

Pre-Bid Queries - RFP - Empanelment of vendors for Supply, Installation and Maintenance of Sound Box devices (UPI QR) for the Financial Year 2024 - 27						
Sr. No.	Page #	Point / Section #	Category (Scope/Commercial/Legal /General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
1	Page 9 of 116	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, Product Line 2 and Product Line 3.	Estimated Quantity of Sound Boxes will be shared during Rate contract phase.
2	Page 29 of 116	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 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
3	Page 57 of 116	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 1 year.	We request Bank to give relaxation with consideration of 1 year experience by encouraging the Qualified New Entrants also in to this domain 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 or New Entrants capable of demonstrating all the technical requirements with scope of work of the bid." This will help Bank to have more competitive participants in the bid by encouraging the new entrants also to comfortably work with BOB.	Refer Annexure 02 - Eligibility Criteria

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4	Page 58 of 116	Annexure 02	Eligibility Criteria C. Experience & Support Infrastructure	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)	We kindly request Bank to exempt and relax New Entrant OEM s / Bidders 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. And also we request Bank to consider the PO copies with respective quantities which 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) 25,000 Sound Box Device (UPI QR) to at least -1- Scheduled Commercial Bank / Financial Institution / Govt. Org / PSUs in India in the last 2 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 2 year from the RFP date (Cumulative orders of Multiple entities)	No change in existing terms and conditions of the RFP, however, refer addendum for a few modifications
5	Page 77 of 116 to Page 81 of 116	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 solution and Integration of the proposed solution with the Bank's UPI application will be within the scope of the Bidder.
6	Page 77 of 116 to Page 81 of 116	Annexure 11	Technical Specification	Certification: RoHS	We request Bank to consider and kindly allow to submit a self declaration for RoHS compliance.	Refer Annexure 11 - Technical Specifications along with Addendum
7	57	1	(C) Experience & Support Infrastructure	Bidder must be in the business of providing Sound Box Devices (UPI QR) in India at least for the last 1 year.	Bidder/OEM must be in the business of providing Sound Box Devices (UPI QR) in India at least for the last 1 year.	No change in existing terms and conditions of the RFP

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8	58	2	(C) Experience & Support Infrastructure	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)	The bidder/OEM 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)	No change in existing terms and conditions of the RFP, however, refer addendum for a few modifications
9	58	1	(D) Others	One bidder can bid only with one Device OEM and similarly one Device OEM can bid only with one bidder but both cannot bid.	One bidder can bid only with one Device OEM but one Device OEM can bid with multiple bidder but then Device OEM cannot bid directly.	No change in existing terms and conditions of the RFP
10	58	4	(D) Others	The Bidder should supply the required quantity in the given delivery time frame.	The Bidder/OEM should supply the required quantity in the given delivery time frame.	No change in existing terms and conditions of the RFP
11	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 a successful proof of concept (POC). At what stage will the inspection be conducted, and where, given that the devices will be shipped directly to the end merchant by the vendor? Has the bank identified any other parameters for such evaluation?"	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, however refer addendum for a few modifications
12	71	Annexure 10 II (a), (b), (c) & (d)	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	In case of deployment of non personalized vpa id will Bank of Baroda provide API for automated onboarding	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. Refer Annexure 10 - Project Scope
13	71	Annexure 10 III	Scope/General	TAT	Bank to consider different TAT for personalized and non personalized TAT. For Personalized soundbox, Following TAT can be proposed which is in line with other PSB RFP's Metro T+7 days Semi-Urban T+10 Rural T+15	No change in existing terms and conditions of the RFP

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14	76	Annexure 11 (1)	Technical	Keys	Request BOB team to explain the function of the Menu Key sought in device technical specification . Request clarification on use case	Refer Annexure 11 - Technical Specifications
15	76	Annexure 11 (1)	Technical	Certification	Made in India product the certification required will be BIS. Request to delete RoHS certification requirement	Refer Addendum
16			Technical	2. Product Line 2 - Sound Box (UPI QR) With NFC and Dynamic QR - Certification - NFC forum certified (Type 2) and non-rewritable post personalisation	We understand the NFC requirement here is for acceptance of UPI via NFC. In such a scenario NPCI specs for NFC mentions that the NFC module / tag should not be re-writable. But in case of NFC on device this will need to be re-writable as the device post de-installation from Merchant A may get reassigned to Merchant B. Request amendment of clause to to rewritable in case of Soundbox .	No change in existing terms and conditions of the RFP
17	82	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 to be calculated from the time of break-down message acknowledgement over phone/SMS/Email	No change in existing terms and conditions of the RFP
18	82	Annexure 12	Scope/General	Successful number of Voice Notifications generated through the supplied Sound Box device against every successful transaction [One Voice Notification per successful transaction].	Device uptime will be solely dependent on the user behavior and device spatial positioning. As user can keep it switched off in that case the transaction will obviously be shown as failed. Similar is the case where user keeps the device in low/no network area. The suggested uptime calculation method is valid in case of 24x7 available resources such as servers but device availability is dependent on network, battery, charging, user behaviour, thus the formula and definition given needs to be revised as per the use case.	No change in existing terms and conditions of the RFP
19		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

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20	77	Annexure 11	General - Technical Specification 1. Product Line 1 - Sound Box (UPI QR) With and Without Display a) Sound Box (UPI QR) Without Display	Battery: 1800 mAH (Minimum)	As per Industry standard, the minimum Battery capacity required for the sound box is 2000 mAH so charge will long last, so we kindly request you to modify the specification as 2000mAH.	No change in existing terms and conditions of the RFP
21	77	Annexure 11	General - Technical Specification 1. Product Line 1 - Sound Box (UPI QR) With and Without Display a) Sound Box (UPI QR) Without Display	Speaker: 4Ω, 3W; Volume ≥ 100 db	Kindly clarify that at what distance the ≥ 100 db is required. Also as per industry standard 85db at 1m distance is common. Hence we request to mention the volume as ≥ 85 db at 1 meter distance.	No change in existing terms and conditions of the RFP
22	77	Annexure 11	General - Technical Specification 1. Product Line 1 - Sound Box (UPI QR) With and Without Display b) Sound Box (UPI QR) With Display	Battery: 1800 mAH (Minimum)	As per Industry standard, the minimum Battery capacity required for the sound box is 2000 mAH so charge will long last, so we kindly request you to modify the specification as 2000mAH.	No change in existing terms and conditions of the RFP
23	78	Annexure 11	General -Technical Specification 1. Product Line 1 - Sound Box (UPI QR) With and Without Display b) Sound Box (UPI QR) With Display	Speaker: 4Ω, 3W; Volume ≥ 100 db	Kindly clarify that at what distance the ≥ 100 db is required. Also as per industry standard 85db at 1m distance is common. Hence we request to mention the volume as ≥ 85 db at 1 meter distance.	No change in existing terms and conditions of the RFP

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24	78	Annexure 11	General - Technical Specification 2. Product Line 2 - Sound Box (UPI QR) With NFC and Dynamic QR	Memory: 12 MB ROM, 12 MB RAM (Minimum)	In Dynamic QR code display, the RAM is only used for image buffer, which will be in KBs only. So 12 MB RAM is very high specification which is not required & this will unnecessarily increase the product price. So we kindly request to modify as 12MB ROM & 8 MB RAM	No change in existing terms and conditions of the RFP
25	78	Annexure 11	General - Technical Specification 2. Product Line 2 - Sound Box (UPI QR) With NFC and Dynamic QR	Speaker: 4Ω, 3W; Volume ≥ 100 db	Kindly clarify that at what distance the ≥ 100 db is required. Also as per industry standard 85db at 1m distance is common. Hence we request to mention the volume as ≥ 85 db at 1 meter distance.	No change in existing terms and conditions of the RFP
26	78	Annexure 11	General - Technical Specification 2. Product Line 2 - Sound Box (UPI QR) With NFC and Dynamic QR	Contactless payment - NFC	kindly confirm, whether the NFC only is passive tag based solution or in the Product EMV modules is required.	Refer Annexure 10 - Project Scope
27	79	Annexure 11	General - Technical Specification 3. Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display) a) Sound Box (UPI QR) with NFC (Without Display)	Battery: 1800 mAH (Minimum)	As per Industry standard, the minimum Battery capacity required for the sound box is 2000 mAH so charge will long last, so we kindly request you to modify the specification as 2000mAH.	No change in existing terms and conditions of the RFP

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28	79	Annexure 11	General -Technical Specification 3. Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display) a) Sound Box (UPI QR) with NFC (Without Display)	Speaker: 4Ω, 3W; Volume ≥ 100 db	Kindly clarify that at what distance the ≥ 100 db is required. Also as per industry standard 85db at 1m distance is common. Hence we request to mention the volume as ≥ 85 db at 1 meter distance.	No change in existing terms and conditions of the RFP
29	79	Annexure 11	General - Technical Specification 3. Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display) a) Sound Box (UPI QR) with NFC (Without Display)	Contactless payment - NFC	kindly confirm, whether the NFC only is passive tag based solution or in the Product EMV modules is required.	Refer Annexure 10 - Project Scope
30	80	Annexure 11	General -Technical Specification 3. Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display) b) Sound Box (UPI QR) With NFC (With Display)	Battery: 1800 mAH (Minimum)	As per Industry standard, the minimum Battery capacity required for the sound box is 2000 mAH so charge will long last, so we kindly request you to modify the specification as 2000mAH.	No change in existing terms and conditions of the RFP

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31	80	Annexure 11	General - Technical Specification 3. Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display) b) Sound Box (UPI QR) With NFC (With Display)	Speaker: 4Ω, 3W; Volume ≥ 100 db	Kindly clarify that at what distance the ≥ 100 db is required. Also as per industry standard 85db at 1m distance is common. Hence we request to mention the volume as ≥ 85 db at 1 meter distance.	No change in existing terms and conditions of the RFP
32	80	Annexure 11	General - Technical Specification 3. Product Line 3 - Sound Box (UPI QR) With NFC (With and Without Display) b) Sound Box (UPI QR) With NFC (With Display)	Contactless payment - NFC	kindly confirm, whether the NFC only is passive tag based solution or in the Product EMV modules is required.	Refer Annexure 10 - Project Scope
33	58	Annexure 02	General - Eligibility - Eligibility Criteria C. Experience & Support Infrastructure	Bidder must be in the business of providing Sound Box Devices (UPI QR) in India at least for the last 1 year. 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)The bidder should have supplied & supported.	Eligibility criteria (Past Experience) should be exempted if bidder is local manufacturer with manufacturing facility in India. Since this is new product in Fintech domain, we are starting with local manufacturing of Sound Box to bring it to the market as Made in India product. Also already we are managing 150000 POS terminals across Indian market. Hence we request consider our request & provide exemption for Past Experience.	No change in existing terms and conditions of the RFP, however, refer addendum for a few modifications
34	3	10	[A] Important Dates:	Security Money Deposit (for successful vendors only) - Rs. 25,00,000/- (Rupees Twenty Five Lakh Only)	Request the bank to confirm the requirement for the Security deposit to be placed by Successful vendor? Believe the bank has made a provision for a Performance Bank Guarantee in case the bidder is selected to supply under this RFP. Request the bank to please relax this requirement	No change in existing terms and conditions of the RFP

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35	10	1.4	1.4 Empanelment period	Separate empanelment for the three Product Lines namely: <input checked="" type="checkbox"/> Product Line 1 – Sound Box (UPI QR) With and Without Display <input checked="" type="checkbox"/> Product Line 2 – Sound Box (UPI QR) With NFC and Dynamic QR <input checked="" type="checkbox"/> Product Line 3 - Sound Box (UPI QR) device with NFC (With and Without Display)	Can the Bidder apply for empanelment for Product lines which may presently not be readily available, but are in their roadmap and would be available in the next 6 months?	Bidder can apply for Product Lines readily available as on date of the RFP
36	11	1.5	1.5 Contract period	The vendor shall make necessary arrangements for processing the purchase orders, including Road Permit, etc. or any other document for delivery of the material till Merchant / Bank premises. The vendor shall arrange road permit for locations applicable at no extra cost to the Bank.	Bidder will arrange the road permit /e-waybill etc, till the delivery address defined in the PO. For any further movement bank would need to arrange for the necessary documents	Refer to the RFP Terms and Conditions and Scope of Work
37	11	1.5	1.5 Contract period	Resources required at Bank's Mumbai / Vadodara location 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	Request the bank to clarify on the number of such resources expected from the Bidder? Or would the bank allow the bidder to manage this based on its own requirement?	Refer to the RFP Terms and Conditions
38	11	1.7	1.7 Delivery	The equipment's should be delivered within 6 weeks from the date of placing order	Request the bank to relax this to 8 weeks	No change in existing terms and conditions of the RFP
39	11	1.7	1.7 Delivery	Complete sets of manuals and accessories should be delivered together with the hardware.	Bidder will provide the soundbox device with manual and charging cable. Please confirm our understanding	Bidder to provide the Sound Box device with manual, Type C charging cable, adapter, QR standee, sticker, warranty card and any other items as mentioned in RFP.
40	12	1.9	1.9 Installation	Vendor will have to install the Hardware /Software as per the defined installation TAT in Scope of Work after delivery of Item or intimation from Bank Team and hand it over to the merchant for acceptance testing on the same day of installation and vendor has to submit successful installation report duly signed by merchant and installation engineer to Bank	Request the bank to allow capture of the merchant acknowledgement in electronic form?	No change in existing terms and conditions of the RFP
41	13	1.11	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	Warranty for 24 months for sound box is high, please reduce the same to 12 months. There will not be any warranty on peripherals and cables.	No change in existing terms and conditions of the RFP

Pre-Bid Queries - RFP - Empanelment of vendors for Supply, Installation and Maintenance of Sound Box devices (UPI QR) for the Financial Year 2024 - 27						
42	13	1.11	1.11 Warranty	Hardware, Software & Peripherals - 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	Bidder will replace the faulty spare part with new one at no additional cost to bank, hence extension of warranty period should be out of scope.	No change in existing terms and conditions of the RFP
43	14	1.12	1.12 Payment Terms	a) Delivery of Sound Box Devices ☑ 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: ☑ Original delivery Challans dully 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.	Request the bank to relax the requirement for the letter from OEM for each consignment with serial numbers. Bidder would be providing such details from their end	Refer Addendum
44	15	1.12	1.12 Payment Terms	Original Installation Report duly signed by the Bank Official / Merchant (In case of Bank stamp also would be required) along with the signature of the Field Engineer of vendor.	Request the bank to allow capture of the merchant acknowledgement in electronic form?	No change in existing terms and conditions of the RFP
45	71	Annexure 10	Annexure 10 – Project Scope	II. Non-Personalized Sound Box 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	Since the banks requirement is "to empanel vendors for Supply, Installation & Maintenance of Sound Box devices (UPI QR) for the three years (FY 2024-27) under Capex model " there wont be any rental recoverable from the bank by the bidder. The recurring charges if any would commence from data of enablement of the devices supplied in disabled mode. Request the bank to please confirm our understanding	Refer Annexure 10 - Project Scope
46	71	Annexure 11	Annexure 10 – Project Scope	III. Delivery Installation and Support TAT for Installation/Service calls - Minimum service Level 99.5%	Request the bank to keep minimum adherence for installation & service calls to 90%.	No change in existing terms and conditions of the RFP

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47	72	Annexure 10	Annexure 10 – Project Scope	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 centers of bidder to comply with TAT of delivery and installation	Bidder would maintain sufficient stock as prescribed by the bank, based on the device ordered by the bank from time to time on CAPEX model.	No change in existing terms and conditions of the RFP
48			General		Request you to please the model wise minimum order quantity for each year in the contract for each product type mentioned in the RFP	Estimated Quantity of Sound Boxes will be shared during Rate contract phase.
49	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	No change in existing terms and conditions of the RFP, however, refer addendum for a few modifications
50	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 Delivery Clause 1.7 of the RFP
51	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	No change in existing terms and conditions of the RFP
52	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.
53	76	Annexure 11	Specifications	Memory 16MB ROM + 16MB Flash	Kindly consider reducing minimum to 8MB ROM + 8MB Flash	Refer Annexure 11 - Technical Specifications
54	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
55	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.	Refer Security Deposit Clause 3.6 of the RFP
56	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

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57	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?	No change in existing terms and conditions of the RFP
58	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
59	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
60	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, however, refer addendum for a few modifications
61	57	Experience-2	Annexure 2- Eligibility Criteria	The bidder should have supplied & supported: a) 25000 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 50000 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 bank to reduce the sound box numbers from 25000 to 20000 sound boxes in last 1 year from the RFP date.	Refer Addendum

Pre-Bid Queries - RFP - Empanelment of vendors for Supply, Installation and Maintenance of Sound Box devices (UPI QR) for the Financial Year 2024 - 27						
62	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
63	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 busniess to keep it from 10 AM to 10 PM	No change in existing terms and conditions of the RFP
64	76	1.a	Annexure 11-Technical Specification	Certifications BIS, RoHS	Request bank to allow bidders who has either of the one certification.	Refer Addendum
65	77	1,B	Annexure 11-Technical Specification	Certifications BIS, RoHS	Request bank to allow bidders who has either of the one certification.	Refer Addendum
66	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
67	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
68	11	1.7 Delivery	General	Delivery within 6 weeks	Request you to consider 8 weeks as bank requires co-branded devices.	No change in existing terms and conditions of the RFP
69	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
70	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	Refer Annexure 10 - Project Scope
71	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
72	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

Pre-Bid Queries - RFP - Empanelment of vendors for Supply, Installation and Maintenance of Sound Box devices (UPI QR) for the Financial Year 2024 - 27							
73	17	2.1 POC for Soundbox	Scope	Bank shall give an overall time of 30 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		No change in existing terms and conditions of the RFP
74	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
75	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
76	57	Eligibility Criteria Pt no B2	General	The network 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
77	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 Annexure 02 - Eligibility Criteria along with Addendum
78	72	Delivery Installation and Support (d)	General	Bidder should provide 24 x7x365 support to the bank	Request bank to consider 15 x 6 x 365 support to the bank		No change in existing terms and conditions of the RFP
79	78	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 or UPI NFC Tap and pay is required		Refer Annexure 10 - Project Scope
80	78	Pt no 2. Product line 2	General	Memory - 12MB ROM , 12 MB RAM	Request bank to consider 12MB RAM & 8MB ROM (Flash)		No change in existing terms and conditions of the RFP
81	74	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
82	82	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



Pre-Bid Queries - RFP - Empanelment of vendors for Supply, Installation and Maintenance of Sound Box devices (UPI QR) for the Financial Year 2024 - 27

83	82	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
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