software be considered too ? Is there a calculation that the bank has at it's end to derive a Local Content Value ?</p>	<p>Please refer Annexure 15 of RFP</p>

12	43	29	Technical	<p>The other functional requirements from vendor are as follows:</p> <p>i) Merchant App: Merchant must be provided with a Merchant App for tracking out the payments/credits. Also bidder needs to provide related API/SDK for integration with Bank's app without extra cost to the Bank.</p> <p>ii) Merchant Portal: Customized Portal for merchants where they can place request for Sound box devices in single/bulk mode, register the complaints for repair/replacement, track the device delivery. The portal should also enable push notification from bank for cross selling like digital personal loan. Also, bidder needs to provide related API for integration with Bank's portal without extra cost to Bank.</p> <p>iii) Bank Portal: Portal for raising the request and tracking the delivery & installation to be provided by the bidder to the bank. This portal may also be integrated with Bank's internal portals. So necessary support for the same needs to be provided without extra cost to the Bank.</p> <p>a. Functionalities for uploading details of merchants where sound box devices to be delivered and installed to be provided.</p> <p>b. The portal should have the download option for report generation at different levels (Zones/Region/BCC) which should contain date of delivery and date of installation with the signed copy, from merchant having given the demo</p> <p>c. The portal should also have the provision to handle the complaints/Quires related to services.</p> <p>/ Merchant Sourcing</p>	<p>Can we get a clarity on the entire onboarding journey please?</p> <p>/</p> <p>Trust our understanding is correct that Merchant sourcing, finalizing commercials, onboarding the merchant and completing documentation with the Merchant will be done by the Bank and only indents for installation will be given to the bidder.</p>	<p>Bidder should provide self and assisted journeys to place request, process centrally and place order, and then ensure to complete the deployment and provide status to bank on a complete cycle. The bidder should have the capability to provide rent recovery solutions which could be integrated with Bank system to collect/monitor rent payments. In case where device rent is pending for collection, capability should exist to deactivate the terminal at central level on a one to one basis. Detailed on-boarding process will be shared with the successful bidder.</p>
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13	11	1.3	1.3 Contract Period:	<p>•The contract period will be for a period of 3 years from the date of agreement signed</p>	<p>Would the contract end at the end of 3 years from the date of signing the contract? Or would the bank expect the Bidder to provide the services for a period of 3 years from the date of installation of the terminal at the merchants end? For Eg: Soundbox installed in the 35th month f the contract would be billable for just 1 month? or 36months? if 1 month only, would the bank pay the bidder the WDV for the residual period of the terminal life (35 months)? Please explain</p>	<p>Bank reserve the right to extend the service support for those devices which are yet to complete three year period even after expiry of contract under the current bidder with same Terms and Conditions as per SLA/RFP.</p>
14	12	1.7	1.7 Installation:	<p>Installation of sound box devices delivered including unpacking of cartons / boxes / installation at location etc. will be responsibility of the Bidder. Bidder shall install devices at PAN INDIA level.</p>	<p>Does the bank expect Physical installation of the SoundBox Devices? Or can the same be couriered to the Merchants address directly with training provided over a call?</p>	<p>Bidder requires to install the devices at merchant location, provide demo/training and then obtain merchant sign off and upload the same in Merchant portal for payment.</p>
15			General	<p>QR Sticker for Soundbox</p>	<p>Trust the QR Sticker for the Soundbox will be printed and provided by the Bank to the Vendor.</p>	<p>The selected bidder needs to provide the sticker along with the sound box. Bank will share the QR string with the merchant. However bank logo as sticker on the device to be</p>

						provided by the Service provider.
16	43	Annexure 3	Scope of Work - 29. Technical / Functional requirements: Point c - Display	LED	Trust this LED display refers to the display required for showcasing the amount that is collected.	LED will be used for displaying amount for static QR. Other details like VPA, date , txn history etc. should also be displayed for dynamic QR code sound box.
17	43	Annexure 3	Scope of Work - 29. Technical / Functional requirements: Point i - Bill receipt	Provision for USB port in sound box panel which can be integrated with Biller machine for generation of invoices.	Please explain the use case for this requirement. Need more details on the flow	Eg. For generation of invoices for the merchant, not limited to one use case
18	49	Annexure 6	Commercial Bid	a. Sound box with Display (with 4G SIM & Wi-Fi)	Kindly clarify under 4G sim, fallback to 2G network should be made available	Yes, if 4g network is not available then also device should work on 3G or 2 G
19	49	Annexure 6	Commercial Bid	b. Sound box without Display (with 4G SIM & Wi-Fi)	Kindly clarify under 4G sim, fallback to 2G network should be made available	Yes, if 4g network is not available then also device should work on 3G or 2 G
20	49	Annexure 6	Commercial Bid	c. Sound Box with Display and support Dynamic QR code	Kindly clarify whether 4G alone or 4G + Wifi is required under this category and under 4G sim, fallback to 2G network should be made available	Yes, if 4g network is not available then also device should work on 3G or 2 G

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S No	Particulars (Existing)	Particulars (Revised)																
1.	<p>Annexure 17 : Pre-Contract Integrity Pact</p> <p>Section 8 - Independent External Monitor</p> <p>(1) The BOB has appointed Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name: Shri Harishwar Dayal dayalagra@gmail.com appointed competent and credible Independent External Monitor for this Pact after approval by 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.</p>	<p>The BOB has appointed following Independent External Monitors (hereinafter referred to as monitors) for this Pact in consultation with the Central Vigilance Commission.</p> <p>1) Shri Umesh Kumar (email id: umeshkumar84@rediffmail.com)</p> <p>2) Dr. Sandeep Tripathi (email id: sandeeptrip.ifs@gmail.com)</p>																
2.	<p>Annexure 24 Section III</p> <p>Penalty for performance of Supply, Installation and Maintenance Solution</p> <table border="1"> <thead> <tr> <th>S No</th> <th>Category</th> <th>TAT</th> <th>Penalty in Rs</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>New installation</td> <td>1. For Metro and Urban Centres : T+1 working days 2. For other centres : T+2 working days</td> <td>100 for delay per day per device subject to a cap of one month rent per device</td> </tr> </tbody> </table>	S No	Category	TAT	Penalty in Rs	1	New installation	1. For Metro and Urban Centres : T+1 working days 2. For other centres : T+2 working days	100 for delay per day per device subject to a cap of one month rent per device	<p>Annexure 24 Section III</p> <p>Penalty for performance of Supply, Installation and Maintenance Solution (Revised)</p> <table border="1"> <thead> <tr> <th>S No</th> <th>Category</th> <th>TAT</th> <th>Penalty in Rs</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>New installation</td> <td> <ul style="list-style-type: none"> Tier 1 & Metro cities: within 2 days. Other than Tier 1 & Metro cities: within 5 days. Rural Area: within 7 days </td> <td>100 for delay per day per device subject to a cap of one month rent per device</td> </tr> </tbody> </table>	S No	Category	TAT	Penalty in Rs	1	New installation	<ul style="list-style-type: none"> Tier 1 & Metro cities: within 2 days. Other than Tier 1 & Metro cities: within 5 days. Rural Area: within 7 days 	100 for delay per day per device subject to a cap of one month rent per device
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3.	Annexure 05: Device Specifications Evaluation	Annexure 05: Device Specifications Evaluation Revised Format enclosed in Addendum Section I																
4.	*Addition	Annexure 35: Undertaking for Employee Confirmation (Proof of Employment)																

All other terms and conditions of the RFP document remain unchanged. Please treat this clarification an integral part of the RFP documents issued.

Revised Annexure 05: Device Specifications Evaluation

Bidders to provide their responses for Sound Box separately on the following technical specifications:

S No	Specifications	Particulars	Specification & related (Marks)	Bidders Remark on specification	Maximum Marks
1	Processor	CPU	32 bit ARM (3) Cortex M (5)		5
2	Memory	Flash	16 MB (5)		5
		RAM	16 MB (5)		
3	Connectivity	Connectivity	4G (3) 4G and Wi-Fi (5)		5
4	Audio	Audio	80 dB (3) Above 80 dB (5)		5
5	Functional Keys	Functional Keys (Volume, Power buttons etc.)	Volume, Power and Repeat (3) Volume, Power, Repeat and Others (5)		5
6	Power/Battery	Power/Battery	Battery alone (3) Both Battery and Power (5)		5

- i. We hereby undertake that the above mentioned technical specifications are available with us.
- ii. We shall be able to meet the Bank's requirement with the mentioned specifications if awarded the contract.
- iii. Bank reserves the right to conduct demo/POC on pilot basis and if found non-compliant can terminate the contract and necessary cost may be penalized/collected. This is applicable during the entire contract period.
- iv. We hereby confirm that all information provided by us on self-declaration is true.
- v. We have supplied QR Sound Box devices to the following Banks/NBFCs/FIs with similar specifications:

S No	Name of Banks/NBFCs/FIs	Nos
1.		
2.		
3.		

Dated this.....by.....20

Yours faithfully,
 Authorized Signatory Name:
 Designation:
 Bidder's Corporate Name Address
 Email and Phone#



Annexure 35: Undertaking for Employee Confirmation

(To be provided by the bidder on Company Letter Head duly signed by Authorized Signatory)

Name of Bidder: _____

Total No of Employees on Payroll:

S No	Particulars	Nos
1	Total No of Software Professionals	
2	Total No of Network Professionals	
3	Total No of Hardware Engineers	
4	Total No of Field Engineers	
5	Total no of Employees at Contact Centre	

We hereby undertake that the above information provided by us is correct.

Dated this.....by.....20

Yours faithfully,
Authorized Signatory Name:
Designation:
Bidder's Corporate Name Address
Email and Phone#