



Addendum 1 dated 18th May 2024

[A] Important Dates:

| # | Particulars | Timeline |
|---|--|---|
| 1 | Last Date & Time of Submission of bids | 3.00 PM on 28th May 2024 Mode: Online on URL: URL: https://bobtenders.eproc.in |
| 2 | Eligibility Cum Technical Bid Opening Date | 3:30 PM on 28th May 2024 Mode: Online on URL: https://bobtenders.eproc.in 1. The meeting will be held online through Bank's Online Meeting Platform (i.e. Microsoft Teams) 2. Bidders are requested to send bid submission confirmation with their email address for attending online bid opening meeting on ipg.mon@bankofbaroda.co.in email id after RFP submission time is over. |

Clause in RFP

| S # | Existing Clause | Modified Clause |
|-----|---|---|
| 1 | <p>1.4 Empanelment period:</p> <p>.....</p> <p>.....</p> <p>Separate empanelment for the two Product Lines namely:</p> <ul style="list-style-type: none"> Product Line 1 – Sound Box (UPI QR) With and Without Display Product Line 2 – Sound Box (UPI QR) With NFC and Dynamic QR <p>Bidders have the option to participate in either or both the Product Lines as part of empanelment RFP for empanelment purpose.</p> <p>.....</p> <p>.....</p> | <p>1.4 Empanelment period:</p> <p>.....</p> <p>.....</p> <p>Separate empanelment for the three Product Lines namely:</p> <ul style="list-style-type: none"> Product Line 1 – Sound Box (UPI QR) With and Without Display Product Line 2 – Sound Box (UPI QR) With NFC and Dynamic QR Product Line 3 - Sound Box (UPI QR) device with NFC (With and Without Display) <p>Bidders have the option to participate in any one or multiple Product Lines as part of empanelment RFP for empanelment purpose.</p> <p>.....</p> <p>.....</p> |



Addendum 1 dated 18th May 2024

| S # | Existing Clause | Modified Clause |
|-----|---|---|
| 2 | <p>1.7 Delivery: The successful Rate Contract vendor needs to provide the Bank and Merchant Portal as per the scope of work / project scope detailed in Annexure 10 within 4 weeks from the date of rate contract order placed by the Bank. </p> | <p>1.7 Delivery: The successful Rate Contract vendor needs to provide the Bank and Merchant Portal as per the scope of work / project scope detailed in Annexure 10 within 6 weeks from the date of rate contract order placed by the Bank. The said timelines of 6 weeks shall include Data gathering, development / customization, UAT testing and Production movement. </p> |
| 3 | <p>1.7 Delivery: The equipment's should be delivered within 4 weeks from the date of placing order. </p> | <p>1.7 Delivery: The equipment's should be delivered within 6 weeks from the date of placing order. </p> |
| 4 | <p>1.11 Warranty In event of any major equipment / part is replaced or any defect in respect of any major equipment / part is corrected for more than two instance of any quarter during the base warranty period of 1 year, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects. </p> | <p>1.11 Warranty In event of any major equipment / part is replaced or any defect in respect of any major equipment / part is corrected for more than two instance of any quarter during the base warranty period of 2 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects. </p> |
| 5 | <p>2. Evaluation process </p> | <p>2. Evaluation process </p> |



Addendum 1 dated 18th May 2024

| S # | Existing Clause | Modified Clause |
|-----|--|--|
| | <p>.....</p> <p>2.1 Eligibility Cum Technical Bid Evaluation [As part of Empanelment RFP]</p> <p>.....</p> <p>Proof of Concept (POC) for Sound Box devices (UPI QR)</p> <p>.....</p> <p>3. Bank shall give an overall time of 15 working days as part of the POC which shall include successful integration of the supplied device with existing setup of Bank along with demonstration of the Bank and Merchant Portal.</p> <p>.....</p> | <p>.....</p> <p>2.1 Eligibility Cum Technical Bid Evaluation [As part of Empanelment RFP]</p> <p>.....</p> <p>Proof of Concept (POC) for Sound Box devices (UPI QR)</p> <p>.....</p> <p>3. Bank shall give an overall time of 30 working days as part of the POC which shall include successful integration of the supplied device with existing setup of Bank along with demonstration of the Bank and Merchant Portal.</p> <p>.....</p> |
| | <p>2. Evaluation process</p> <p>.....</p> <p>2.1 Eligibility Cum Technical Bid Evaluation [As part of Empanelment RFP]</p> <p>.....</p> <p>Separate empanelment for the two Product Lines namely:</p> <ul style="list-style-type: none"> • Product Line 1 – Sound Box (UPI QR) With and Without Display • Product Line 2 – Sound Box (UPI QR) With NFC and Dynamic QR <p>Option will be given to the bidders to participate in either or both the Product Lines as part of empanelment RFP for empanelment purpose.</p> <p>.....</p> | <p>2. Evaluation process</p> <p>.....</p> <p>2.1 Eligibility Cum Technical Bid Evaluation [As part of Empanelment RFP]</p> <p>.....</p> <p>Separate empanelment for the two product Lines namely:</p> <ul style="list-style-type: none"> • Product Line 1 – Sound Box (UPI QR) With and Without Display • Product Line 2 – Sound Box (UPI QR) With NFC and Dynamic QR • Product Line 3 - Sound Box (UPI QR) device with NFC (With and Without Display) <p>Bidder/s have option to participate in any one or multiple Product Lines as part of empanelment RFP for empanelment purpose.</p> <p>.....</p> |



Addendum 1 dated 18th May 2024

| S # | Existing Clause | Modified Clause |
|-----|---|---|
| | <p>3.1 General Terms</p> <p>.....</p> <p>.....</p> <p>3.1.10</p> <p>Bidders have the option to participate in either or both the Product Lines as part of empanelment RFP for empanelment purpose. A maximum of one model of Sound Box against each product line device which meets the specification quoted in the Technical Specification Annexure 11 of the RFP to be quoted while submitting the bid (Each Model to be quoted against the individual product line device i.e. a) Sound Box With Display b) Sound Box Without Display and c) Sound Box with NFC & Dynamic QR based on the participation). If it is found that the bidder quotes more than one model against a particular product line device and they have not specified which particular model quoted by them needs to be considered, then the whole tender submitted by the bidder is liable to be rejected.</p> <p>.....</p> <p>.....</p> | <p>3.1 General Terms</p> <p>.....</p> <p>.....</p> <p>3.1.10</p> <p>Bidders have the option to participate in any one or multiple Product Lines as part of empanelment RFP for empanelment purpose. A maximum of one model of Sound Box against each product line device which meets the specification quoted in the Technical Specification Annexure 11 of the RFP to be quoted while submitting the bid (Each Model to be quoted against the individual product line device i.e. a) Sound Box With Display b) Sound Box Without Display c) Sound Box with NFC & Dynamic QR d) Sound Box Without Display with NFC and e) Sound Box With Display with NFC based on the participation). If it is found that the bidder quotes more than one model against a particular product line device and they have not specified which particular model quoted by them needs to be considered, then the whole tender submitted by the bidder is liable to be rejected.</p> <p>.....</p> <p>.....</p> |

Addendum to the following Annexures:

- a) **Annexure 02 – Eligibility Criteria**
- b) **Annexure 05 – Undertaking from the Vendor**
- c) **Annexure 10 – Project Scope**
- d) **Annexure 11 – Technical Specification**
- e) **Annexure 17 – Integrity Pact**
- f) **Annexure 19 – GOI Guidelines with Model wise classification**

All other Terms & Conditions are same as per our RFP no. HO:DCO:SB:116:01 dated 16th April 2024 for Request for Proposal - Empanelment of vendors for Supply, Installation and Maintenance of Sound Box devices (UPI QR) for the Financial Year 2024-27



Addendum 1 dated 18th May 2024

Annexure 02 - Eligibility Criteria

Eligibility Criteria Compliance to be directly met by the Vendor

| S. No. | Eligibility Criteria | Complied (Yes/No) | Supporting Required |
|----------|---|-------------------|---|
| A | General | | |
| 1 | Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 2 years. | | Documentary Proof to be attached (Certificate of Incorporation) |
| 2 | Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) within last 2 years from the RFP date. | | Letter of confirmation (self-certified letter signed by authorized official of the bidder) |
| 3 | The Bidder and OEM are not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. OR The Bidder and OEM are from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure I to the said Office Memorandum / Order and we submit the proof of registration herewith. | | Undertaking as per Annexure 16 and Copy of certificate of valid registration with the Competent Authority (If applicable) (signed /Digitally signed documents from authorized representative of bidder & OSD/OEM) |
| 4 | The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process. | | Letter of confirmation (self-certified letter signed by authorized official of the bidder) |
| 5 | The Bidder to provide an undertaking on his letter head that all requirements highlighted as part of RFP Document are covered in totality in the proposal submitted by the bidder. | | Letter of confirmation from bidder (self-certified letter) |



Addendum 1 dated 18th May 2024

| S. No. | Eligibility Criteria | Complied (Yes/No) | Supporting Required |
|----------|--|-------------------|---|
| 6 | <p>Applicable for bidders under, Preference to 'Make in India' initiative:</p> <p>The bidder / OEM should be a Class-I / Class-2 Local Supplier as defined in the Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 by DPIT(PPD)/MoC/GOI</p> <p>AND</p> <p>The bidder / OEM needs to comply with the Minimum Local Content Percentage (%) as defined in 16 Order No. 18-10/2017-IP dated 29.08.2018 by DOT/MOC/GOI and File no. 1 (10)/ 2017-CLES MeIT/GOI/od dated 6.12.2019.</p> <p>In this empanelment stage, OEM / Bidders product (make & Model) will be classified as Local Supplier or Non-Local Supplier as per definition in the above mention order for preference to make in India Product during Commercial Evaluation Stage.</p> | | <p>1) Self certification as per Annexure 19 specifying that the item offered meets the Minimum Local Content and shall give details of the location(s) at which the local value addition is made in the format as per attached Annexure 19</p> <p>2) Certification from the statutory Auditor or Cost Auditor of the company (in case of companies) or Chartered Accountant (in respect of suppliers other than companies) giving the percentage of Local Content against each quoted line item as per attached Annexure 20</p> |
| B | Financial | | |
| 1 | <p>The Bidder must have registered average annual turnover of Rs.50 Crores or above (from Indian Operations only) during the last three completed financial years – FY 2020-21 & 2021-22 & 2022-23 (Not inclusive of the turnover of associate companies).</p> <p><u>Below clause is applicable for MSE / Start-ups:</u></p> <p>The Bidder must have registered average annual turnover of Rs. 10 Crores or above (from Indian Operations only) during the last three completed financial years – FY 2020-21 & 2021-22 & 2022-23 (Not</p> | | <p>Audited Financial statements for the financial years FY 2020-21 & 2021-22 & 2022-23. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification.</p> <p>(Valid certification to claim MSE / Start-up exemptions)</p> |



Addendum 1 dated 18th May 2024

| S. No. | Eligibility Criteria | Complied (Yes/No) | Supporting Required |
|----------|--|-------------------|---|
| | inclusive of the turnover of associate companies). | | |
| 2 | The Bidder must be Net profit making entity continuously for the last three years i.e. financial years – FY 2020-21 & 2021-22 & 2022-23 OR The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years. | | Audited Financial statements for the financial years FY 2020-21 & 2021-22 & 2022-23. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification. |
| C | Experience & Support Infrastructure | | |
| 1 | Bidder must be in the business of providing Sound Box Devices (UPI QR) in India at least for the last 1 year . | | Documentary proof of order / contract copy / customer credentials. |
| 2 | The bidder should have supplied & supported: a) 25,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank / Financial Institution / Govt. Org / PSUs in India in the last 1 year from the RFP date (Single order or combination of orders to a single entity) OR b) 50,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank / Financial Institution / Govt. Org / PSUs in India in the last 1 year from the RFP date (Cumulative orders of Multiple entities) | | Letter of confirmation from the organisation on satisfactory delivery of the ordered quantity and support. |
| D | Others | | |
| 1 | One bidder can bid only with one Device OEM and similarly one Device OEM can bid only with one bidder but both cannot bid. | | Letter of confirmation from both bidder and Device OEM . |

**Addendum 1 dated 18th May 2024**

| S. No. | Eligibility Criteria | Complied (Yes/No) | Supporting Required |
|--------|---|-------------------|---|
| 2 | The Bidder should have authorization from Device OEM to quote for their products | | Letter of authorization from the Device OEM as per Annexure (Not applicable in case if Device OEM bids directly). |
| 3 | Bidder should stock adequate spares of all items supplied | | Letter of undertaking from the bidder. |
| 4 | The Bidder should supply the required quantity in the given delivery time frame. | | Letter of undertaking from the bidder. |

All dates if not specified to be applicable from the date of the RFP.

Authorized Signatory Name:

Designation:

Vendor's Corporate Name Address & Email and Phone #

**Addendum 1 dated 18th May 2024****Annexure 05 – Undertaking from the Vendor**

To

The Chief General Manager,

Digital Channels and Operations & Digital Lending Business

Bank of Baroda, 7th Floor, Baroda Sun Tower, C-34,

G-Block, BKC, Mumbai - 400051

Sir,

Sub: Request for Proposal - Empanelment of vendors for supply, Installation and Maintenance of Sound Box devices (UPI QR) for the Financial Year 2024-27.

1. Having examined the Tender Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement and commission all the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Tender Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. We herewith bid for the following Product Line/s as part of this empanelment (Please Tick "Yes" or "No" against each Product Line for which participating against this empanelment RFP)

- Product Line 1 – Sound Box (UPI QR) With and Without Display
- Product Line 2 – Sound Box (UPI QR) With NFC and Dynamic QR
- **Product Line 3 – Sound Box (UPI QR) With NFC (With and Without Display)**

(Bidder has the option to participate in **any one or multiple** Product Line/s as part of this empanelment RFP)

3. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document.
4. We agree to abide by this Tender Offer for 180 days from date of bid opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
5. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
 - a) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
 - b) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.



Addendum 1 dated 18th May 2024

- i. Name and Address of the Agent -(please specify NA if not applicable)
 - ii. Amount and Currency in which Commission paid / payable (please specify NA if not applicable)
 - iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here) (please specify NA if not applicable)
6. We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
7. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

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

Yours faithfully,

Authorized Signatory Name:

Designation:

Vendor's Corporate Name Address, Email and Phone #

**Addendum 1 dated 18th May 2024****Annexure 10 – Project Scope**

The scope of work is to provide Sound Box devices which will be integrated with the Bank's existing UPI infrastructure for receiving QR based transactions and voice notification on the Sound Box at the merchant location. Detailed Scope of Work is mentioned below:

I. General

- a) The VPA ID used by the merchant needs to be of Bank of Baroda with a handler (@barodampay) which will be generated and provided by the bank only. The same VPA ID needs to be mapped to the sound box for receiving voice notification.
- b) Only licensed copies of software shall be supplied and ported for the equipment. The bidder shall grant an enterprise wide perpetual level license to the Bank to use the software. Further, all software / hardware supplied shall be of latest version available in the market.
- c) The Bidder should integrate with Bank's UPI application for getting response from UPI switch and also follow all network and security level protocol.
- d) **The proposed Bidder's solution needs to be integrated with existing Bank's UPI application. Providing solution and Integration of the proposed solution with the Bank's UPI application will be within the scope of the Bidder.**
- e) Sound box should be compatible with multiple payment channels such as UPI, CBDC or any other channel which Bank may propose to launch in the future.
- f) Any new advisory / guidelines issued by regulatory authorities need to be implemented without any additional cost to the Bank immediately by the Bidder.
- g) Bidder must provide a solution which will be scalable to integrate with Bank's system.
- h) The selected bidder shall be responsible but not limited to end-to-end supply, installation, De-installation, configuration, customization, implementation roll-out, failover testing, integration with bank setup, management and maintenance during the entire contract period at no additional cost to the Bank.
- i) Bidder should be able to provide following type of devices (Based on the Bidders empanelment for the particular product line):
 - Product Line 1 - Sound Box (UPI QR) With and Without Display
 - Product Line 2 – Sound Box (UPI QR) With NFC and Dynamic QR
 - **Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display)**
- j) The bidder should provide sound box device co-branded with Bank's logo and printed QR.
- k) **The proposed solution should have a check on mapping of duplicate VPA id to a Sound Box. Each Sound Box should be mapped with a unique VPA Id.**

**Addendum 1 dated 18th May 2024****II. Non-Personalized Sound Box**

- a) The bidder should be able to deliver bulk sound boxes to the respective **Branch / Regions / Zones** as per Bank's requirement.
- b) The sound boxes should have the Serial No., Token No., VPA id on the boxes for identification.
- c) The non-personalized sound boxes as default will be in disable mode and the rental / recurring charges shall be applicable only after the said boxes are brought to enable mode post confirmation from the Bank for enabling such sound boxes.
- d) **Under requirement of non-personalized sound box, QR will be printed on the Sound Box however the VPA ID mapping against the merchant will be done as per the requirement of the Bank.**

III. Delivery Installation and Support

- a) The bidder should provide support on PAN INDIA basis. The scope of support shall include:
 - Delivery and installation of the Sound box at each individual merchant location as requested by the bank and providing demo to the merchant.
 - Rectification of bugs / defects if any at merchant location.
 - Maintenance of Hardware / Software at merchant location.
 - Reinstallation of firmware / software, whenever required.
 - Solving issues in devices and taking remedial steps
 - Replacement of faulty hardware, software, accessories etc.
 - TAT for installation of sound box and complaints resolution (for malfunction of device or software):

| Area | TAT for installation of Sound Box | TAT for Resolution of complaints |
|-----------------|--|---|
| Metro and Urban | T+2 working days | T+1 working day |
| Semi-Urban | T+5 working days | T+3 working day |
| Rural | T+7 working days | T+5 working day |

(T = Day of receiving request from Bank / Date of receiving complaints from merchant)

- b) Bidder should have adequate staff to provide support to Bank's merchant physically at their location.
- c) Bidder should have repairing / service centre, having adequate number of trained personal in the country PAN India.
- d) The bidder should have full-fledged development and support center in India. Bidder should be well-equipped and provide 24x7x365 support to the Bank
- e) Bidder has to deliver the device as per the requirement of the Bank at the merchant location PAN India at no additional cost to the Bank.

**Addendum 1 dated 18th May 2024**

- f) The bidder should provide online support immediately on raising request and presence of support staff on site, if required, shall be made available within 24 hours **(Metro & Urban) and 48 hours (Semi-Urban & Rural)**.
- g) Any defective device / missing part identified while installation shall be replaced with a new Sound Box immediately by the bidder without any additional cost to the Bank.

IV. Stock Maintenance

- a) Bidder should maintain considerable quantity of sound box at any point of time in different geographical area.
- b) The stock should be made available to all the regional centres of bidder to comply with TAT of delivery and installation.
- c) The selected bidder will undertake to ensure availability of offered Sound boxes during the contract period, as well as maintenance of sufficient inventory of genuine spare parts during the contract period.
- d) Bank reserve the right to increase the quantum of purchase by 25% in respect to the quantity specified in the RFP during the Rate Contract period at the same rate arrived in the Terms and conditions of the Rate Contract as per Bank's discretion.
- e) The safety of the stock is responsibility of bidder and depreciation in stock valuation (if any) is not the liability of Bank.

V. Dashboard and Report

- a) Bank Portal:
- Should have user id and password to enable login by Bank team. Option to be available for providing Administrator or Normal User rights to a Bank User.
 - Customized Portal for bank to place request for Sound box devices in single / bulk mode wherein Bank will upload unique QR string for each merchant to generate QR code for respective merchant through single / bulk mode with Maker / Checker concept.
 - Portal should have option for tracking the delivery & installation of the device.
 - The portal should have the download option for report generation which should contain date of delivery and date of installation with the signed copy from merchant / Bank official having received the demo.
 - Portal should have detailed and summary report (monthly, quarterly, half-yearly, yearly, between any specific dates) for both successful voice notifications and transactions. This will be used for Uptime calculation purpose.
 - Any failed voice notification should have details related to reason for failure. Portal should have details related to such failures and the same to be available in the form of report.
 - Portal should have option to download merchant wise transaction report.
 - Separate Tab / portal for complaint section received from merchants



Addendum 1 dated 18th May 2024

- Check service uptime / downtime of device. **Report should contain status on uptime and downtime of the installed Sound box devices along with the duration in minutes/hours, which will be further used by the Bank to calculate the total availability / uptime of Sound box devices.**
 - The portal should also enable push notification from bank for promotional message.
- b) Inventory Management Portal:
- Bidder should provide a dash board utility to the bank (for access by branches / Regional offices / Zonal offices / Digital operations) with the following features:
- Portal should allow login with pre created User ids as allotted by the bank to its field functionaries.
 - Placing indent for fresh Sound box devices with location details (Facility to enter single entry as well as upload of bulk entry by way of Excel sheet)
 - Report option to be available for generating Regions wise / Zone wise indent report on a daily / period wise report along with installation status
 - Bidder should update the portal with installation status and upload the merchant sign off on installation as successful sign off.
 - Maintaining inventory of Buffer stock and further allocation of buffer stock by the respective Bank team.
 - Maintaining the entire inventory of delivered and installed devices along with the details like Serial No., Device id etc.
 - **The device delivery and installation status should be updated in the portal on regular basis by the Bidder for tracking of the same by the Bank.**
- c) Merchant Portal and Mobile App for Merchant:
- Should have user id and password to login as provided by Bank / bidder co-branded with Bank's logo.
 - Should have the option to check real time transaction status along with notification.
 - Download transaction report for customized date range in different format
 - Raise / lodge complain and track the status of same
 - Service uptime / downtime of devices would be updated as per Bank's requirement.
 - Notification tab to receive push notification from Bank
 - Mobile application should support both android and ios
- d) There should be integration between bank portal and Merchant portal so that any complain raised by merchant or resolution provided by bidder via their respective portals get reflected on bank portal and vice versa.

**Addendum 1 dated 18th May 2024**

- e) The report should be downloadable / exportable in PDF / Excel / CSV and other compatible format as per the Bank's requirement.
- f) **Complete details required as part of the Dashboard will be shared by Bank to the successful bidder.**

VI. Repair & Maintenance

- a) The bidder shall submit the maintenance procedures and call log-in procedures along with the escalation matrix.
- b) Any software support like update / enhancement / software upgrade etc. shall be supplied, Installed and commissioned by the bidder at no additional cost to the Bank. However, any such software support like update / enhancement / upgrade shall be communicated to the Bank by the bidder within a period of one month from the date of release.
- c) Any software related issue or media related malfunctioning which ultimately affects the performance of Sound Box notification for QR Merchants of Bank, shall be rectified during the full period of the Contract, at no additional cost to the Bank
- d) The system spare parts / services, accessories (including speaker, display unit, speaker cum display unit etc.) and complete maintenance of the system shall be supported during contract period. Further, bidder should provide the spare equipment in case of device failure. The replacement of faulty equipment should be of same model or higher end model subject to approval of the Bank and should support all the performance requirements of existing equipment without any extra cost to bank.
- e) If any of the peripheral(s) / component(s) is taken by the bidder for repair during the contract period, the substitution shall be carried out with peripheral(s) / component(s) of equivalent or higher capacity.
- f) In case of need, switching to other service provider. Bidder will support and provide its service related to switching with other TSPS without any additional cost to Bank.
- g) Any application or firmware update related to Sound box installed at the field should be provided over the network by the bidder.

VII. Compliance and Audit

- a) Ensure compliance with the existing regulations / laws on consumer data protection and privacy.
- b) There should be adequate safeguards built in its IT systems to ensure that it is protected against unauthorized access, alteration, destruction, disclosure or dissemination of records and data
- c) The entity should have robust IT infrastructure and managerial resources. The IT systems used for end-to-end processing shall provide end-to-end integrity of information processing.
- d) The Bidder along with OEM should comply with the CISP policy, regulatory guidelines i.e. Govt. / RBI / CERT-IN / NPCI / DeitY / MeitY / SEBI / AMFI etc. and industry guidelines.



Addendum 1 dated 18th May 2024

- e) The Bidder solution should be compliant to all the existing operating circular of NPCI and any other regulatory body or Government of India guidelines and as and when issued by any such authority.
- f) Providing support for closing any internal or external audit / VAPT recommendations.
- g) Periodical certification/audit of the hardware, software and application to be completed at bidder's end and the copy of certificate and report to be submitted to the Bank.
- h) Bidder should comply with Bank's Information security policy such as but not limited to:
 - Responsibilities on system and software access control and administration.
 - Responsibilities for data and application privacy and confidentiality.
 - Data encryption/protection requirement of the bank.

VIII. Outsourcing

- a) The security and data integrity to be ensured and it would be responsibility of Bidder.
- b) Adequate and testing Disaster Recovery and Business continuity plan.
- c) Should comply with outsourcing policy of RBI and Bank.

IX. Others

- a) Vendor should be capable of providing the Sound Box Devices for which they are empanelled that is specified under Technical Specifications Annexure 11.
- b) Supply, install and maintain the Sound Box Devices at various locations identified by the bank. The vendor will also coordinate with relevant teams and provide the necessary assistance for successful installation, integration and functioning of the devices.
- c) Vendor should provide Break-fix support and upgrades for the supplied Sound Box Devices.
- d) The vendor should liaison with Bank's identified team and provide service & support for the Sound Box devices. The service calls shall be logged by Bank's identified team / Merchant and the vendor should support and service the request in coordination with them.
- e) Bank will have periodic review of technology. Vendor will supply the models approved as per technical aspects. In case any of the models becomes obsolete, then Vendor will provide the latest model available at no extra cost to Bank.
- f) The Bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to shift the equipment and install and maintain the same at the shifted location. Bank will bear the transportation & transit insurance cost only in respect of shifting for already installed devices. The Warranty of the equipment will continue from the new location as the case may be and the vendor needs to provide service & support of the same from the new location.



Addendum 1 dated 18th May 2024

- g) All the parts of items supplied would be covered under comprehensive onsite warranty. If there is any gap between Bank's requirement and OEM warranty then it will be the responsibility of vendor to fill up the gap.
- h) Vendor should undertake to provide maintenance support to equipment and arrange for spare parts for Sound Box Devices during warranty period or any extended period.
- i) If any services, functions or responsibilities not specifically described in this scope but are an inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, they shall be deemed to be included within the scope of the services, as if such services, functions or responsibilities were specifically required and described in this scope and shall be provided by the vendor at no additional cost to the Bank.
- j) **Additionally, following are applicable for NFC based devices:**
- **Should be NFC compliant and support UPI Tap and Pay.**
 - **NFC enabled device should have logo for NFC printed on the Sound Box.**
 - **Should be complied with existing and future NPCI guidelines on the product line.**



Addendum 1 dated 18th May 2024

Annexure 11 – Technical Specification

1. Product Line 1 - Sound Box (UPI QR) With and Without Display

a) Sound Box (UPI QR) Without Display

| Particulars | Description (Without Display) | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|--|--|--------------------------------|--|
| Processor | 32 Bit (Minimum) | | |
| Memory | 08 MB ROM + 08 MB RAM (Minimum) | | |
| Connectivity / Communication | 4G Fall back 2G | | |
| Peripheral Ports | 1 x Type C USB 2.0 | | |
| Battery | 1800 mAH (Minimum) | | |
| Audio | Support TTS & Recorded Audio, wav & mp3 | | |
| Speaker | 4Ω, 3W; Volume ≥ 100 db | | |
| Display | Not Applicable | | |
| Adapter Power supply | 5V / 1A (Minimum) | | |
| Indicator Lights | 1 x Power Indicator, 1 x Status Indicator (Multi Colour) | | |
| Keys | 1 x Power Key, 2 x Volume (+/-), 1 x Menu Key | | |
| Language | English, Hindi and Additional any 3 Regional Languages | | |
| Weight | Max. 380 g | | |
| Working environment Temperature | Operating Temp : -10° to +50° | | |
| Certifications | BIS, RoHS | | |
| Accessory | 1 x Type C - USB cable and 1 x adapter for charging | | |

b) Sound Box (UPI QR) With Display

| Particulars | Description (With Display) | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|-------------------------------------|--|--------------------------------|--|
| Processor | 32 Bit (Minimum) | | |
| Memory | 08 MB ROM + 08 MB RAM (Minimum) | | |
| Connectivity / Communication | 4G Fall back 2G with Wifi | | |
| Peripheral Ports | 1 x Type C USB 2.0 | | |
| Battery | 1800 mAH (Minimum) | | |



Addendum 1 dated 18th May 2024

| Particulars | Description (With Display) | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|--|--|--------------------------------|--|
| Audio | Support TTS & Recorded Audio, wav & mp3 | | |
| Speaker | 4Ω,3W; Volume ≥ 100 db | | |
| Display | Minimum 7 Segment LED Display (6-Digit) | | |
| Adapter Power supply | 5V / 1A (Minimum) | | |
| Indicator Lights | 1 x Power Indicator, 1 x Status Indicator (Multi Colour) | | |
| Keys | 1 x Power Key, 2 x Volume (+/-), 1 x Menu Key | | |
| Language | English, Hindi and Additional any 3 Regional Languages | | |
| Weight | Max. 380 g | | |
| Working environment Temperature | Operating Temp.: -10° to +50° | | |
| Certifications | BIS, RoHS | | |
| Accessory | 1 x Type C - USB cable and 1 x adapter for charging | | |

2. Product Line 2 - Sound Box (UPI QR) With NFC and Dynamic QR

| Particulars | Description | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|-------------------------------------|--|--------------------------------|--|
| Processor | 32 Bit (Minimum) | | |
| Memory | 12 MB ROM, 12 MB RAM (Minimum) | | |
| Connectivity / communication | 4G Fall back 2G and WiFi | | |
| Contactless payment - NFC | 13.56 MHz ISO/IEC 18000-3 | | |
| Peripheral Ports | 1 x Type C USB 2.0 | | |
| Battery | 2500 mAH (Minimum) | | |
| Audio | Support TTS & Recorded Audio, wav & mp3 | | |
| Speaker | 4Ω, 3W; Volume ≥ 100 db | | |
| Display | Minimum 7 Segment LED Display (6-Digit); | | |



Addendum 1 dated 18th May 2024

| Particulars | Description | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|--|--|--------------------------------|--|
| | 2.4 Inch colour screen (Minimum) supporting dynamic QR display | | |
| Adapter Power supply | 5V / 1A (Minimum) | | |
| Indicator Lights | 1 x Power Indicator, 1 x Status Indicator (Multi Colour), 1 x NFC indicator | | |
| Keys | 1 x Power Key, 2 x Volume (+/-), 1 x Menu Key | | |
| Language | English, Hindi and Additional any 3 Regional Languages | | |
| Weight | Max. 380 g | | |
| Working environment Temperature | Operating Temp : -10° to +50 | | |
| Certifications | BIS, RoHS, NFC forum certified (Type 2) and non-rewritable post personalisation | | |
| Accessory | 1 x Type C - USB cable and 1 x adapter for charging | | |

3. Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display)

a) Sound Box (UPI QR) with NFC (Without Display)

| Particulars | Description (With NFC Without Display) | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|-------------------------------------|---|--------------------------------|--|
| Processor | 32 Bit (Minimum) | | |
| Memory | 08 MB ROM + 08 MB RAM (Minimum) | | |
| Connectivity / Communication | 4G Fall back 2G | | |
| Contactless payment - NFC | 13.56 MHz ISO/IEC 18000-3 | | |
| Peripheral Ports | 1 x Type C USB 2.0 | | |
| Battery | 1800 mA (Minimum) | | |
| Audio | Support TTS & Recorded Audio, wav & mp3 | | |
| Speaker | 4Ω, 3W; Volume ≥ 100 db | | |
| Display | Not Applicable | | |



Addendum 1 dated 18th May 2024

| Particulars | Description (With NFC Without Display) | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|--|---|--------------------------------|--|
| Adapter Power supply | 5V / 1A (Minimum) | | |
| Indicator Lights | 1 x Power Indicator, 1 x Status Indicator (Multi Colour), 1 x NFC indicator | | |
| Keys | 1 x Power Key, 2 x Volume (+/-), 1 x Menu Key | | |
| Language | English, Hindi and Additional any 3 Regional Languages | | |
| Weight | Max. 380 g | | |
| Working environment Temperature | Operating Temp : -10° to +50° | | |
| Certifications | BIS, RoHS, NFC forum certified (Type 2) and non-rewritable post personalisation | | |
| Accessory | 1 x Type C - USB cable and 1 x adapter for charging | | |

b) Sound Box (UPI QR) With NFC (With Display)

| Particulars | Description (With NFC With Display) | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|-------------------------------------|--|--------------------------------|--|
| Processor | 32 Bit (Minimum) | | |
| Memory | 08 MB ROM + 08 MB RAM (Minimum) | | |
| Connectivity / Communication | 4G Fall back 2G with WiFi | | |
| Contactless payment - NFC | 13.56 MHz ISO/IEC 18000-3 | | |
| Peripheral Ports | 1 x Type C USB 2.0 | | |
| Battery | 1800 mAH (Minimum) | | |
| Audio | Support TTS & Recorded Audio, wav & mp3 | | |
| Speaker | 4Ω,3W; Volume ≥ 100 db | | |
| Display | 7 Segment LED Display (6-Digit) | | |
| Adapter Power supply | 5V / 1A (Minimum) | | |
| Indicator Lights | 1 x Power Indicator, 1 x Status Indicator (Multi | | |



Addendum 1 dated 18th May 2024

| Particulars | Description (With NFC With Display) | Bidder's Compliance (Yes / No) | Detail Description how the Product / solution would be compliant |
|--|---|---------------------------------------|---|
| | Colour), 1 x NFC indicator | | |
| Keys | 1 x Power Key, 2 x Volume (+/-), 1 x Menu Key, | | |
| Language | English, Hindi and Additional any 3 Regional Languages | | |
| Weight | Max. 380 g | | |
| Working environment Temperature | Operating Temp.: -10° to +50° | | |
| Certifications | BIS, RoHS, NFC forum certified (Type 2) and non-rewritable post personalisation | | |
| Accessory | 1 x Type C - USB cable and 1 x adapter for charging | | |

**Addendum 1 dated 18th May 2024****Annexure 17 - Integrity Pact***PRE CONTRACT INTEGRITY PACT***(TO BE STAMPED AS AN AGREEMENT on NONJUDICIAL STAMPED PAPER)**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of _____ month, 20____,

Between

BANK OF BARODA, a body corporate constituted under the provisions of Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 and having its Corporate Office at Baroda Corporate Centre, C-26, G-Block, Bandra-Kurla Complex, Bandra East, Mumbai 400051(hereinafter referred to as "BOB"; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns);

and

.....hereinafter referred to as "The Bidder"

Preamble

BOB is a one of the nationalized PSU Bank having its presence through its 8100+ of branches and **95+** administrative offices throughout India and **15+ overseas** territories. BOB is committed to fair and transparent procedure in appointing of it's outsource service providers.

The BOB intends to appoint/ select, under laid down organizational procedures, contract/ s for..... The BOB values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / **or Bidders(s)**.

In order to achieve these goals, the BOB will appoint Independent External Monitors (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of BOB

- 1) The BOB commits itself to take all measures necessary to prevent corruption and to observe the following principles
 - a. No employee of the BOB , personally or through family members , will 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 monetary or non-monetary benefit which the person is not legally entitled to.
 - b. The BOB will, during the tender process treat all Bidder(s) with equity and reason. The BOB will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The BOB will make endeavor to exclude from the selection process all known prejudiced persons.
- 2) If the BOB obtains information on the conduct of any of its employees which is a criminal



Addendum 1 dated 18th May 2024

offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the BOB will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)

- 1) The Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:
 - a. The Bidder(s) will not, directly or through any other person or firm, offer, promise or give to any of the BOB's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. 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 bidding process.
 - c. The Bidder(s) will not commit any offence under the relevant IPC/ PC Act; further the Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the BOB as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any, similarly the Bidder(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).
 - e. The Bidder(s) will, 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.
 - f. Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- 2) The Bidder(s) will not instigate third persons to commit offences outlined above or be a necessary to such offences.

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

If the Bidder(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 BOB is entitled to disqualify the Bidder(s) from the tender process or take action as per law in force.

Section 4 - Compensation for Damages

- 1) If the BOB has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the BOB is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- 2) If the BOB has terminated the contract according to Section 3, or if the BOB is entitled

**Addendum 1 dated 18th May 2024**

to terminate the contract according to Section the BOB shall be entitled to demand and recover from the Bidder 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 incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders / Subcontractors

- 1) In case of Sub-contracting, the Principal Contractor (Bidder) shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- 2) The BOB will enter into agreements with identical conditions as this one with all Bidders.
- 3) The BOB will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

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

If the BOB obtains knowledge of conduct of a Bidder or Subcontractor, or of an employee or a representative or an associate of a Bidder or Subcontractor which constitutes corruption, or if the BOB has substantive suspicion in this regard, the BOB will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

- 1) The BOB has appointed competent and credible Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. **Name: Shri Umesh Kumar (email id:umeshkumar84@rediffmail.com) and Dr. Sandeep Tripathi (email id sandeeptrip.ifs@gmail.com).** 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 representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders as confidential.
- 3) The Bidder(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BOB including that provided by the Bidder. The Bidder will also grant the Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- 4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed 'Non-Disclosure of Confidential Information'. In case of any conflict of interest arising during the selection period or at a later date, the IEM shall inform BOB and recuse himself / herself from that case.

**Addendum 1 dated 18th May 2024**

- 5) The BOB will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the BOB and the Bidder. The parties offer to 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, he/she will so inform the Management of the BOB and request the Management to discontinue or take corrective action, or to take 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 will submit a written report to the BOB officials within 15 days from the date of reference or intimation to him by the BOB and, should the occasion arise, submit proposals for correcting problematic situations.
- 8) If the Monitor has reported to the BOB, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the BOB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 9) The word 'Monitor' would include both singular and plural.

Section 9 Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Section 10 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the selected Bidder till the contract period, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of 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 BOB.

Section 11 - Other provisions

- 1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Corporate Office of the BOB, i.e. Mumbai.
- 2) Changes and supplements as well as termination notices need to be made in writing.
- 3) If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 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 will strive to come to an agreement to their original intentions.
- 5) Issues like scope of work, Warranty / Guarantee etc. shall be outside the purview of IEMs.



Addendum 1 dated 18th May 2024

- 6) In the event of any contradiction between the Integrity Pact and RFP/ RFQ/ tender documents and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the BOB)

(Office Seal)

Place: _____

Date: _____

Witness 1:

(Name & Address)

(For & On behalf of Bidder)

(Office Seal)

Witness 2:

(Name & Address)

**Addendum 1 dated 18th May 2024****Annexure 19 - GOI Guidelines with Model wise classification**

Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide OrderNo. 45021/2/2017-PP(BE-II) dated 16-9-2020 to encourage 'Make in India' and to promote manufacturing and production of goods, services and works in India with a view to enhancing income and employment.

It is clarified that for all intents and purposes, the latest revised order i.e. the order dated 16-9-2020 shall be applicable being revised Order of the original order i.e. Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 dated 15-6-2017.

The salient features of the aforesaid Order are as under:

1. Class-I Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%.
2. Class-II Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 20% but less than 50%.
3. Non-Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%.
4. The margin of purchase preference shall be 20 %, Margin of purchase preference means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference.
5. "Minimum Local content" for the purpose of this RFP, 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%. If Nodal Ministry/Department has prescribed different percentage of minimum 'local content' requirement to categorize a supplier as 'Class-I local supplier'/ 'Class-II local supplier', same shall be applicable.

Verification of Local contents:

The local supplier at the time of submission of bid shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content as per Annexure-1G. Local content certificate shall be issued based upon the procedure for calculating the local content /domestic value addition on the basis of notification bearing no. F. No.33(1)/2017-IPHW dated 14-9-2017 issued by Ministry of Electronics and Information Technology read with Public Procurement (Preference to Make in India) Order 2017 Revised vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 16-09-2020.

False declaration will be in breach of the Code of Integrity under Rule 175(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per rule 151 of the General Financial Rules along with such other actions may be permissible under law.



Addendum 1 dated 18th May 2024

A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarments. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities in the manner prescribed under order No P-45021/2/2017-PP(BE-II) dated 16-09-2020, para 9(h).

Model wise classification of Product Compliance Sheet:

| Description of Product | Make & Model | MII % | Classification (Class-I Local supplier / Class-II Local supplier / Non-Local supplier) |
|--|--------------|-------|--|
| Sound Box (UPI QR) Without Display | | | |
| Sound Box (UPI QR) With Display | | | |
| Sound Box (UPI QR) With NFC and Dynamic QR | | | |
| Sound Box (UPI QR) With NFC Without Display | | | |
| Sound Box (UPI QR) With NFC With Display | | | |

Note:

- Bidder has to submit the Make in India Class-I / Class-II local supplier certificate as per attached format.
- Bidder has to submit proposal for all line items for which they are participating as part of this empanelment and for the product line for which they are empanelled during each Rate Contract requirement raised by the Bank.
- Any change in classification of Class-I and Class-II, Bidder may submit any change in class level for consideration in subsequent requirements.

Purchase Preference:

- Subject to the provisions of this Order and to any specific instructions issued by the Nodal Ministry or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by procuring entities in the manner specified here under,
- In the procurements of goods or works, which are divisible in nature, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
 - If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the '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' subject to matching the L1 price. In case such lowest eligible 'Class-I

**Addendum 1 dated 18th May 2024**

local supplier' fails to match the 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.

3. In the procurements of goods or works, which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
 - If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 - In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
4. "Class-2 local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.

All other terms and conditions are as per order no. No. P-45021/2/2017-PP (BE-II) dated: 16th September 2020.