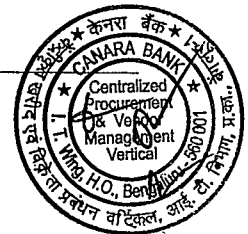
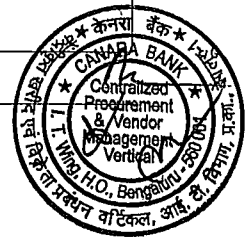


Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3814861 dated 10/08/2023 for Supply, Installation and Maintenance of 5,00,000 numbers of Portable Sound Boxes for extending facility to Canara Bank QR Merchants under Capex model with Managed Services.

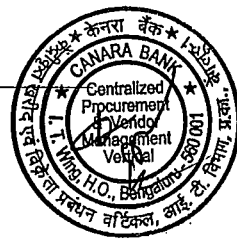
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder 's Query	Bank's Reply
1	46	Annexure-2	Pre Qualification Criteria (point no.2)	The bidder should submit signed Pre Contract integrity pact as per Appendix-F.	Kindly, Please Clarify the Price of Non-Judicial Stamp Paper.	As per stamp duty of the respective state and minimum Rs.200/-.
2	47	Annexure-2	Pre Qualification Criteria (point no.7)	Bidder should have a minimum 3 Years of experience in supply, installation and maintenance of portable Sound Boxes to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	Kindly Consider the experience of Supply of Sound Box to Fintech Companies along with Govt. Agency / PSU/ Public sector Banks & Financial Institutions for MSE and Startups	Bidders to refer corrigendum-1
3	47	Annexure-2	Pre Qualification Criteria (point no.8)	Bidder must have undertaken similar project of supply, installation and maintenance of portable Sound Boxes and should have supplied at least 25,000 Nos. of Sound Boxes in Capex/Opex model in the last 3 Years to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	Kindly Consider the experience of Supply of Sound Box to Fintech Companies along with Govt. Agency / PSU/ Public sector Banks & Financial Institutions for MSE and Startups	Bidders to refer corrigendum-1



4	12	Section C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.1 Project Timelines	Time limit for supply of Portable Sound Boxes to the Merchant Locations/Branch/Offices Within 7 days from the date of providing the location details by the Bank. Within 14 days from the date of providing the location details by the Bank.	Please confirm if these are working days only.	Days will be counted from date of indent received by the concerned bidder including holidays
5	16	Section C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Penalties/Liquidated Damages	7.1 Penalties/Liquidated damages for delay in delivery and installation	Request you to reduce the penalties and kindly limit the same to a specific amount.	Bidders to comply to RFP terms and conditions
6	16	Section C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Penalties/Liquidated Damages	7.2 Penalties/Liquidated damages for not maintaining uptime	Request you to reduce the penalties and kindly limit the same to a specific amount.	Bidders to comply to RFP terms and conditions
7	22	Section D - 5 Preparation of Bids	5.1.8	Masked Bill of Material which is not as per below instruction will make Bid liable for rejection: 1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked). 2. It should not provide any price information like, unit price, tax percentage, tax amount etc.	Kindly specify the details that are to be included in the bill of material.	Bill of Material as per RFP document, it should not contain any price information (with Prices masked)
8	23	Section D - 6 Earnest Money Deposit (EMD)/Bank	6.1	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the GeM Bid Schedule by way of Demand Draft drawn on any Scheduled	Request you to reduce the EMD amount.	Bidders to comply to RFP terms and conditions



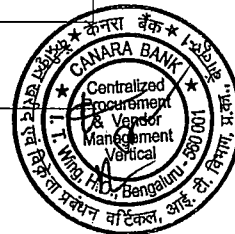
		Guarantee in lieu of EMD		Commercial Bank in India in favour of Canara Bank, payable at Bengaluru		
9	24	Section D - 8 8. Costs & Currency	Costs & Currency	The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-14)	Please clarify whether the amounts have to be highlighted as per bill of material.	Bidders to comply to RFP terms and conditions
10	32	Section F - 11 Order Cancellation/Termination of Contract	11.2.6	If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.	Request you to reduce it and kindly limit the same to a specific amount.	Bidders to comply to RFP terms and conditions
11	43	Section H - 33. Procurement through Local Suppliers (Make in India)	3.9	In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class -II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.	Please confirm if we can give a self-declaration or a certificate from a practicing chartered accountant.	Please be informed that Make in India Certificate to be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content
12	47	Annexure - 2	Pre-Qualification Criteria - Point 6	The bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial year, ending on 31/03/2022.	Due to huge deployment on tech development, this clause should be removed to provide fair playing field.	Bidder to comply with RFP terms and conditions.



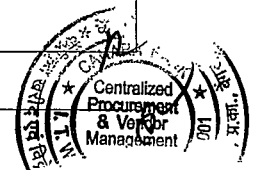
13	47	Annexure - 2	Pre- Qualification Criteria - Point 7	Bidder should have a minimum 3 Years of experience in supply, installation and maintenance of portable Sound Boxes to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	Sound boxes as a product is largely in the market from last 1-1.5 years. Request you to change the years of experience to minimum of 1 year.	Bidders to refer corrigendum-1.
14	49	Annexure - 3	Bidders Profile	Proposed ISP	Request you to specify what is ISP and what details are required	Bidders to refer corrigendum-1.
15	59	Annexure - 9	Technical Requirements - Point 17	User manual printed on 2 pages printed both sides leaflet-100 GSM non-tear able paper, size A4 to be supplied with the kit	A4 size will not fit in the box, request you to modify the size details and consider cost implication toward a fair price discovery.	Bidders to comply to RFP terms and conditions.
16	67	Annexure - 14	Undertaking - Point iv	Alerts / SMS - The bidder should send alerts/SMS to the Bank's customers/merchants through an alert system integration at no additional cost to the bank.	Please confirm what SMS are to be send to the bank's customers.	For request initiated, dispatched and OTP for delivery of sound box to concerned person only.
17	76	Appendix - F	Pre- Contract Integrity Pact	This has to be submitted in the non-judicial Stamp Paper	Please confirm the amount of stamp paper.	As per stamp duty of the respective state and minimum Rs.200/-.
18	10	Section-B 5. Requirement Details	5.1	Location Details will be shared on demand basis by the Bank (PAN India)	Kindly provide details of these locations in advance so that costing and estimations can be made more precise	Bidder has to deliver the Sound Box on Demand Basis. Delivery will be for Pan India location.



19	11	Section-B 6. Pre- Qualificatio n Criteria	6.1	Interested bidders who are capable of providing services for Supply, Installation and Maintenance of 5,00,000 numbers of Portable Sound Boxes for extending facility to Canara Bank QR Merchants under Capex model with Managed Services as per terms & conditions and Scope of Work and meeting the Pre-Qualification Criteria as per Annexure-2, may respond.	Kindly provide us with the quarterly installation target so that we can plan our services accordingly as it is a make in india device/being manufactured in india.	It will be as per Bank discretion and request coming from the Bank customers
20	12	Section-c 1. Project Timelines	1.1	1 Sound Boxes Metro& Urban, Semi Urban Within 7 days from the date of providing the location details by the Bank. 2 Rural areas, Hill areas, North-East Regions and Jammu & Kashmir Within 14 days from the date of providing the location details by the Bank.	We would request if the timelines can be increased to 1 Sound Boxes Metro& Urban, Semi Urban Within 10 days from the date of providing the location details by the Bank. 2 Rural areas, Hill areas, North-East Regions and Jammu & Kashmir Within 17 days from the date of providing the location details by the Bank.	Bidder to comply with RFP terms and conditions.
21	13	Section-c	2.8	2.8. The selected Bidder is liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.	Please share policies which has to be followed to make sure the delivered product is running on software and hardware which is defined by Canara bank.	All policies are available in the public platform/RBI website



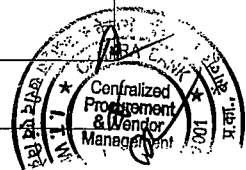
22	13	Section-c	2.9	The selected Bidder will have to establish all the necessary procedures/ Infrastructure/ technology / personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.	Please share related guidelines for compliance.	All policies are available in the public platform/RBI website
23	14	Section-c	4.3	The warranty will cover all supplied components includes software and will start after project acceptance & signoff.	As our standard warranty, The warranty will cover all supplied components includes software and will start after project acceptance & signoff. This warranty does not cover liquid damages, physical damage and intentional abuse to the product supplied and in-box accessories	Bidder to comply with RFP terms and conditions.
24	14	Section-c	5.5	Support for maintenance of solution (including Hardware, Software, OS and software license) and other items supplied should be available for a minimum period of four (4) years, covering all parts, maintenance and support, after expiry of warranty period. In the case of devices Licenses, warranty will start from the date of implementation of RPA solution for that particular location.	Support for maintenance of solution (including Hardware, Software, OS and software license) and other items supplied should be available for a minimum period of four (4) years, covering all parts, maintenance and support, after expiry of warranty period. In	Bidders to refer corrigendum-1



					the case of devices Licenses, warranty will start from the date of implementation of RPA solution for that particular location. This AMC does not cover liquid damages, physical damage and intentional abuse to the product supplied and in-box accessories, replacement will be charged separately.	
25	15	Section-c	5.9	During AMC/ATS Period (if contracted) Bank may, by written notice of not less than 30 days to modify or delete either any location or all locations, either partial items or all items of the contract.	Kindly tell us what do you mean by deletion of location and what are the responsibilities of the selected bidder, in case this condition arises.	Deletion of location refers to the de-installation of the device.
26	15	Section-c	5.1	Preventive maintenance shall be done annually once/ as and when required by bank during the contract period	Preventive maintenance will be performed by us max once every year. if bank will share schedule then it will be followed else we will share our schedule and will	Bidder to comply with RFP terms and conditions.

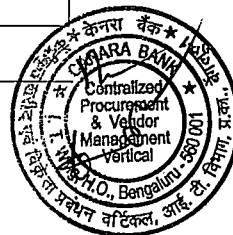


					intimate bank with the same.	
27	17	Section-c	8.1	Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties along with Proof of delivery should be submitted by the successful bidder	Please share if hard copies are needed for all deliveries or soft copy will work.(e-pod)	Bidders to comply to RFP terms and conditions
28	18	Section-c	9.1	The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required	Support for physical & liquid damage will be chargeable.	Physical or liquid damage will not be included in the warranty on submission of relevant document for proof. Battery will be covered under warranty.
29	47	Annexure-2	7	Bidder should have a minimum 3 Years of experience in supply, installation and maintenance of portable Sound Boxes to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	We kindly request you to take into consideration the following requirement: "The Bidder or its OEM {either directly or through re-seller(s)} should have provided	Bidders to refer corrigendum-1

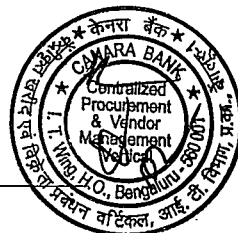




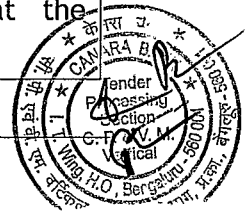
					products from the same or a similar category. This should have occurred in at least one instance during the last three financial years leading up to the bid opening date. These supplies should have been made to either a Central / State Government Organization, a PSU, a publicly listed company, or a public sector bank & financial institution. Please include copies of relevant contracts demonstrating the supply of a cumulative order quantity in any one financial year. These documents should be submitted along with the bid to validate the quantity supplied in the corresponding financial year."	
30	47	Annexure-2	8	Bidder must have undertaken similar project of supply, installation and maintenance of portable Sound Boxes and should have supplied at least 25,000 Nos. of Sound Boxes	Kindly consider granting the following relaxation: The Bidder/OEM	Bidders to refer corrigendum-1



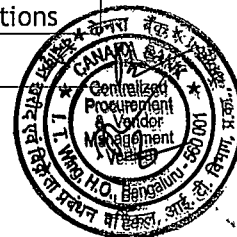
				in Capex/Opex model in the last 3 Years to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	should have previously executed a project similar to the supply of portable Sound Boxes. Specifically, they should have successfully provided a minimum of 25,000 units of Sound Boxes in at least one instance during the past three financial years to a Central / State Government Organization, a PSU, a publicly listed company, or a public sector bank & financial institution.	
31	55	Annexture 8 - Scope of Work	2	The VPA ID used by the merchant needs to be of Canara Bank with a handler; i.e. @cnrb; which will be generated and provided by the bank only. The same VPA ID needs to be mapped to the sound box for receiving voice notification at Merchant location.	Kindly share the current process of linking VPA IDs.	Details shall be shared to the successful bidder



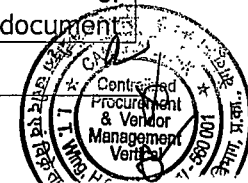
32	55	Annexure 8 - Scope of Work	3	Sound box solution with hardware maintained under CAPEX model with managed services (where hardware will be procured by the Bank and monthly managed charges will be paid for installed devices on the basis of agreed terms and conditions) by the bidder and support for the same to be provided on PAN INDIA basis.	Please share if monthly managed charges also include monthly rental of the sim/ or the bank will pay it directly to the service provider .	Bidders to refer corrigendum-1.
33	55	Annexure 8 - Scope of Work	6.g	Handling the de-installation requests for sound box. Taking charge over the sound box whenever de-installation is done and maintain the sound box in all aspects readiness to deploy for other Merchant.	How many times a single sound box can be reinstalled there should be a fixed cap on the number of times a installation. What will happen in case when the bidder goes for de-installation and there is no device found from the merchant/closure of merchant shop or any other reason/ in case of theft of the device.	In case of lost devices, the merchant will be bearing the charges for the same as per contract binding on him with bank.
34	56	Annexure 8 - Scope of Work	14	Service support is defined specifically as helpdesk, update/enhancement, upgrade, technical guidance, technical consultancy, enablement of features and functionality, problem solving and troubleshooting, providing technical solution, rectification of bugs, rectification of Audit/VAPT findings, enabling features of the software already provided, providing additional user	what is "additional user controlled reports"	Additional user controlled reports will be the user log to identify the changes done in the functionality by which user at the time of audit.



					manufacture the device post PO/Agreement (Ideal manufacturing timeline for first lot delivery-30-40 days)	
37	57	Annexture 8 - Scope of Work	31	Managed services will be required to handle QR transactions pushed to service providers for relaying on the Sound box device. On an average per device per day transactions for will be around 50 and to handle this much data additional resources and bandwidth will be required at service provider end.	Does bank has their own server to handle these transactions or the service provider has to provide and manage the server to support these transactions, also some clarity on what model bank is using currently to bandage these transactions on current devices.	Transactions shall be handled by the Bank system. However, for sound box merchant's successful transactions notification pushed to selected-bidders server/system for relaying on the sound box. Bidder should have their own server/system at their own cost. Bank shall not pay any cost.
38	57	Annexture 8 - Scope of Work	32	Software integration with the QR portal through API will be developed for automated flow of indents and ensure deployment.	kindly give clarity on who will develop the software, also if the bidder has to develop this software kindly provide the timelines under the project.	Details shall be shared to the successful bidder
39	58	Annexture 9-Technical Requirements	3	Connectivity 4G or above	do the bank require 4G With 2G fall back or just a 4G device without 2 G fall back	4G will be sufficient and bidder need to ensure proper connectivity in sound box at all locations

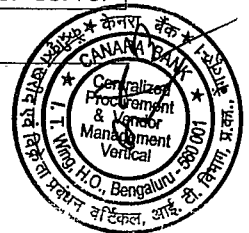


40	58	Annexure 9-Technical Requirements	5	Audio	we have a latest Device which has bluetooth technology which is currently being used by leading Fintech companies, is the bank interested in such a device.	This is a optional feature. The selected bidder can provide after discussion with the Bank.
41	59	Annexure 9-Technical Requirements	15	BIS	According to the certificates, the product holds BIS, RoHS, and CE certifications. However, for Indian standards, BIS and RoHS certifications are sufficient. The CE certification is not required, as CE is a European standard."	BIS Certification is mandatory
42	12	Section C - Project timelines	1.1	Time limit for supply of Portable Sound Boxes to the Merchant Locations/Branch/Offices a) Metro& Urban, Semi Urban- Within 7 days from the date of providing the location details by the Bank. b) Rural areas, Hill areas, North-East Regions and Jammu & Kashmir - Within 14 days from the date of providing the location details by the Bank.	Since it's a personalised Installation and deployment require, we request you to consider the delivery timeline of 15 days for Metro cities and 20 days for Rural areas.	Bidder to comply with RFP terms and conditions.
43	13	Section C - Warranty	4.4	The Product/Software/Solution deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender for a period of Five (5)	Warranty shall be applicable on any Manufacturing defects. No warranty for any physical damage or	Physical or liquid damage will not be included in the warranty on submission of relevant documents

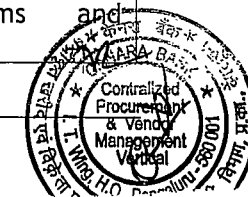




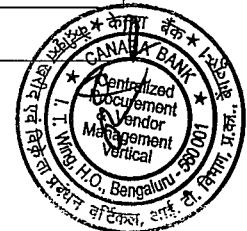
				years from the date of acceptance of the Solution.	the damage caused due to wear and tear/ inappropriate usage by the end -user, Warranty shall not cover Battery since it's a consumable item. - Kindly consider the above points for the warranty clause	for proof. Battery will be covered under warranty.
44	14	Section C: Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) after One Year of Warranty Period	5.6	Onsite Comprehensive maintenance of all applicable products, services, modules on yearly basis and sensitization of the end user for avoiding upcoming hazards on a regular basis. The vendor shall share the preventive maintenance (PM) reports in digital form/soft copy and hard copies shall, on demand by the bank. If any modules of the delivered solution is found non-working (due to whatsoever reason) during preventive maintenance, the Vendor at no extra cost to the Bank shall resolve it. The PM reports of the delivered products shall be duly recorded in two copies and produced as and when required.	Warranty shall be applicable on any Manufacturing defects. No warranty for any physical damage or the damage caused due to wear and tear/ inappropriate usage by the end -user, Warranty shall not cover Battery since it's a consumable item. - Kindly consider the above points for the AMC Clause	Physical or liquid damage will not be included in the warranty on submission of relevant document for proof. Battery will be covered under warranty.
45	15	Section C : Uptime	6.2	Infrastructure availability including network, compute and storage shall be at a minimum 99.95%.	We Propose the Infrastructure availability of server shall be count for this calculation and the device sound box in availability shall be	It will be calculated on the basis of number of transaction notification successfully pushed to the bidder server



					counted only if Merchant or End user reports the logical error against any manufacturing or usage defects. Kindly consider the suggestion as the device can go offline in case of user's inappropriate use or non-charging of the device.	without any hindrance.
46	15	Section C : Uptime	6.2	Infrastructure availability including network, compute and storage shall be at a minimum 99.95%.	As per the calculation provided minimum 99.95% of Infrastructure availability works out to be 4 hrs. which is very less for fixing the physical error (if any) as the sound box device will be at End user's location Pan-India, we request to consider the penalty clause to be applicable for such instances after 96 hrs. of Call Logging by the End user. - Request to consider	It will be calculated on the basis of number of transaction notification successfully pushed to the bidder server without any hindrance.
47	16	Section C : Penalties /Liquidated	7.2.1	If the selected bidder fails to maintain the guaranteed monthly uptime of 99.95% for the solution as specified in Annexure-8 (Scope of	Request to consider penalty as per Serial No. 4 & 5	Bidders to comply to RFP terms and conditions



		damages for not maintaining uptime:		Work) and Annexure-9 (Technical requirements) during Warranty and AMC/ATS period (if contracted), the penalty for monthly Uptime will be deducted as under:		
48	18	Section C: Payment Terms	8.3	Bank will not pay any amount in advance.	This sound box will be manufactured exclusively produced and stocked for Canara Bank, we request you to consider an Advance payment of 75% of the Sound Box cost.	Bidders to comply to RFP terms and conditions
49	18	Section C: Subcontracting	12.1	Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. After Selection process of the bidder and order placement, resources deployed should be employed with the selected bidder and they should be on the payroll of the selected bidder.	The Tender's scope of work requires different domain expertise to be involved, viz. manufacturing of sound box, the data management, cloud services, deployment of devices and AMC Pan-India, we request to allow the consortium of minimum 2 entities of different domains.	Bidders to comply to RFP terms and conditions
50	19	Section C: Subcontracting	12.3	In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement. The selected bidder should further ensure subcontracting agreement is vetted by the Bank.	As per Serial No. 8, we request you to consider consortium of 2 entities to avoid the future requirement of subcontracting.	Bidders to comply to RFP terms and conditions

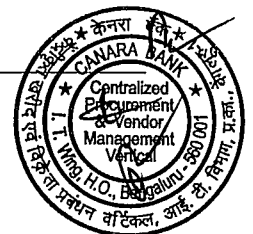


51	48	Annexure 2: Prequalification Criteria	Serial No. 5	The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.	During F.Y. 2019-2020, 2020-2021, there was substantial time of lockdown had been observed Pan-India due to central government directives concerning COVID 19 and has affected businesses turnover, we request to relax the criteria of annual average turnover of minimum 30 Crores or higher.	Bidders to refer corrigendum-1
52	49	Annexure 2: Prequalification Criteria	Serial No. 7	Bidder should have a minimum 3 Years of experience in supply, installation and maintenance of portable Sound Boxesto any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	The Soundbox technology is relatively new and limited work done by the OEMs other than fintech companies as on date, so the requirement of 3 yrs experience will limit the competition, we request to consider the bidder's experience in prnting and executing work related to QR element and UPI for Financial Institutions shall be allowed for qualification.	Bidders to refer corrigendum-1

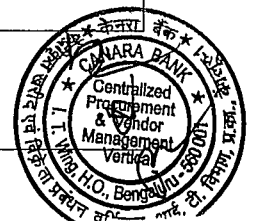




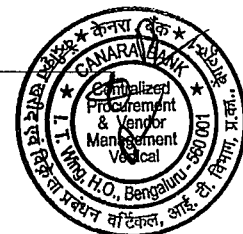
53	49	Annexure 2: Prequalifica tion Criteria	Serial No. 8	Bidder must have undertaken similar project of supply, installation and maintenance of portable Sound Boxes and should have supplied at least 25,000 Nos. of Sound Boxes in Capex/Opex model in the last 3 Years to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	The Soundbox technology is relatively new and limited work done by the OEMs other than fintech companies as on date, we request to allow the experience of producing / deploying other products related to QR / Digital payment / UPI shall be allowed, kindly consider.	Bidders to refer corrigendum-1
54	57	Annexure 8: Scope of Work	Serial No. 1	The bidder's scope of work as per the terms and conditions and technical specifications shall include for Supply of Sound boxes on demand basis directly to Merchant locations/Bank location as decided by Bank. The Service provider to also provide for a product tracking facility and be equipped to send delivery status alerts to the merchant/recipient.	Request you to furnish a tentative PER MONTH requirement of the Sound Box / Spread of 5Lac pieces of Sound Box in a year.	It will be as per Bank discretion and request coming from the Bank customers
55	58	Annexure 8: Scope of Work	Serial No. 11	The system spare parts/services, accessories (including charging cables), and complete maintenance of the system shall be supported during contract period.	Warranty shall be applicable on any Manufacturing defects. No warranty for any physical damage or the damage caused due to wear and tear/ inappropriate usage by the end -user, Warranty shall not	Physical or liquid damage will not be included in the warranty on submission of relevant document for proof. Battery will be covered under warranty.



					cover Battery since it's a consumable item. - Kindly consider the above points related to maintenance.	
56	58	Annexure 8: Scope of Work	Serial No. 20	During Contract period, the bidder shall ensure Response Time of 12 hours for all the locations. The MTTR (Meantime to Restore) shall be 48 hours. Response time shall mean the interval from the receipt of first information (telephone call/e-mail or any other means of communication) from bank to the bidder, informing them of malfunction in equipment to the time the bidder's engineer rectify the issue/replacement provided. However, penalty shall be applicable as per clause 7.2, Section-C	The response time of 12hrs. and MTTR of 48 hrs. shall be considered as per the service support time of 8am to 8pm as per Point No. 21. kindly clarify or request to change to 24hrs. and 96 hrs. respectively.	Request raised by merchant within 8am to 8PM will be counted from current day and post 8PM complaints will be counted from next day.
57	61	Annexure 9: Technical Requirement	Serial No. 8	Display Alert - View transaction Amount received	As per the UPI operation sound box will announce the amount received, the last transaction can be played from sound box and banks sms forwarded to merchant as a standard process, we request to accept sound box without display, which will reduce the Capex of bank.	Bidders to comply to RFP terms and conditions (Display is optional)



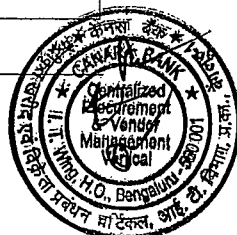
58	61	Annexure 9: Technical Requirement	Serial No. 10	Memory - Flash and RAM-min 16MB	As the Flash and RAM is usable as per device application design and needs, we request to allow flash and RAM of 8MB or higher to avoid limiting competition.	Bidders to comply to RFP terms and conditions
59		ePBG detail		ePBG % - 10%	We request a ePBG of 2% of the Tender Value	Bidders to comply to RFP terms and conditions
60	46	Annexure 2	Point No. 1	Signing of Pre-Contract Integrity Pact - This has to be submitted in the non-judicial Stamp Paper	Bank to specify the amount of non-judicial Stamp paper to be used for printing the Pre-Integrity contract.	As per stamp duty of the respective state and minimum Rs.200/-.
61	46	Annexure 2	Point No. 2	The bidder (including OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Request to modify the clause to accept self-declaration from bidder instead of being certified by the Statutory auditor/Cost auditor as this certification is not being provided by any auditor.	Please be informed that Make in India Certificate to be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content



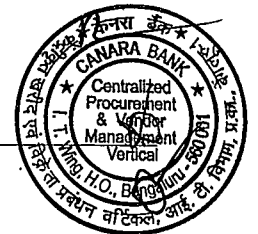
62	47	Annexure 2	Point No. 6	The bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial year, ending on 31/03/2022.	Positive Network of Bidder in the last 3 years should be sufficient for meeting eligibitliy of bidder as the same is also asked by RBI. Request to remove the clause related to erodation of more than 30% in the last three financial years.	Bidders to comply to RFP terms and conditions
63	47	Annexure 2	Point No. 7	Bidder should have a minimum 3 Years of experience in supply, installation and maintenance of portable Sound Boxes to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.	Request bank to accept self-declaration as partner banks are not willing to share experience certificates on their letter head for bid submission. Also request to reduce the requirement to 1 year experience for Supply, installtion and maintenance of Soundboxes as it is still a relatively new product which is deployed in the market.	Bidders to refer corrigendum-1



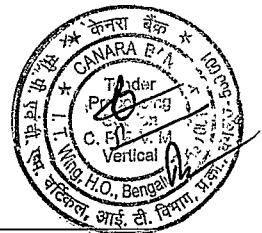
64	47	Annexure 2	Point No. 8	<p>Bidder must have undertaken similar project of supply, installation and maintenance of portable Sound Boxes and should have supplied at least 25,000 Nos. of Sound Boxes in Capex/Opex model in the last 3 Years to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.</p>	<p>Request bank to accept self-declaration as partner banks are not willing to share experience certificates on their letter head for bid submission. Also to allow soundboxes deployed by the bidder as an Aggregator to be counted as part of the 25,000 soundboxes supplied.</p>	<p>Bidders to refer corrigendum-1</p>
65	47	Annexure 2	Point No. 9	<p>Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <ul style="list-style-type: none"> a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or 	<p>Request bank to remove the requirement of the OEM not being from a country with land border with India, as all the major manufacturers of Sound box devices are situated in a country that share a land border with India. We are an Indian bidder (company registered in India) participating in the RFP and thus should be considered as being eligible for participating in RFP even if OEM is not.</p>	<p>Bidders to comply to RFP terms and conditions</p>



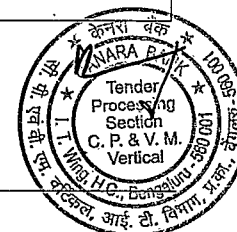
				g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.		
66	52	Annexure 5		Make in India Certificate	Request to remove the requirement for the Annexure to be certified by the Statutory auditor/Cost auditor as this certification is not being provided by any auditor. Instead to accept a self declaration from the bidder for Make in India	Bidders to comply to RFP terms and conditions
67	55	Annexure 8	Point No. 1	The bidder's scope of work as per the terms and conditions and technical specifications shall include for Supply of Sound boxes on demand basis directly to Merchant locations/Bank location as decided by Bank. The Service provider to also provide for a product tracking facility and be equipped to send delivery status alerts to the merchant/recipient.	Sending alerts to the merchants can be considered as SPAM by the Merchant. Thus request the bank to remove the requirement for providing a Product tracking facility	Bidders to comply to RFP terms and conditions



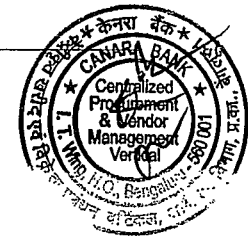
68	56	Annexure 8	Point No.11	The system spare parts/services, accessories (including charging cables), and complete maintenance of the system shall be supported during contract period.	Warranty of Soundbox does not include charging cables. Warranty not applicable in case of Manhandling, Wear & Tear and Physical damage of the Soundbox device	Bidder to comply with RFP terms and conditions .
69	56	Annexure 8	Point No.16	Only licensed copies of software shall be supplied and ported for the equipment. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.	The software is part of the end to end solution provided by the bidder to the bank as a service. It is not provided on a distribution model thus a license for the software cannot be provided to the bank.	Bidder to comply with RFP terms and conditions.



70	56	Annexure 8	Point No.20	<p>During Contract period, the bidder shall ensure Response Time of 12 hours for all the locations. The MTTR (Meantime to Restore) shall be 48 hours. Response time shall mean the interval from the receipt of first information (telephone call/e-mail or any other means of communication) from bank to the bidder, informing them of malfunction in equipment to the time the bidder's engineer rectify the issue/replacement provided. However, penalty shall be applicable as per clause 7.2, Section-C</p>	<p>Please clarify if Response Time means the first time vendors gets in touch with the merchant over a call and Mean Time To Restore means the time taken for resolution of the issue. If not, then please provide understanding.</p> <p>Request to keep Response time as 24 Hours and MTTR TAT to be Tier 1 - 24 Hours Tier 2 - 48 Hours Tier 3 and below - 72 Hours</p>	<p>Bidders to comply to RFP terms and conditions</p>
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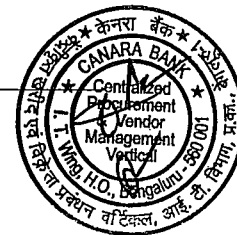
71	56	Annexure 8	Point No. 21	During the Contract period, the bidder shall provide Service Support on 12 hours' basis (8 AM to 8 PM) on 365 days of the year for all the locations.	Request Bank to allow service support for 365 days basis (9.30AM to 10PM) which is more than 12 hours.	Bidders to comply to RFP terms and conditions
72	57	Annexure 8	Point No. 32	Software integration with the QR portal through API will be developed for automated flow of indents and ensure deployment.	Bank to clarify whether the portal is to be developed by the Bidder or the Bidder has to integrate/consume via APIs to bank's already developed portal.	Bidder has to integrate through API with the bank already developed portal
73	58	Annexure 9	Point No. 10	Flash and RAM-min 16MB	We have seen that 8MB RAM is more than sufficient for meeting the requirement. Thus Min RAM required should be changed to 8MB	Bidders to comply to RFP terms and conditions
74	58	Annexure 9	Point No. 11	English, Hindi and other Regional Languages(5)	Two languages can be provided to the merchant on the device at any time. Merchant can connect with support team to suggest the preferred two languages to be configured from the ones available with the bidder. Also, trust	English and Hindi language will be mandatory with multiple regional language support(optional). Provison should be there in the device or mobile application to toggle between the



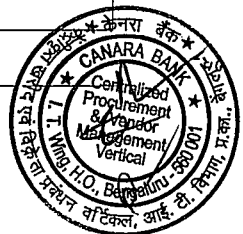
					any 5 regional languages will be acceptable to be provided by the bidder.	languages by the merchant himself.
75	59	Annexure 9	Point No. 11	Protocol - MQTT, TCP, HTTP	Trust compliance with any one Protocol will meet the requirement	Any one protocol will meet the requirement
76	59	Annexure 9	Point No. 15	BIS - BIS with RoHS and CE	RoHS & CE compliance should not be needed as it is a European compliance. Since the device is being used in India, only BIS compliance should be sufficient. Also, if made in india device is required, then again only BIS should be sufficient	BIS Certification is mandatory
77	59	Annexure 9	Point No. B	The vendor should make arrangements for dispatching of the Sound Boxes directly to Canara Bank merchant locations and should also provide for a delivery management solution. This facility should provide for product Tracking facility and also share the product delivery status to the customer and the bank.	Request bank to clarify on the activities included in Delivery management solution	Delivery management system will include inventory management of the total number of sound boxes procured, indented, dispatched, delivered, deinstalled etc with



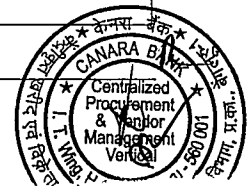
						real time tracking of the same.
78	65	Annexure 14	Bill of Material	Managed Services Charges for per installed devices	Please clarify on the scope of managed services required by the bank, to accordingly quote for it in the bid.	SIM renewal charges, delivery management, transaction handling, customer complaints etc will be included in managed services
79		Bid Document - EMD Amount		2,50,00,000 (2crores 50 Lakhs)	Request bank to reduce the EMD amount as the amount mentioned is generally taken as a Performance Guarantee and EMD taken by other Public Sector Banks for similar RFP is between 5 Lakhs to 20 Lakhs.	Bidders to comply to RFP terms and conditions
80				General Query	Trust QR stickers are going to be printed by the Bank and shared with the Vendor for sticking on the sound box device at the time of deployment.	QR string will be shared by the bank with the successful bidder along with delivery instructions which needs to be printed and displayed on the sound box by the bidder before delivery to the merchant location.



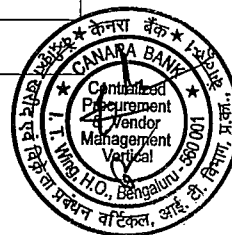
84	2	GeM Bid Referendum	ePBG detail	ePBG (%) : 10% Duration of ePBG: 63 Months Percentage &	Performance Security Deposit at the rate of 10% of the bid is mandatory. The Selected Supplier will have to Submit a Bank Guarantee of 20-25 Crores for 5 years @ 10% of the Approx Market Cost of 200-250 Crores, this will put a huge Financial Burden on Start-Ups and MSEs and affect the Fair Competition. Hence, it should be reduced to 3% and remaining 7% should be deducted from Every Invoice of Seller as Retention Money.	Bidders to comply to RFP terms and conditions
85	12 & 16 of 92	Section C	Clause 1.1 to 1.5 in conjunction with Clause 7.1		Bank should announce Uniform Quarterly Procurement Plan to ensure the Inventory, as seller will have only 15 days to Ship and Install Sound Boxes of Unspecified Quantity at	Bidders to comply to RFP terms and conditions



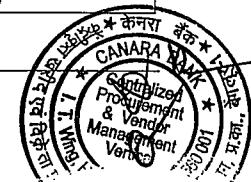
					PAN India Level and Maintain the After Sales Service Setup across India otherwise the Heavy Penalties will be levied by the Bank.	
86	10-11 of 92	Section B	Clause 5	5.1 to 5.5	The previous bid was published for the supply of 50000 Nos and this bid is published for the supply of 500000 Nos; such a huge difference will have a big impact on the quote price so please specify the Minimum Number of Sound Boxes year by year will be bought?	Bidders to comply to RFP terms and conditions
87	47 of 92	Annexure 2	Clause 9		Also Allow the Consortium or Joint Venture of 2/3 Members within India to provide Financial	Bidders to comply to RFP terms and conditions



					Fillip to Start-Ups and Facilitate quick hassle-free delivery and after sales service		
88	2	Annexure 9	BIS with ROHS and CE	Technical on.Sl.No.14	Specificati	Ours is a Make In India Product. Request to remove this clause. Request to consider Electronics Test & Development Centre certified product at the time of supply.	Bidder to comply with RFP terms and conditions.
89	12	Section C	Time limit for supply of Portable Sound Boxes to the Merchant Locations/Branch /Offices - Within 7 days from the date of providing the location details by the Bank for Metro & Urban semi urban	Sl.No.1		Request to provide the detail delivery schedule with quantity and branch name. Request to provide 120 days to start delivery from the date of confirm purchase order from branch offi ces. Please consider the following points 1) Delivery of the product to be at centralized location. 2) Installation training by the bidder to be centralized. 3) Installation to be done by IT team of Canara Bank after	Delivery instructions will be given for PAN India location which needs to be delivered by the succesful bidder only within stipulated timeline as mentioned in RFP.Details shall be shared to the successful bidder



						training given by the bidder.	
90	12	Section C	Time limit for supply of Portable Sound Boxes to the Merchant Locations/Branch /Offices - Within 14 days from the date of providing the location details by the Bank for Rural areas, Hill areas, North-East Regions and Jammu Kashmir	Sl.No.2		Request to provide the detail delivery schedule with quantity and branch name. Request to provide 120 days to start delivery from the date of confirm purchase order from branch offices. Please consider the following points 1) Delivery of the product to one centralized location. 2) Installation training by the bidder to be centralized. 3) Installation to be done by IT team of Canara Bank after training given by the bidder.	Delivery instructions will be given for PAN India location which needs to be delivered by the succesful bidder only within stipulated timeline as mentioned in RFP.Details shall be shared to the successful bidder
91	16	Section C	Penalties/Liquidated damages for	Sub Cause 7.2		Please consider to keep the guaranteed monthly uptime 90%	Bidders to comply to RFP terms and conditions



			not maintaining uptime. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.95% for the solution as specified in Annexure-8 (Scope of Work) and Annexure-9 (Technical requirements) during Warranty and AMC/ATS period			instead of 99.95% for the solution as specified in Annexure-8 (Scope of Work) and Annexure-9 (Technical requirements) during Warranty and AMC/ATS period.	
92	17	Section C	Payment shall be released within 30 days from submission of relevant documents as per RFP terms.	Sub 8.8.4	Clause	Request to consider Payment shall be released 50% advance and 50 % against delivery from submission of relevant documents as per RFP terms.	Bidders to comply to RFP terms and conditions

Date: 31/08/2023
Place: Bengaluru


GENERAL MANAGER

