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1	4	B. Important Clarifications>Please see note- II	Important Clarifications	II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.	Is LLP formed under the Limited Liability Partnership Act, 2008 also allowed to be a bidder?	Refer to the eligibility criteria clause of the RFP.
2	39	4.5 Sub Contracting	General Terms and Conditions	Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified.	We request to you, kindly remove this clause.	No change in existing terms and conditions of the RFP
3	56	Eligibility Criteria : Financial B. 1.	Average Annual Turnover	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)	We humbly request you to kindly amend the clause as Bidder/ OEM instead of Bidder.	Refer to the addendum
4	57	Eligibility Criteria: C.2.a	Experience & Support Infrastructure	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank)	We humbly request you to kindly amend the clause as Bidder/ OEM instead of Bidder. We also request you to Kindly reduce the required quantity of 50,000 sound box. This adjustment will promote inclusivity and allow more qualified applicants to participate.	Refer to the addendum



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5	58	Eligibility Criteria: C.2.b	Experience & Support Infrastructure	b) 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	We humbly request you to Kindly reduce the required quantity of 1,00,000 sound box. This adjustment will promote inclusivity and allow more qualified applicants to participate.	Refer to the addendum
6	95	Section 11-Point 3	Other provisions	If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.	Please provide / suggest a format for the same.	Refer to the RFP Terms and Conditions
7	Request for New Clause: Embedded E-SIM with Multi Network Support				The connectivity should be using Embedded SIM to cater to the operational requirement such as vibration, temperature and humidity and provide long life span with at least 10 years life and upto 1 million read/write cycles. The connectivity services Data, SMS and Voice should be as per M2M guidelines laid by Department of Telecommunication, India with capability of multi network/ profile support where needed for Quality of Service. The embedded SIM should be Remote Provisionable i.e. allowing over-the-air (OTA) initialization of operator subscription, and the subsequent change of subscription from one operator to another without physically changing the SIM card. Embedded SIM with multi network/ profile support and Remote Provisionable provide Quality of Service i.e. always ON connectivity as of the network active of SIM will provide connectivity, on demand/ automatic switching of operator for optimized cost and performance to meet business needs/ requirements, choice of operator services for better customer experience and avoid particular telco lock in. We request to you, kindly	No change in existing terms and conditions of the RFP



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8	33	3.9	General	Preference to Make in India	Sound Box Solution deployment comprises of Sound Box Hardware, Terminal Application and Backend platform. Local value additions are made in all the above three components. We interpret the local content percentage be calculated as percentage of local content in all above mentioned three components. Please confirm our understanding.	Refer to the RFP Terms and Conditions
9	55	Annexure 02, Point 1	Eligibility Criteria	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.	This RFP scope of work is supply of hardware, development & depolyment of backend solution, field service. We request you to allow consortium of TWO (2) members be allowed to participate.	No change in existing terms and conditions of the RFP
10	57	Annexure 02, C, 1	Eligibility Criteria	Bidder must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 2 years.	We request you to amend this clause to 1 year. Most of the banks have started coming up with RFPs for sound box over last 1 year and hence many bidders would have actual deployment experience of 1 year only .So this clause may restrict many good bidders from participating.	Refer to the addendum
11	57	Annexure 02, C, 2	Eligibility Criteria	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR b) 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	Typically OEMs provide Sound Box Hardware and Solution to System Inetgrator who in turn deploys at Banks & FinTechs. Hence OEMs would not be qualifying to participate with this clause. Hence we request you to amend this clause to 1,00,000 Sound Box Device to Fintechs and Payment Processors in India in last 1 year.	Refer to the addendum



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12	69	Annexure 10	Scope	Project Scope	Please specify if Managed services cost will also include Platform / Backend solution (TMS, Middleware, MQTT etc) IF Yes, where will the platform/ Solution be hosted at Banks premises /cloud or Bidders premises? This is important from infrastructure planning perspective.	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.
13	Page 56/Eligibility	Annexure 02/Sl. No B,1	Financial	Below clause is applicable for MSE / Start ups: The Bidder must have registered average three completed financial years – FY 2020-21 & 2021-22 & 2022-23 (Not inclusive of the turnover of associate companies). annual turnover of Rs. 20 Crores or above (from Indian Operations only) during the last	Below clause is applicable for MSE / Start ups: The Bidder must have registered average three completed financial years – FY 2020-21 & 2021-22 & 2022-23 (Not inclusive of the turnover of associate companies). annual turnover of Rs. 10 Crores or above (from Indian Operations only) during the last	Refer to the addendum
14	Page 57/Annexure 02	Annexure 02/Sl. No C,2	Experience and support infrastructure	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	We are OEM for Sound Box having Udyog Aadhaar memorandum. We request you to give us exemption for supply experience. For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012.	Refer to the addendum
15	11	1.7	General	The equipment's should be delivered within 4 weeks from the date of placing order	Would request Bank to amend timeline from 4 weeks to 4-6 weeks	Refer to the addendum



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16	13	1.11	General	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	Request Bank to waive off criteria for additional 12 month warranty	Refer to the addendum
17	15	1.12 a	Commercial	70% of the total cost on delivery 20% of total cost after one month of successful installation Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee	20% and 10% will be tracked on PO level or device level? As deployment of all devices in a single order will happen gradually	Delivery and installation will be tracked on device level.
18	15	1.12.a	Commercial	70% of the total cost on delivery 20% of total cost after one month of successful installation Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee	Request Bank to amend the clause to 70% on delivery and 30% after 1 month	No change in existing terms and conditions of the RFP



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19	26	3.3.4	Legal	In case of any variation (upward or downward) in Government levies / taxes / cess / duties etc. which has been included as part of the price will be borne by the vendor. Variation would also include the introduction of any new tax / cess/ duty, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of GST and levies associated to GST or any new taxes introduced after the submission of vendor's proposal shall be passed on or adjusted to the Bank. If the Vendor makes any conditional or vague offers, without conforming to these guidelines, Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Necessary documentary evidence should be produced for having paid any tax/cess/duty, if applicable, and or other applicable levies	Request Bank to consider modifying the criteria. All changes in taxation/cess/GST etc. should be done at actuals as per existing government mandates and it should not impact vendor. Vendor will retain pre-tax rates as is	No change in existing terms and conditions of the RFP
20	57	C 2	Experience & Support Infrastructure	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank)	Request bank to kindly consider 25000 sound boxes from any scheduled commercial Bank / BFSI.	Refer to the addendum
21	11	1.7	Delivery	The equipment's should be delivered within 4 weeks from the date of placing order.	This TAT will solely depend on the order qty. Since order qty is unknown as of now it is suggested that a qty wise TAT matrix be given :- Upto 10k devices = 4 weeks, Upto 20k devices = 6 weeks, >20k devces = 8weeks	Refer to the addendum



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22	11	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. Those Bidders who do not provide the portal within the stipulated time then Bank has the discretion to disqualify them from the empanelment process and thereafter the said bidders may not be eligible to participate in any of banks requirement during the empanelment period. The Security Deposit submitted by the vendor will be forfeited.	Suggest that TAT for providing merchant portal also follows the revised TAT requested as per order qty	Refer to the addendum
23	13	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.	Major equipment /part to be defined clearly. Suggest that a list be outlined.	All parts of Soundbox excluding Type C cable and charging adapter
24	14	1.12	Payment Terms : a) Delivery of SoundBox devices	Confirmation letter from OEM mentioning the serial number of the product and that the Sound Box supplied is under two year back to back warranty.	Suggest that this warranty be taken from the bidder as OEM warranty might not coincide with delivery /installation dates	No change in existing terms and conditions of the RFP



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25	17	2.1 (3 & 4)	Eligibility cum Technical Bid Evaluaton : POC for Soundbox devices (UPI QR)	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. 4. Any vendor who is not complying with the above POC will be technically disqualified at the discretion of the Bank.	Do we have to develop the customised merchant portal at the stage of POC ? If so then adequate time of minimum 30 days should be allowed.	Refer to the addendum
26	57	B (2)	Eligibility Criteria : Financial	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.	Suggest that erosion clause be removed as it is imperative that we infuse heavily into technology advancements	No change in existing terms and conditions of the RFP
27	57	C (1)	Eligibility Criteria : Experience & Support Infrastructure	Bidder must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 2 years.	Suggest that this be considered for Capex as well as Opex model	Refer to the addendum
28	55	A (3)	Eligibility Criteria : General	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	Suggest that the land border clause for OEM be removed as it will lead to uncompetitiveness in pricing esp on DQR Soundbox devices hence bank will tend to lose out on price competitiveness	No change in existing terms and conditions of the RFP
29	70	III	Project Scope : Delivery Installation and Support	TAT for installation of Soundbox and complaints resolution	How will we define semi urban & rural ? Installation TAT for both these catgy needs to be T+4 & T+7 respectively.Also resolution of complaints where merchant visit is needed the same TAT as Installation should follow	Refer to the addendum



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30	70	III(f)	Project Scope : Delivery Installation and Support	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.	Prompt online support can be provided but the support staff to be made available in Semi urban and Rural should be allowed by T+4 working day	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)
31	4	Please note	Legal	II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process	Page Number 39 4.5 Sub-Contracting Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified Does this mean Bidding in Consortium is not allowed for this empanelment? request the bank to please clarify	As per clause no. 4.5 , page no.39 of RFP document, consortium, sub-contracting and joint assignments will not be allowed.
32	9 & 27	1.3 Project Scope 3.3 Price Bids	Scope	Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP	Request the bank to please be as elaborate on any item it envisages as part of the scope of deliverables by the Bidder. Addition of any element at a later stage would directly impact the delivery and profitability of the project	No change in existing terms and conditions of the RFP



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33	10	1.4 Empanelment period	Scope	<p>The eligibility and technically qualified bidders will be empaneled for a period of three years (i.e. FY 2024-27) from the date of empanelment letter issued by the Bank. 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>Since this is an ever evolving domain, can the Bidder once empanelled, provide upgraded devices as available in the market, while meeting the banks criteria? Or Do we need to commit to supply the Item we specify at the time of Bid Submission for empanelment?</p>	Refer Annexure 10, Project Scope, point no. 1 (b)
34	11	1.5 Contract Period	Scope	<p>Once the vendors are empanelled, the commercial bids will be called from the empanelled vendors on a periodical basis (every year or as and when need arises) based on the yearly estimates or business requirement and a Rate Contract model shall be adopted every year (during the empanelled period) which shall be valid for a period of 1 year from the date of rate contract order placed by the Bank with the successful vendor/s</p>	<p>We understand that the Empanelment would be valid for a period of 3 years and the rates contracts therein for 12 months period. Request the bank to clarify if the Rate contract would be valid for a period of 1 year only for procurement of devices at the rates finalised? How long would the service contract for such procurments last for? Does the bank expect continuation of services (Device maintenance/ Field Services and Support) on the devices after completion of the Warranty as well? Should the Bidder expect a provision to charge AMC for the period beyond Warranty for upkeep of the devices?</p>	Refer to the RFP Terms and Conditions



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35	11	1.5 Contract Period Resources required at Bank's Mumbai / Vadodara location	Commercial	The successful empaneled vendor to whom rate contract is awarded has to provide resource/s at Bank's Mumbai / Vadodara location. The seating arrangement for the resources will be provided by the Bank. The said resource/s is/are required during the period of rate contract and are meant for managing delivery and installation of Sound Box devices in co-ordination with relevant stake holders. The resources will be required during the rate contract period in which the vendor is selected for supply and installation of Sound Box devices, till deliveries and installations are completed for that particular contract. The working hours of the resource/s shall be as per Bank working hours	Request the bank to clarify if this resource would need to be stationed at the banks office for the entire tenure of the rate contract (1 year) or can this resource be provided on a need basis to the bank?	Refer to the RFP Terms and Conditions
36	11	1.5 Contract Period	Scope	The vendor shall make necessary arrangement for processing the purchase orders, including road permit, etc	Once sound boxes are billed to required location as per PO, the further movement of sound boxes will be done against the awaybill issued by bank.	Refer to the RFP Terms and Conditions
37	11	1.7 Delivery	Scope	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	Request the bank to increase this timeline to 8 Weeks	Refer to the addendum
38	13	1.11 Warranty	Scope	The entire Sound Box device equipment including system software will remain under onsite, comprehensive maintenance warranty for a period of 2 year	request the bank to change this clause to include a warranty of 1 year only	No change in existing terms and conditions of the RFP



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39	13	1.11 Warranty	Scope	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.	This portion mentions Comprehensive warranty for a period of 12 Months. Request the bank to confirm of the same is to be considered as Warranty requirement by the bank. Please clarify	Base warranty period of 1 year may please be read as 2 years (Refer to the addendum for clarification)
40	13	1.11 Warranty	Scope	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.	Bidder will replace the faulty part free of cost within the warranty period, provided the part got damaged as per warranty terms. In case of physical abuse of terminal, terminal will be termed out of warranty and spare part will be charges to bank. there will be no extension of warranty period.	Refer to the RFP terms and conditions
41	13	1.11 Warranty	Scope	In case of significant failure of specific component of sound box, the entire sound box device needs to be replaced with new sound box.	During warranty period, Bidder will replace the defective part at no cost of bank.	No change in existing terms and conditions of the RFP



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42	14	1.12 Payment Terms	Commercial	<p>a) Delivery of Sound Box Devices</p> <ul style="list-style-type: none"> 70% of the total cost on delivery of Sound Box Devices plus 100% of GST at actuals. The required documents to be provided along with original invoice: <ul style="list-style-type: none"> Original delivery Challans duly signed by the Bank Official / Merchant (In case of Bank stamp also would be required). Confirmation letter from OEM mentioning the serial number of the product and that the Sound Box supplied is under two year back to back warranty. 20% of total cost after one month of successful installation and satisfactory functioning of Sound Box devices Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 15 Bank Guarantee for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months 	<p>Since this seems to be an Outright supply of soundbox devices, request the bank to release 100% payment on successful delivery of the devices to the bank. The Bidder would be placing a performance guarantee with the bank as prescribed</p>	<p>No change in existing terms and conditions of the RFP</p>
43	15	1.12 Payment Terms	Commercial	<p>There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendor. Payment will be release by Digital Banking Department as per above payment terms on submission of relevant documents</p>	<p>We understand that this would be applicable as a reciprocal arrangement for both the bank and the Bidder. Please confirm our understanding</p>	<p>Refer to the RFP terms and conditions</p>
44	16	1.14 transportation and insurance	Scope	<p>All the cost should include cost, transportation and insurance</p>	<p>Bidder will reimburse the amount paid by insurance company against the claim made, Bidder will not be responsible for the amount rejected or general charges levied by insurance company.</p>	<p>No change in existing terms and conditions of the RFP</p>



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45	42	4.8 Termination		Notwithstanding above, in case of change of policy or any unavoidable circumstances Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 30 days prior notice in writing	Request the bank to provide atleast a 90 day prior Notice for such termination	No change in existing terms and conditions of the RFP
46	55	Annexure 02 - Eligibility Criteria		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.	Request the bank to accept Application Acknowledgement for this certification requirement as the final certification is pending with the certification body	No change in existing terms and conditions of the RFP
47	70	Delivery installation & Support	Scope	TAT for deployment & complaints	TAT for the semi urban & rural should be T+3 & T+6 respectively except NE, J&K & Ladakh- Over all adherence 95%	Refer to the addendum
48	72	VI Repair and Maintenance	Scope		Any man made damage will be charged to banks along with service charge as per agreed rate.	No change in existing terms and conditions of the RFP



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49	73	VI. Repair & Maintenance		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	The services sought herein would be applicable without any extra cost to the bank only during the Warranty Period beyond which these would be offered to the bank on a chargeable basis	Service sought will be applicable during the contract period.
50	76	Annexure 11 Technical Specification	Scope	Product Line 1 - Sound Box (UPI QR) With and Without Display a) Sound Box (UPI QR) Without Display Memory requirement is 16 MB RAM + 16 MB Flash (Minimum).	Request to reduce the Flash Memory to 12 MB since the utilization of flash memory is not more than 5-6 MB	Refer to the addendum
51	77	Annexure 11 Technical Specification	Scope	1. Product Line 1 - Sound Box (UPI QR) With and Without Display b) Sound Box (UPI QR) Without Display 7 digit Segment LED Display (6-Digit)	Request to correct the Display specification to 6-digit 8-segment LED display.	Minimum 7 Segment LED Display (6-Digit)
52	79	Annexure 12	Scope	Uptime percentage: 99% to 99.5%: 2% penalty	Any downtime due to external factor like Telcos issue needs to be excluded from uptime calculation	No change in existing terms and conditions of the RFP
53	79	Annexure 12	Legal	Various penalties are given under this annexure and other clauses	All the penalties, charges, liquidated damages or fine imposed on the bidder shall be limited to 10% of monthly billing.	No change in existing terms and conditions of the RFP
54	103	16	Legal	Notwithstanding above, in case of change of policy or any unavoidable circumstances or without any reason Bank reserve the right to terminate this assignment or any subsequent agreement	There should not be a termination for convenience unless default, if any	No change in existing terms and conditions of the RFP



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55	106	20	Legal	Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value	Aggregate liability of vendor shall not exceed 100% of Annual contract value	No change in existing terms and conditions of the RFP
56	57	Annexure 2, C.2	Eligibility	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank)	Kindly consider the inclusion of non-scheduled commercial bank, Govt. Agency / PSU/ Public sector Banks & Financial Institutions	Refer to the addendum
57	11	Point 1.7	Delivery	The equipment's should be delivered within 4 weeks from the date of placing order.	Kindly request to increase the delivery time to 8 weeks	Refer to the addendum
58	70	Annexure 10 , Point III	Project Scope	TAT for installation of sound box and complaints resolution (for malfunction of device or software):	Kindly consider Installation TAT as metro & urban: T+3, Semi-urban: T+5, Rural: T+7, Remote areas, J&K and North East: T+15 Days	Refer to the addendum
59	71	Annexure 10 , Point IV	Project Scope	a) Bidder should maintain considerable quantity of sound box at any point of time in different geographical area	Kindly mention the quantity atleast region wise	Estimated Quantity of Sound Boxes will be shared during Rate contract phase.
60	76	Annexure 11	Specifications	Memory 16MB ROM + 16MB Flash	Kindly consider reducing minimum to 8MB ROM + 8MB Flash	Refer to the addendum



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61	57	Experience & Support Infrastructure - 1	General	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.	Request you to include: OR If the turnover of the bidder is more than 1000 Cr. and having a B2B customer base of more than 1000.	No change in existing terms and conditions of the RFP
62	57	Experience & Support Infrastructure - 1	General	Bidder must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 2 years. Documentary proof of order / contract copy / customer credentials.		Refer to the addendum
63	57	Experience & Support Infrastructure - 2	General	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date	Request if we can include: or can be the supplier of one of the component of sound box value chain solution such as hardware/connectivity/platform for more than 2lakh volume across one private/public/PSU for Sound box	Refer to the addendum



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64	58	D - Others - 1		One bidder can bid only with one OEM and similarly one OEM can bid only with one bidder but both cannot bid.	Is this applicable for connectivity provider as well?	One bidder can bid only with one Device OEM and similarly one Device OEM can bid only with one bidder but both cannot bid.
65	76	Annexure 11 – Technical Specification	General	Connectivity / Communication - 4G Fall back 2G and WiFi	Is wi-fi feature mandatory? Or we can proposed only 4G fallback 2G & Optional for Wi-Fi? Also can we propose if the porposed devices should be certified by telco's ensuring interoperatbility and network related scenarios to reduce operational challenges on field	Refer to the addendum
66	76	Annexure 11 – Technical Specification	General	Adapter Power supply -5V / 1A (Minimum)	Do we need to consider Power adapter in scope?	Yes as detailed in Technical requirement. Power adapter to be included with Soundbox device.
67	76	Annexure 11 – Technical Specification	General	a) Sound Box (UPI QR) Without Display b) Sound Box (UPI QR) Without Display	Both the sound box mentioned without display whereas in specs of b) display has been mentioned hence we are assuming it is with display	Refer to the addendum
68	70	Annexure 10 – Project Scope	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.	Is field installation mandatory in vendor scope or it can be split? Bank will take field deployment & further services scope ?	No change in existing terms and conditions of the RFP



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69	9	1.3	Project Scope	Once the vendors are empanelled, the commercial bids will be called every year or as and when Bank desires from the empanelled vendors and a Rate Contract model shall be adopted every year (during the empanelled period) for a period of 1 year based on the yearly estimates or business requirement.	We request Bank to share the approximate expected MOQ for entire project period and yearly estimate of approximate procurement numbers of individual Product Line 1 and Product Line 2.	Estimated Quantity of Sound Boxes will be shared during Rate contract phase.
70	29	3.5.5	Bid Security/ EMD	Exemption from submission of Bid Security / EMD shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups. The bidder who are MSE has to submit necessary document issued by NSIC and the bidder who are startups have to be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC / DIPP which are valid on the last date of submission of the tender documents. MSE / startups firms which are in the process of obtaining NSIC certificate / DIPP will not be considered for EMD and Tender cost exemption.	We request Bank to consider MSME companies also, having valid MSME certificate with Udyam Registration Number are exempted from the EMD amount as per GOI guidelines and having invested on Manufacturing & RD Facilities as per the GOI "ATMANIRBHAR BHARAT ABHIYAAN" program, " https://www.investindia.gov.in/atmanirbhar-bharat-abhiyaan " & " https://aatmanirbharbharat.mygov.in/ ". Please consider and allow MSME registered companies also are exempted from the EMD / BID Security amount.	No change in existing terms and conditions of the RFP
71	57	Annexure 02	Eligibility Criteria C. Experience & Support Infrastructure	Bidder must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 2 years.	We request Bank to give relaxation with consideration of 1 year experience and amend the clause as " Bidder must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 1 year." This will help Bank to have more competitive participants in the bid.	Refer to the addendum



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72	57	Annexure 02	Eligibility Criteria C. Experience & Support Infrastructure	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR b) 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	We kindly request Bank to exempt and relax OEM's proposing with a MAKE IN INDIA product in this bid, from the supplies experience clause of quantities / numbers, keeping in view of the scope of sound box market size, competition from land boarder products, also we request Bank to consider the PO copies with respective quantities issued by any of the Private Banks and are under the process of execution with a declaration from Bidder. Please consider and amend the clause accordingly as below: " The bidder should submit a proof of PO with a declaration on the status of order execution : a) 50,000 Sound Box Device (UPI QR) to at least -1- to any Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR b) 1,00,000 Sound Box Device (UPI QR) to any Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	Refer to the addendum
73	76-78	Annexure 11	Technical Specification: 2. Product Line 2 - Sound Box (UPI QR) With NFC and Dynamic QR	Certifications: BIS, RoHS, EMV- L1, L2 & L3	We request Bank to please clarify whether Bidder has to deliver the L3 application or only need to support for integrating with Bank's TSP.	Refer to the addendum



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74	76-78	Annexure 11	Technical Specification	Additional Point	We request Bank to please clarify whether Bidder need to provide MQTT and TMS solution or need to support for integrating with Bank's TSP.	The proposed Bidder's solution needs to be integrated with existing Bank's UPI application. Providing end to end solution along with its integration with the Bank's UPI application will be within the scope of the Bidder.
75	76-78	Annexure 11	Technical Specification	Point1: Certification: RoHS	We request Bank to consider and kindly allow to submit a self declaration for RoHS compliance.	No change in existing terms and conditions of the RFP
76	55	Annexure 02 - Eligibility Criteria	A - General : Point no. 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.	We suggest to include the active components of hardware such as processor, memory, power IC should be from non land border sharing country. We request to make it mandatory, every bidder should have relevant undertaking with make and part code of country of origin(COO) on company letter head.	No change in existing terms and conditions of the RFP
77	57	Annexure 02 - Eligibility Criteria	C - Experience & Support Infrastructure : Point no. 1	Bidder must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 2 years.	We suggest to include the eligibility criteria of the bidder should be in the business of providing any of the following products like Soundbox / PDS devices / POS devices/ AEPS Devices on Capex model in India at least for the last 2 years	Refer to the addendum
78	57	Annexure 02 - Eligibility Criteria	C - Experience & Support Infrastructure : Point no. 2 : a)	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank)	We request to consider Soundbox devices / PDS devices / POS devices/ AEPS Devices should have been supplied and supported more then 200000 devices to any BFSI sector by bidder instead of 50000 devices.	Refer to the addendum



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79	58	Annexure 02 - Eligibility Criteria	D - Others : Point no. 1	One bidder can bid only with one OEM and similarly one OEM can bid only with one bidder but both cannot bid.	We suggest to allow one OEM can bid with multiple bidder	One bidder can bid only with one Device OEM and similarly one Device OEM can bid only with one bidder but both cannot bid
80	69	Annexure 10 – Project Scope	I. General, Point no. 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.	Request for more clarity on Integration and related scope of work in regards to integrate bidder's payment bridge API	The proposed Bidder's solution needs to be integrated with existing Bank's UPI application. The technical aspects will be shared with successful empanelled bidder during POC/actual integration.
81	70	Annexure 10 – Project Scope	III. Delivery Installation and Support, Point a)	TAT for installation of sound box and complaints resolution (for malfunction of device or software):	We suggest to increase the TAT for installation of soundbox and Resolution of complaints for Rural areas	Refer to the addendum
82	71	Annexure 10 – Project Scope	V. Dashboard and Report, a) Bank Portal: Bullet point no. 2	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.	Request for more clarity on number of fields which will be uploaded with unique QR string for each merchant to generate the QR code	The technical aspects will be shared with successful empanelled bidder during POC/actual integration.
83	71	Annexure 10 – Project Scope	V. Dashboard and Report, a) Bank Portal: Bullet point no. 3	Portal should have option for tracking the delivery & installation of the device.	Request for more clarity on implementation of tracking system for delivery & installation of the device.	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.
84	71	Annexure 10 – Project Scope	V. Dashboard and Report, a) Bank Portal: Bullet point no. 8	Separate Tab / portal for complaint section received from merchants	Request for more clarity on complaint management system as a Separate Tab/portal for complaint received from merchants	Bidder should provide a portal to Bank and merchant for raising and tracking of complaints.
85	71	Annexure 10 – Project Scope	V. Dashboard and Report, a) Bank Portal: Bullet point no. 11	The portal should have capability to find the duplicate merchants based on VPA id.	Request for more clarity on which phase we will get VPA id, and who will be providing VPA id	Bidders who are found to be successful in the rate contract phase will be provided with VPA ID by the Bank which should be mapped with the Soundbox devices supplied by the Bidder.



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86	76	Annexure 11 – Technical Specification	Product Line 1 - a) Sound Box (UPI QR) Without Display	Audio - Support TTS & Recorded Audio, wav & mp3	Request for more clarification in regards to the recorded audio in which we want to know whether it has to be recorded on the Soundbox itself or it will be pre recorded and will be of mp3 or wav format.	Pre recorded audio
87	76	Annexure 11 – Technical Specification	Product Line 1 - a) Sound Box (UPI QR) Without Display	Language - English, Hindi and Additional any 3 Regional Languages	Request for more clarification on how many languages require at a time in device when device is dispatched to one of the location	The proposed device should be as per the technical specifications. Details on languages required while dispatching of device will be shared with the successful rate contract vendor
88	11	1.7	Scope/General	The equipment's should be delivered within 4 weeks from the date of placing order.	Annexure 10 states different TAT for equipment installation. Please clarify Contradictory to clause 2.1 (3) Is this a bulk order placement or per soundbox delivery as section 1.7b states that we need to deliver in 4 weeks otherwise fine will be there. And TAT mentions something else	Delivery and Installation TAT are different and defined in section 1.7 and Annexure 10 respectively. Refer to the addendum.
89	12	1.9	Commercial	Vendor will have to pay late installation charges to the Bank @ 1% of the purchase order value inclusive of all taxes, duties, levies etc. of the delayed portion, per day or part thereof subject to maximum of 5% of the purchase order value inclusive of all taxes, duties, levies etc. of the delayed portion, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.	Late delivery charges subject TAT as per 1.7 or Annexure 10	Late delivery charges are applicable on delay in delivery timelines as detailed in clause 1.7. Late installation charges are applicable on delay in installation timelines as detailed in Annexure 10.
90	14	1.12 (a)	Scope/General	SNR (Site Not Ready) case	In this case equipment to be delivered to nearest branch	Site Not ready is applicable for non-installation and not on Delivery.
91	15	1.12 (b)	Commercial	Recurring Charges	Please provide clarity on inclusion in recurring charges	Charges which do not fall as part of device price as a one time cost but periodic/recurring in nature as per RFP scope



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92	17	2.1 (3)	Scope/General	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.	Contradictory to Clause 1.7	Clause 1.7 describes about delivery of Sound boxes by successful Rate Contract vendor whereas POC is a part of technical evaluation in the current empanelment RFP.
93	35	3.10.12	Scope/General	There will be an acceptance test by the Bank after supply and installation of Sound Box devices (PI QR). In case of discrepancy in the implementation, the Bank reserves the right to cancel the entire purchase contract and the vendor should take back their equipment at their costs and risks. The test will be arranged by the vendor at the sites in the presence of the officials of the Bank and / or its consultants.	The devices are supplied after successful POC, so inspection at what stage will be carried out and where as devices will be shipped to end merchant by the vendor? Will the sample size for inspection be governed by ISO standards or bank has any other parameteres?	Acceptance test will be done by Bank after supply and installation of Sound Box devices at the end location. The inspection will be done as per the Bank's requirement and parameters scoped in this RFP.
94	36	3.10.16	Scope/General	Vendor should ensure that the HW delivered to the Bank including all components and attachments are brand new.	Can Bank also ask for refurbished devices?	No change in existing terms and conditions of the RFP



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95	56	Annexure 2, B-(1)-Financial	Eligibility	The Bidder must have registered average annual turnover of Rs 20 Crore or above (from Indian Operation only) during the last 3 completed financial years FY,2020-21, 2021-22 & 2022-23 (Non inclusive of the turnover of associate companies).	<p>Prior turnover requirement should be Completely waived for MSME/Startups.</p> <p>Proposed Changes: Since we are an existing vendor for Soundbox to BoB on opex model and we have already proved our credit worthiness by deploying almost 20,000 boxes till date on opex model. Hence, request you to reconsider complete waiver of prior turnover requirement for DPIIT recognised Start-ups and MSE. This waiver was given in the BoB earlier soundbox tender. This will help other innovative start-ups to participate and offer good products to the Bank. This will also boost the startup ecosystem and initiative of Government of India.</p>	Refer to the addendum
96	57	Annexure 2, C- (1) Experience and Support Infrastructure	Eligibility	Bidder must be in the Business of providing Soundbox Devices (UPI QR) on Capex Model in India for the last 2 years.	<p>Bidder must be in the Business of providing Soundbox Devices (UPI QR) on Capex/Opex Model in India for the last 1 years.</p> <p>Proposed Changes: Request you to consider "Bidder must be in the Business of providing Soundbox Devices (UPI QR) on Capex/Opex Model in India for the last 1 years. We started mass deployment during last financial year with one of the prime client being Bank of Baroda. Humble request is to reconsider this clause and consider allowing change to include "Capex/Opex" deployment in last 1 year.</p>	Refer to the addendum



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97	57	Annexure 2, C- (2) Experience and Support Infrastructure	Eligibility	The Bidder should have supplied and supported (a) 50,000 Soundbox devices (UPI QR) to at least-1 -Scheduled Commercial Bank in India in last 1 year from the date of the RFP (Single order of combination of orders to a single Bank) OR (b) 1,00,000 Soundbox Device (UPI QR) to Scheduled Commercial Bank in India in last 1 year from the RFP Date (Cumulative orders of Multiple Banks)	Prior Experience exemption is not allowed to Startups in the present RFP. MSME/Startups should be exempted to the tune of supply and support of 10,000 devices to any Scheduled Commercial Banks/BFSI. Proposed Changes: Request you to reconsider Prior Experience exemption to DPIIT recognised Start-ups. MSE/Start-ups should be exempted to the tune of supply and support of 15,000 devices to any Scheduled Commercial Banks/BFSI. Since the soundbox ecosystem has expanded much beyond commercial scheduled banks and is being deployed by many other organisation falling under the category of BFSI. So request is to reconsider adding "BFSI" Category and also to consider 15000 device deployment as eligibility criteria for DPIIT recognised Start-ups and MSE.	Refer to the addendum
98	69	Annexure 10 II (a) & (b)	Scope/General	The bidder should be able to deliver bulk sound boxes to the respective Regions / Zones as per Bank's requirement. The sound boxes should have the Serial No., Token No., VPA id on the boxes for identification	Devices needs to be delivered to individual merchants or regional/zone offices - Please clarify How is it non-personalized if device has a VPA ID printed on it The reading of this clause gives an understanding that Banks intends to consider Generic QR. if so please clarify on the proposal.	As per the Bank's requirement successful bidder needs to deploy Sound Box to merchants or Bank's branch/region/zonal office. Under requirement of non personalized sound box, QR will be printed on it however the VPA ID mapping against the merchant will be done at the time of Bank's requirement.



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99	70	Annexure 10 III	Scope/General	TAT	considering personalized soundbox Metro T+7 days Semi-Urban T+10 Rural T+15 We have seen this TAT in various other PSB RFPS for personalised soundboxes. This is based on our experience of field deployment.	Refer to the addendum
100	71	Annexure 10 V (a)	Scope/General	Check service uptime / downtime of device.	What are the criterions for this?	Bidders to provide status report 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.
101	71	Annexure 10 V (a)	Scope/General	The portal should have capability to find the duplicate merchants based on VPA id.	VPA ID duplication is allowed or not and in case it is allowed will the bank provide separate qr for both VPA ID? What will be the UID for identifying merchant and respective mapped device, in case duplication is allowed?	VPA ID duplication is not allowed and the proposed solution should have a check before mapping VPA id to a Sound Box.
102	72	Annexure 10 V (b)	Scope/General	Maintaining inventory of Buffer stock and further allocation of buffer stock by the respective Bank team.	Does the bank require real time inventory update on dashboard?	Inventory should be updated and maintained on daily basis.



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103	76	Annexure 11 (1)	Technical		RAM details not mentioned What is the use case of WiFi and how will the user connect intended Wifi to the device? What is the use case of Menu Key? All the 4 buttons as mentioned in the technical specification will have a predefined function. An additional button will be required to play or broadcast any message. please clarify. For products made in India applicable certification is BIS and not RoHS.	Refer to the addendum
104	78	Annexure 11 (2)	Technical		EMV-L1,L2 & L3 not needed for NFC based device. For products made in India applicable certification is BIS and not RoHS.	Refer to the addendum
105	79	Annexure 12	Scope/General	Down time will be calculated from the time of break-down message over telephone / SMS or by e-mail / fax till the system becomes functional or standby is provided.	Down time will be calculated from the time of break-down message acknowledgement over phone/SMS/Email	No change in existing terms and conditions of the RFP



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106		Additional Point		The connectivity should be using Embedded SIM to cater to the operational requirement such as vibration, temperature and humidity and provide long life span with at least 10 years life and upto 1 million read/write cycles.The connectivity services - Data, SMS and Voice should be as per M2M guidelines laid by Department of Telecommunication, India with capability of multi network/ profile support where needed for Quality of Service. The embedded SIM should be Remote Provisionable i.e. allowing over-the-air (OTA) initialization of operator subscription, and the subsequent change of subscription from one operator to another without physically changing the SIM card	Embedded SIM with multi network/ profile support and Remote Provisionable provide Quality of Service i.e. always ON connectivity as of the network active of SIM will provide connectivity, on demand/ automatic switching of operator for optimized cost and performance to meet business needs/ requirements, choice of operator services for better customer experience and avoid particular telco lock-in.	No change in existing terms and conditions of the RFP
107	55	A.1	General	Applicable for bidders under, Preference to 'Make in India' initiative: 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 AND 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.	Required more clarification on the point.	Please refer RFP and the Government circulars mentioned.



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108	56	B.1	General	The Bidder must have registered average annual turnover of Rs. 20 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).	Can a Bidder will be consider if it will have turnover less then Rs. 20 Crores	Refer to the addendum
109	69	I.e	General	Any new advisory / guidelines issued by regulatory authorities need to be implemented without any additional cost to the Bank immediately by the Bidder.	Request to consider the same in case of non effortable costing.	No change in existing terms and conditions of the RFP
110	28	3.5.5	General	Exemption from submission of Bid Security / EMD shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups	Kindly extend the exemption to MSME companies	No change in existing terms and conditions of the RFP
111	29	3.5.3	General	Successful Empaneled Vendor – Bid security money deposit or bank guarantee will be discharged upon the vendor furnishing the security deposit.	Kindly exempt bid security deposit or bank guarantee for MSME companies	No change in existing terms and conditions of the RFP
112	30	3.7.1	General	The successful rate contract / purchase order placed vendor shall provide a Performance Guarantee within 30 days from the date of receipt of the Rate contract / Purchase order or signing of the Contract whichever is earlier in the format as provided in Annexure 14 to the extent of 3% of the total rate contract / order value for the entire period of the contract plus 3 months and such other extended period	Kindly Performance bank guarantee for MSME companies	No change in existing terms and conditions of the RFP



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113	11	1.5	General	The successful empaneled vendor to whom rate contract is awarded has to provide resource/s at Bank's Mumbai / Vadodara location.	Resource deployment not required for this project	No change in existing terms and conditions of the RFP. Number of resources to be deployed needs to be decided by the vendor. Resource/s need to be provided either at Mumbai or Vadodara as decided by the Bank. Deployed resource/s is/are meant for managing and coordinating the delivery and installation of Sound Box devices being stationed at Bank location.
114	11	1.7	General	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.	Please provide 2 months for the same	Refer to the addendum.
115	70	III A	General	Delivery Installation and Support :TAT for installation of sound box and complaints resolution (for malfunction of device or software): TAT for installation of Sound Box Area TAT for Resolution of complaints Metro and Urban T+2 working days Semi-Urban T+0 working day T+3 working days Rural T+1 working day T+4 working days T+1 working day	TAT for Installation: Metro and urban-T+7 days, semi-urban- T+10 days, rural-T+15 days TAT for Resolution of complaints : Metro and urban-T+3 days, semi urban- T+5 days, rural T+7 days	Refer to the addendum
116	76	A and B	General	Connectivity / Communication: 4G Fall back 2G and WiFi	Please remove wifi as it will raise the cost and is not used by merchants opting for static QR soundbox	Refer to the addendum
117	33	3.9	General		Can the part be imported from non-boarder sharing country	Refer to the RFP terms and conditions



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118	11	1.5	General		1. Who gets to decide the no. of resources for the project? 2. Can we choose the location of resource deployment? or does it have to be at both the locations?	Number of resources to be deployed needs to be decided by the vendor. Resource/s needs to be provided either at Mumbai or Vadodara as decided by the Bank.
119	11	1.7	Scope		1. Would the bank be providing us with the portal and we have to integrate with it? or can we deploy our own portal for the project using BOB APIs?	Refer Annexure 10, Project Scope of the RFP.
120	11	1.7	General		What would be the minima and maxima quantity for each lot of the orders at a time?	Estimated Quantity of Sound Boxes will be shared during Rate contract phase.
121	12	1.9	Scope		1. Will BOB be sharing a installation report template or an SOP for installation at the Merchant's site?	Bank will share installation report template to the successful rate contract vendor.
122	39	4.5	General Terms and Condition	Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified.	We request bank to consider consortium . Where SI can participate along with OEM Since the project is for the long term, we must consider the bank's future scalability to deliver appropriate services to both the bank and the merchant.	No change in existing terms and conditions of the RFP



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123	29	3.5.5	Bid Security / Earnest Money Deposit	Exemption from submission of Bid Security / EMD shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups. The bidder who are MSE has to submit necessary document issued by NSIC and the bidder who are startups have to be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC / DIPP which are valid on the last date of submission of the tender documents. MSE / startups firms which are in the process of obtaining NSIC certificate / DIPP will not be considered for EMD and Tender cost exemption.	We also request bank to consider Udyam Certificate for exemption from Submission of Bid Security/EMD. Please confirm	No change in existing terms and conditions of the RFP
124	11	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	Since there are bank portal and merchant portal to be provided. Vendor will need to do some customisation based on bank requirement .So We request bank to consider at least 6 weeks from date of Functional requirement Signoff of each module. Please confirm	Refer to the addendum
125	57	c.1	Annexure 02	Bidder must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 2 years	We request bank to consider Bidder / OEM must be in the business of providing Sound Box Devices (UPI QR) on Capex model in India at least for the last 2 years	Refer to the addendum



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126	57	C.2	Annexure 02	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR b) 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	we request bank to consider The bidder / OEM should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR b) 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	Refer to the addendum
127	3	9	Important Dates	EMD-25,00,000/-	The EMD is very high for empanelment of the sound box vendors. Majority of the banks do not ask for EMD for empanelment RFPs. Request bank to reduce or remove the EMD. As we will be providing PBG to BOB once rate of contract process is completed.	No change in existing terms and conditions of the RFP
128	3	10	Important Dates	Security Deposit- 25,00,000/-	Request bank to clarify the purpose of the security deposit, as the successful vendor who will be successful in rate of contract model will be paying 3% of contract value as PBG.	No change in existing terms and conditions of the RFP
129	10	1.4	Empanelment Period	The eligibility and technically qualified bidders will be empaneled for a period of three years (i.e. FY 2024-27) from the date of empanelment letter issued by the Bank. Separate empanelment for the two Product Lines namely:	As each year the new rate of contract may be issued by the bank, we request bank to increase the period of Empanelment to atleast 5 years	No change in existing terms and conditions of the RFP
130	10	1.4	Empanelment Period	Bank may adopt open RFP / Tender process to empanel new Vendor(s). The Bank at its discretion can remove any of the Vendors from the empanelment based on the review and user feedback	If banks decides to go for an open tender, Will there any advantages then provided to the empanelled vendor? Also, as a successful vendor, we would be depositing 25L as security, Will that be refunded once BOB decides to come with Open RFP?	Refer to the RFP terms and conditions



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131	13	1.11	Warranty	The entire Sound Box device equipment including system software will remain under onsite, comprehensive maintenance warranty for a period of 2 year.	As the Rate of contract might be released each year, will bank migrate the existing sound box terminals to the new vendor? If yes, we request bank to change the warranty to 1 year	Sound Box devices will continue to be maintained by the vendor who has supplied it. No change in warranty terms.
132	14	1.12, A)	Delivery of soundboxes	Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 15 Bank Guarantee for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.	We are already paying security deposit as well as 3% PBG for the rate of contract. Bank to clarify and amend that the sound box invoices should be paid in full periodically, if any problems are faced during the warranty period/bidder has denied to service in warranty period, bank may choose to take part the PBG on mutual agreement basis	No change in existing terms and conditions of the RFP
133	57	Financial- 2	Annexure 2- Eligibility Criteria	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.	The bidder's positive net worth over the past three years should adequately fulfill the eligibility requirement. Given that companies in this sector make substantial investments in assets and development, it's essential to consider the depreciation of assets, which typically ranges to 30%. Therefore, asset-heavy companies often experience erosion in networth exceeding 30%. Similar to Payswiff, this is across all the industry players, which may lead to non-participation of quality companies. Hence, we kindly request the removal of the clause pertaining to erosion exceeding 30%	No change in existing terms and conditions of the RFP



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134	57	Experience-2	Annexure 2- Eligibility Criteria	The bidder should have supplied & supported: a) 50,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank in India in the last 1 year from the RFP date (Single order or combination of orders to a single Bank) OR 1,00,000 Sound Box Device (UPI QR) to Scheduled Commercial Bank in India in the last 1 year from the RFP date (Cumulative orders of Multiple Banks)	It is not possible for any fintech/service provider to deploy 1,00,000 devices to scheduled Commercial Bank in last 1 year. Request bank to reduce the requirement to 20000 sound box devices for wider participation	Refer to the addendum
135	69	1	Annexure 10- Project Scope	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	Perpetual license is not required for the services, the Merchant Portal for each vendor is different as the commercials will be different in each rate of contract. Hence, perpetual license should not be applicable	No change in existing terms and conditions of the RFP
136	70	3	Annexure 10- Project Scope	Rural T+4 working days T+1 working day	This may not be practical as it is difficult to reach certain locations. Bank to provide T+4 working dates for resolution of the query	Refer to the addendum
137	70	3.e	Annexure 10- Project Scope	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	24/7 call center only increases the cost of the service, we request bank as normal order of business to keep it from 10 AM to 10 PM	No change in existing terms and conditions of the RFP
138	76	1.a	Annexure 11- Technical Specification	Memory 16 MB ROM + 16 MB Flash (Minimum)	16MB flash is not required. It will increase the cost of sound box, lowering the ROM and Flash will not have any issues for processing transactions. We have been servicing number of banks with 8MB ROM and FLASH, we haven't encountered any issues. Request bank to reduce this to 8MB.	Refer to the addendum
139	76	1.a	Annexure 11- Technical Specification	Certifications BIS, RoHS	Request bank to allow bidders who has either of the one certification.	No change in existing terms and conditions of the RFP



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140	76	1,b	Annexure 11- Technical Specification	Memory 16 MB ROM + 16 MB Flash (Minimum)	16MB flash is not required. It will increase the cost of sound box, lowering the ROM and Flash will not have any issues for processign transactions. We have been servicing number of banks with 8MB ROM and FLASH, we havent encountered any issues. Request bank to reduce this to 8MB.	Refer to the addendum
141	77	1,B	Annexure 11- Technical Specification	Certifications BIS, RoHS	Request bank to allow bidders who has either of the one certification.	No change in existing terms and conditions of the RFP
142	3	Pt no 9 EMD	General	Rs 25,00,000 (RS Twenty five lakh only)	Request you to consider INR 5,00,000 for EMD	No change in existing terms and conditions of the RFP
143	11	1.7 Delivery	General	Vendors will have to pay late delivery charges to BOB @1% of the PO value inclusive of taxes, duties,levies etc of the delayed portion per week or part thereof for late delivery beyond due date of delivery to maximum of 5%	Request you to consider 0.5% of the PO value to a maximum of 2%, Also request you to exclude taxes, duties, levies from the penalty as this is payable to Govt.	No change in existing terms and conditions of the RFP
144	11	1.7 Delivery	General	Delivery within 4 weeks	Request you to consider 8 weeks as bank requires co-branded devices.	Refer to the addendum
145	12	1.9 Installation	General	vendors will have to pay late Installation charges to BOB @1% of the PO value inclusive of taxes, duties,levies etc of the delayed portion per day or part thereof subject to maximum of 5%	Request you to consider 0.5% of the PO value to a maximum of 2%, Also request you to exclude taxes, duties, levies from the penalty as this is payable to Govt.	No change in existing terms and conditions of the RFP
146	13	1.11 Warranty	General	Onsite, comprehensive warranty	Soundbox is required to be sent to repair service centre, hence it will be offsite, request bank to consider	No change in existing terms and conditions of the RFP



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147	13	1.11 Warranty	General	In the 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 rge period of warranty remained is less than tweleve months of the comprehensive warranty, the warranty will be extended for an additional period of tweleve months	Warranty covers only manufacturing defect, Any usage related or enviornmental impact is not covered under warranty, Request bank to consider this since this clause mentions extending the warranty period	No change in existing terms and conditions of the RFP
148	14	1.12 SNR (Site not ready)	General	SNR cases timeline for payment release is considered 60 days	Request bank to consider 30 days timeline payment release under SNR case.	No change in existing terms and conditions of the RFP
149	17	2.1 POC for Soundbox	Scope	Bank shall give an overall time of 15 working days as part of the POC	As Integration with banks UPI Switch is required hence request bank to give time of 45 working days for POC readiness	Refer to the addendum
150	29	3.5.5	General	Exemption from Submission of EMD shall be given to bidders who are Micro and Small Enterprises (MSE) / Startups	Request bank to consider Medium Enterprises for exemption which forms part of MSME.	No change in existing terms and conditions of the RFP
151	46	4.20 Limitation of Liability	General	Bidders liability in case of claims against the bank resulting from Wilful Misconduct or Gross Negligence of Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such IPR or breach of confidentiality obligations shall be unlimited	Request bank to cap liability to the Total Contract Value	No change in existing terms and conditions of the RFP
152	55	Eligibility Criteria Pt no A3	General	The Bidder and OEM are not from such a country which shares a land border with India	Request bank to consider excluding OEM from this clause.	No change in existing terms and conditions of the RFP
153	57	Eligibility Criteria Pt no B2	General	The networth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last 3 yrs	Request bank to consider 20% erosion	No change in existing terms and conditions of the RFP



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154	57	Eligibility Criteria Pt no C2	General	50,000 soundbox to atleast 1 scheduled commercial bank and letter of confirmation from the bank on satisfactory delivery of the ordered qty and support	Request bank to consider 25000 qty soundboxes and Masked PO as confirmatory document	Refer to the addendum
155	70	Delivery Installation and Support	General	TAT for Installation of Soundbox Semi Urban - T+3 Working days, Rural - T+4 working days	Request bank to consider below TAT, Semi Urban - T+4 working days, Rural - T+5 working days	Refer to the addendum
156	70	Delivery Installation and Support	General	TAT for Resolution of complaints Metro & Urban - T+0 working day, Semi Urban - T+1Working day, Rural - T+1 working day	Request bank to consider, TAT for Resolution of complaints Metro & Urban - T+1 working day, Semi Urban - T+3Working day, Rural - T+4 working day	Refer to the addendum
157	70	Delivery Installation and Support	General	Bidder should provide 24 x7x365 support to the bank	Request bank to consider 18 x 6 x 365 support to the bank	No change in existing terms and conditions of the RFP
158	77	Pt no 2. Product line 2	General	Soundbox (UPI QR) with NFC and Dynamic QR	Request bank to clarify on DQR + NFC soundbox requirement as there are 2 devices available 1. DQR + NFC which supports card transaction for less than 5k only 2. DQR + NFC which supports Card transaction for less than 5k & greater than 5K with Pin entry.	Refer to the addendum
159	77	Pt no 2. Product line 2	General	Memory - 16MB ROM , 32 MB RAM	Request bank to consider 16MB RAM & 8MB ROM (Flash)	Refer to the addendum
160	72	Pt no c	General	Mobile application should support both android and iOS	Request bank to exclude iOS from this requirement	No change in existing terms and conditions of the RFP
161	79	Annexure 12 - Service Levels	General	Minimum Uptime of 99.5%	Request bank to consider minimum uptime of 99%	No change in existing terms and conditions of the RFP



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162	79	Annexure 12 - Service Levels	General	Penalty on Minimum Uptime	Request bank to consider Nil up to 99% and below 99% as 1% of Quaterly invoice amount on recurring charges	No change in existing terms and conditions of the RFP
163	15	Payment Term	General	Balance Amount Of 10% Will Be Released On Completion Of Warranty Period Plus 3 Months Or Against Bank Guarantee In The Format As Specified In Annexure 15 Bank Guarantee For Early Release Of Retention Money By A Scheduled Commercial Bank Other Than Bank Of Baroda Valid For An Equivalent Amount Valid For The Period Of Warranty Period Plus 3 Months.	As Already 3 % PBG Requested In This Bid. We Request to Waived off This Early Retention Money Which Is 10 % Of Contract Value. Since Other Govt Bfsi Customers Also Consider Only PBG And Not Asked for Early Retention Money.	No change in existing terms and conditions of the RFP
164	65	Delivery	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.	Please Extend Delivery Lead Time To 4-6 Weeks.	Refer to the addendum
165	57	Ec-Point C Experience & Support Infrastructure	Eligibility	Bidder Must Be in The Business Of providing Sound Box Devices (Upi Qr) On Capex Model In India At Least For The Last 2 Years.	Request To You Please Amend This Clause As A Bidder/OEM Must Be In The Business Of Providing Sound Box Devices (Upi Qr) On Capex Model In India At Least For The Last 2 Years.	Refer to the addendum



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166	57	Ec-Point C Experience & Support Infrastructure	Eligibility	The Bidder Should Have Supplied & Supported: A) 50,000 Sound Box Device (Upi Qr) To At Least -1- Scheduled Commercial Bank In India In The Last 1 Year From The Rfp Date (Single Order Or Combination Of Orders To A Single Bank) Or B) 1,00,000 Sound Box Device (Upi Qr) To Scheduled Commercial Bank In India In The Last 1 Year From The Rfp Date (Cumulative Orders Of Multiple Banks)	Request To You Please Amend This Clause As A The Bidder/Oem Should Have Supplied & Supported: A) 50,000 Sound Box Device (Upi Qr) To At Least -1- Scheduled Commercial Bank In India In The Last 1 Year From The Rfp Date (Single Order Or Combination Of Orders To A Single Bank) Or B) 1,00,000 Sound Box Device (Upi Qr) To Scheduled Commercial Bank In India In The Last 1 Year From The Rfp Date (Cumulative Orders Of Multiple Banks)	Refer to the addendum