



**REQUEST FOR PROPOSAL FOR PROCUREMENT OF  
1.15 LAC SOUND BOXES**

**Ref: SBI Payments/VM/2024-25/07**

**Dated: 10.10.2024**

**SBI PAYMENT SERVICES PRIVATE LTD  
23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg,  
Opp. Peninsula Business Park,  
Lower Parel, Mumbai 400013**

**Part-1**

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**1. INVITATION TO BID:**

- I. **“SBI Payment Services Private Limited”**(hereinafter referred to as **“SBI Payments”**) is a subsidiary of State Bank of India established with the objective of carrying out Merchant Acquiring Business activities. This Request for Proposal has been issued by SBI Payments for **“Procurement of 1,15,000 Sound Box ”**.
- II. In order to meet the requirement, SBI Payments proposes to invite tenders from eligible vendors as per details/**scope of work** mentioned in **Annexure-E** of this RFP document.
- III. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in Annexure-B of this RFP and willing to provide the goods and services as required in this bidding document. The interested Bidders who agree to all the terms and conditions contained in this document may submit their Bids with the information desired in this bidding document (Request for Proposal).
- IV. Address for submission of Bids, contact details including email address for sending communications are in part II of this RFP document.
- V. The purpose of SBI Payments behind this RFP is to seek a detailed technical and commercial proposal for procurement of the IT hardware/product and services desired in this document. The proposed product must integrate with SBI Payments/Bank’s and Technical Service Provider’s infrastructure seamlessly.
- VI. This document shall not be transferred, reproduced, or otherwise used for purpose other than for which it is specifically issued.
- VII. Interested Bidders are advised to go through the entire document before submission of Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for supply of proposed product and services for SBI Payments are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at SBI Payments’ discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBI Payments the proposed hardware and services adhering to SBI Payments’ requirements outlined in this RFP.

**2. Disclaimer:**

- I. The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI Payments, is subject to the terms and conditions set out in this RFP document.
- II. This RFP is not an offer by SBI Payments, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of SBI payments with the selected Bidder.
- III. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. SBI Payments may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- IV. SBI Payments, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- V. SBI Payments also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- VI. The issue of this RFP does not imply that SBI Payments is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and SBI Payments reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- VII. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially

responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

### 3. Definitions:

In this connection, the following terms shall be interpreted as indicated below:

- i. **"SBI Payments"** 'means the SBI Payment /Services Private Limited having its registered office at 23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg, Opp. Peninsula Business Park, Lower Parel, Mumbai 400013.
- ii. **"Bidder/Service Provider/System Integrator"** means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. **"Bid"** means the written reply or submission of response to this RFP.
- iv. **"The Contract"** means the agreement entered into between SBI Payments and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **"Vendor/Service Provider"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as successful Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by SBI Payments **"The Contract Price/Project Cost"** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- vi. **"The Equipment/Product"** means all the hardware, it's all components, associated software/firmware/operating software which the Vendor is required to supply to SBI Payments under the Contract.
- vii. The **"Services"** means those services ancillary to the supply of the equipment/product, such as transportation, transit insurance, customization, integration, provision of technical assistance, training, maintenance and other such obligations of the Vendor covered under the Contract
- viii. **"The Project"** means supply, testing and commissioning, integration of hardware and services with support under Warranty and annual maintenance contract, if required for the contract period.

- ix. “**The Project Site**” means locations where supply and services as desired in this RFP document are to be provided.

**4. Scope of Work:**

As given in **Annexure-E** of this document.

**5. Eligibility Criteria, Technical & Functional Specifications, BOM & Compliances:**

- i. Bid is open to all Bidders who meet the eligibility criteria and Technical & functional specifications as given in **Annexure-B & Annexure-B1** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.

*(a) If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP.*

*(b) Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot bid simultaneously.*

- ii. Bidders have to submit Bill of Material (BOM) and Compliances as given in **Annexure-C** of this document.

- iii. The Bidder shall also submit **PRE-CONTRACT INTEGRITY PACT** along with technical Bids prescribed by the Govt. of India (**Annexure- P**) duly signed by the Bidder on each page and witnessed by two persons. The agreement shall be stamped as applicable in the State where it is executed. Bid submitted without PRE-CONTRACT INTEGRITY PACT, as per the format provided in RFP, shall not be considered.

**6. Cost of Bid document:**

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by SBI Payments, or any other costs incurred in connection with or relating to their Bid. SBI Payments shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

## 7. Clarification and amendments on RFP/Pre-Bid Meeting

- i. Bidder requiring any clarification of the bidding document may notify SBI Payments in writing **strictly as per the format given in Annexure-O** at the address/by e-mail given in part II of this document within the date/time mentioned in the schedule of events.
- ii. A pre-Bid meeting will be held on the date and time specified in the schedule of events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of SBI Payments thereof will be posted on SBI Payments' website or conveyed to the Bidders through email.
- iv. SBI Payments reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. SBI Payments, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding document, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check SBI Payments' website regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by SBI Payments, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by SBI Payments will be binding on the participating Bidders. SBI Payments will not take any responsibility for any such omissions by the Bidder. SBI Payments, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/ corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda/ corrigenda or clarifications issued in connection thereto thereof.
- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in the RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

**8. Contents of bidding document:**

- i. The Bidder must thoroughly study/analyze and properly understand the contents of this RFP document, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBI Payments has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters contained in RFP and its addenda, if any.
- iv. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and SBI Payments and supporting documents and printed literature shall be submitted in English.
- v. The information provided by the Bidders in response to this RFP will become the property of SBI Payments and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

**9. Earnest Money Deposit (EMD):**

- i. The Bidder shall furnish EMD for the amount and validity period mentioned in Part II of this document.
- ii. EMD is required to protect SBI Payments against the risk of Bidder's conduct.
- iii. The EMD may be in the form of Bank Guarantee [on the lines of **Annexure-I**], issued by a Scheduled Commercial Bank in India, , drawn in favour of SBI Payment Services Pvt Ltd payable at Mumbai.
- iv. Any Bid not accompanied by EMD for the specified amount as mentioned elsewhere in the RFP will be rejected as non-responsive.

- v. The EMD of the unsuccessful Bidders shall be returned within 1 month from the date of Bid finalisation.
- vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee for the amount and validity as mentioned in Part II of this RFP which should be strictly on the lines of format placed at **Annexure-J**.
- vii. No interest is payable on EMD.
- viii. The EMD may be forfeited:-
  - a) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
  - b) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
  - c) if the successful Bidder fails to sign the contract or furnish Performance Bank Guarantee, within the specified time period in the RFP/Purchase Order.
- ix. If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by SBI Payments, in future, as per sole discretion of SBI Payments.

**10. Bid Preparation and submission:**

- i. The Bid is to be submitted in two separate envelopes. One of the envelopes is to be prominently marked as **Technical Proposal for supply of Sound Boxes/Payment acceptance device in response to the RFP No. SBI Payments/VM/2024-25/07 dated 10.10.2024** This envelope should contain following documents and **properly sealed**:
  - (a) Bid covering letter/Bid form on the lines of **Annexure-A** on Bidder's letter head.
  - (b) Earnest Money Deposit (EMD) as specified in this document.
  - (c) A letter on Bidder's letterhead: -
    - (i) Mentioning details of EMD submitted, technical competence and experience of the Bidder
    - (ii) Certifying that the period of the validity of the Bid is as per terms of this RFP.
    - (iii) Confirming that the Bidder has quoted for all or any of the items/services mentioned in this RFP in their commercial Bid.

- (iv) Confirming that they agree with all the terms and conditions mentioned in the RFP.
  - (v) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Annexure-B and technical eligibility criteria on the lines of Annexure-B1.**
  - (d) Bidder's details as per **Annexure-D** on Bidder's letter head.
  - (e) Licensing details of operating software/firmware.
  - (f) Undertaking of Authenticity - **Annexure-G**
  - (g) Format for Manufacturer's Authorization Form– **Annexure- H**
  - (h) Any deviations sought from technical criteria/specifications given in RFP.
  - (i) Audited balance sheets and profit and loss account statement for last two years.
  - (j) A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the Bid document.
  - (k) Detailed explanation of functioning of Hardware/firmware.
  - (l) Signed RFP & Corrigendum (s), if any.
  - (m) All Annexures on company letter head as provided in Part-II of this document.
  - (n) Self-declaration on company letter head wherever it is required.
  - (o) Product brochure with their specification. Product specification should also be shared on company letterhead.
  - (p) Annexure-P (Pre contract integrity Pact) on the legal stamp paper value of Rs. 600.
- ii. A second sealed envelope prominently marked as **Indicative Price Proposal for supply of Sound Boxes/Payment acceptance device in response to the RFP No. SBI Payments/VM/2024-25/07 dated 10.10.2024 . This envelope should contain only indicative price Bid strictly on the lines of Annexure-F.** The Indicative Price must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.
- iii. Bidders may please note:
- a. The Bidder should quote for the entire package on a single responsibility basis for Product & Services it proposes to provide.
  - b. A signed/ digitally signed soft copy on a Pendrive should also be kept in a separate envelope within the envelope of technical Bid. Voluminous documents should be submitted only on Pendrives.

- c. While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section / lot in a separate envelope.
- d. Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- e. The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- f. Bids are liable to be rejected if only one (i.e. Technical Bid or Indicative Price Bid) is received.
- g. Prices quoted by the Bidder shall remain fixed for the period specified in part II of this document and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. **A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.**
- h. If deemed necessary SBI Payments may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- i. The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- j. The Bidder must provide specific and factual replies to the points raised in the RFP.
- k. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.

- l. All the enclosures (Bid submission) shall be serially numbered with rubber stamp of the participating Bidder. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
- m. Any inter-lineation, erasures or overwriting shall be valid **only** if these are initialled by the person signing the Bids.
- n. The Bid document shall be spirally bound.
- o. SBI Payments reserves the right to reject Bids not conforming to above.
- p. The two NON-WINDOW envelopes shall be put together and sealed in an outer NON-WINDOW envelope.
- q. All the envelopes shall be addressed to SBI Payments and deliver at the address given in Part-II of this RFP and should have name and address of the Bidder on the cover.
- r. If the envelope is not sealed and marked, SBI Payments will assume no responsibility for the Bid's misplacement or its premature opening.

**11. Deadline for Submission of Bids:**

- a. Bids must be received by SBI Payments at the address specified and by the date and time mentioned in the "Schedule of Events".
- b. In the event of the specified date for submission of Bids being declared a holiday for SBI Payments, the Bids will be received upto the appointed time on the next working day.
- c. In case SBI Payments extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of SBI Payments and Bidders will remain the same.
- d. Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

**12. Modification and Withdrawal of Bids:**

- a. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by SBI Payments, prior to the deadline

prescribed for submission of Bids.

- b. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, not later than the deadline for submission of Bids.
- c. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- d. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the bidder.
- e. Withdrawn Bids, if any, will be returned unopened to the Bidders.

**13. Period of Validity of Bids:**

- a. Bids shall remain valid for 180 days from the date of reverse auction. A Bid valid for a shorter period is liable to be rejected by SBI Payments as non-responsive.
- b. In exceptional circumstances, SBI Payments may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, SBI Payments will not forfeit its EMD. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.
- c. SBI Payments reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.

**14. Bid integrity:**

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that SBI Payments may take. All the submissions, including any accompanying documents, will become property of SBI Payments. The Bidders shall be deemed to license, and grant all rights to SBI Payments, to reproduce the whole or any portion of their product for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

**15. Bidding process/Opening of Technical Bids:**

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events available in part II of this document. The technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.
- ii. In the first stage, only technical Bid will be opened and evaluated. Proposals of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP, will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for commercial Bid opening and further RFP evaluation process.
- iii. SBI Payments will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. SBI Payments may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- iv. Prior to the detailed evaluation, SBI Payments will determine the responsiveness of each Bid to the bidding document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the bidding document into, without any deviation.
- v. SBI Payments' determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the hardware, operating software/firmware proposed to be offered by them.
- vii. If a Bid is not responsive, it will be rejected by SBI Payments and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

**16. Technical Evaluation:**

- i. Technical evaluation will include technical information submitted as per technical Bid format, demonstration of proposed product/services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their product. The Bidder will demonstrate/substantiate all claims made in the technical Bid to the satisfaction of SBI Payments, the capability of the product to support all the required functionalities at their cost in their lab or those at other organizations where similar product is in use.
- ii. SBI Payments reserves the right to evaluate the Bids on technical & functional parameters including factory/work place visit and witness demos of the system and verify functionalities, response times, etc.
- iii. SBI payments will evaluate the technical and functional specifications of all the equipment's quoted by the Bidder.
- iv. During evaluation and comparison of Bids, SBI Payments may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No post Bid clarification at the initiative of the Bidder shall be entertained.
- v. The evaluation will also take into account:
  - a. 'The product' to be supplied/services offered by the Bidder to any noticeable bank in India. The Bidder should furnish the details.
  - b. Does the proposed product handle the projected volumes and offer a proven solution to meet the requirements
  - c. Is the product offered by the Bidder a complete system or does it have integrations with third party solutions.
  - d. Upgrade(s) assurance by the Bidder as per requirements of SBI Payments for the duration of the project.
  - e. Capability of the proposed product to meet future requirements outlined in the RFP.
  - f. Support on open platforms and product based on latest technology (both hardware, operating software/firmware).
  - g. Bidder support facilities: Support requirement like online support/ email support/ offline support, time period
  - h. Bidder will support SBI Payments as required in peak days of business (month-end, start of the month, festival seasons and due to govt. or regulatory guidance) and during switching over process from PR to DR and vice versa.

**17. Evaluation of Price Bids and Finalization:**

- i. The envelope containing the Commercial Bids of only those Bidders, who are short-listed after technical evaluation, would be opened.
- ii. All the Bidders who qualify in the evaluation process shall have to participate in the online reverse auction to be conducted by SBI Payments' authorized service provider on behalf of SBI Payments, details of which are given in Part II of this RFP document.
- iii. Shortlisted Bidders shall be willing to participate in the reverse auction process and must have a valid digital signature certificate. Such Bidders will be trained by SBI Payments' authorized service provider for this purpose. Bidders shall also be willing to abide by the e-business rules for reverse auction framed by SBI Payments / Authorized service provider. The details of e-business rules, processes and procedures will be provided to the short-listed Bidders.
- iv. The L1 Bidder will be selected on price discovered in the Reverse Auction.
- v. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of **Annexure-F** within 48 hours of conclusion of the Reverse Auction, failing which SBI Payments may take appropriate action.
- vi. Errors, if any, in the price breakup format will be rectified as under:
  - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
  - (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
  - (c) If the vendor has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
  - (d) The Bidder should quote for any or all the items desired in this RFP.

**18. Contacting SBI Payments**

- i. No Bidder shall contact SBI Payments on any matter relating to its Bid, from the time of opening of Price Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence SBI Payments in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder's Bid.

**19. Award Criteria:**

- i. SBI Payments will follow the guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) issued vide Central Vigilance Commission Order No. 018/VGL/022-377353 dated April 20, 2018 and basis of allotment will be done in terms of instructions on Public Procurement (Preference to Make In India), Order, 2017 – Revision; regarding issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P-45021/2/2017(BE-II) dated May 28, 2018. Salient features are given below –
- ii. Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.
- iii. If L1 bid is not from a local supplier, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the local suppliers, will be invited to match the L1 price for the remaining 50% quantity subject to the local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such local supplier subject to matching the L1 price. In case such lowest eligible local supplier fails to match the L1 price or accepts less than the offered quantity, the next higher local supplier within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- iv. 'Local supplier' means a supplier or service provider whose product or service offered for procurement meets the minimum 50% local content.
- v. 'Local content' means the amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect

taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

- vi. For this RFP, for the purpose of deciding the local content, the local content of the device with native application only shall be considered.
- vii. For same, Bidder to upload a certificate as per Appendix-18 from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number and seal, countersigned by bidder and OEM.
- viii. 'Margin of purchase preference' means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.
- ix. Verification of local content – The local supplier at the time of tender, bidding or solicitation shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- x. Decisions on complaints relating to implementation of the above shall be taken by the competent authority which is empowered to look into procurement related complaints relating to the procuring entity.
- xi. Bidders are required to adhere all the Clauses relating to Public Procurement (Preference to Make In India), Order 2017 issued by Govt. of India from time to time. Bank reserves its rights to initiate appropriate action for false declaration made by any bidder, in accordance with the terms & conditions of the RFP including Public Procurement (Preference to Make In India), Order 2017 or available under any other law time being in force.
- xii. In case no local suppliers available for the captioned RFP; the allocation shall be done as under :
- xiii. Contract will be awarded between L1, L2 & L3 bidders in the ratio of 50:30:20 respectively. An offer will be made to L2 & L3 bidder to match the price quoted by the L1 and in case, L2 refuse to accept the said offer, offer will be made to L3 and so on. In case, any of the bidder fails to match the price offered by L1 for L2 position SBI Payments may decide to award the entire contract to L1. In case there are only L1 & L2 , the ratio of procurement would be 65:35.

- xiv. In the event of non-bidding during the reverse auction by any of the participants, the same shall be treated as “not willing to match the price” quoted by others hence the award of the contract shall carried out as mentioned above.
- xv. SBI Payments will notify successful Bidder in writing by letter or email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to SBI Payments within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- xvi. The quantity of the Purchase Orders so placed with the Vendor(s) during the period of the Contract may differ from the quantity stated in RFP and SBI Payments will not be liable for any financial or any other loss cause or likely to be caused to the Vendor(s) by difference in projected and ordered quantities.
- xvii. The successful Bidder will have to submit Non-Disclosure Agreement (wherever applicable), Performance Bank Guarantee for the amount and validity as desired in part II and strictly on the lines of format given at **Annexure-H** of this document together with acceptance of all terms and conditions of RFP.
- xviii. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- xix. The notification of award will constitute the formation of the Contract.
- xx. The successful Bidder shall be required to enter into a contract/ SLA with SBI Payments, within 30 days of award of the tender or within such extended period as may be decided by SBI Payments.
- xxi. Until the execution of a formal contract, the Bid document, together with SBI Payments’ notification of award and the vendor’s acceptance thereof, would constitute a binding contract between SBI Payments and the successful Bidder.
- xxii. The contract/ agreement will be based on Bidder’s offer document with all its enclosures, modifications arising out of negotiation /clarifications etc and will include SLA, project plan – phases &

milestones and schedule, copies of all necessary documents, licenses, certifications etc.

xxiii. SBI Payments reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.

xxiv. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or PBG.

xxv. The EMD of each unsuccessful Bidder will be discharged and returned.

**20. Powers to Vary or Omit Work:**

- i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by SBI Payments. SBI Payments shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify SBI Payments in writing with reasons for holding such opinion and SBI Payments shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If SBI Payments confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

- ii. In any case in which the successful Bidder has received instructions from SBI Payments as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.
- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of the SBISPL shall prevail.

**21. No Waiver of SBI Payments Rights or Successful Bidder's Liability:**

Neither any sign-off, nor any payment by SBI Payments for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by SBI Payments shall affect or prejudice the rights of SBI Payments against the finally selected Bidder(s), or relieve the finally selected Bidder(s) of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in SBI Payments to pay for alterations/ amendments/ variations, or discharge the liability of the successful Bidder(s) for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify SBI Payments nor shall any such certificate nor the acceptance by him of any such amount paid on account or otherwise affect or prejudice the rights of the successful Bidder against SBI Payments.

**22. Change in Orders:**

- i. SBI Payments may, at any time, by a written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:
  - (a) Method of shipment or packing;
  - (b) Place of delivery;
  - (c) Quantities to be supplied subject to 25% above or below the originally declared quantities.
- ii. If any such change causes an increase or decrease in the cost of, or the time required for the Vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Vendor for adjustment under this clause must be asserted

within 15 days from the date of Vendor's receipt of SBI Payments' change order.

**23. Contract Amendments:**

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

**24. SBI Payments' Right to Accept Any Bid and to Reject Any or All Bids:**

SBI payments reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for SBI Payments' action.

**25. Documentary Evidence Establishing Bidder's Eligibility and Qualifications:**

On acceptance of the Bid by SBI Payments, the Bidder needs to submit the undertaking of authenticity on the lines of **Annexure-G** along with documentary evidence of their eligibility/qualifications to perform the Contract to SBI Payments' satisfaction:

- i. that in case of a Bidder offering to supply products and/or services mentioned in the scope of work, the Bidders need to provide the evidence that Bidder has been duly authorized by the OEM strictly on the lines of authorization letter **Annexure-H**.
- ii. that adequate, specialized expertise are available with the Bidder to ensure that the services are responsive and the Bidder will assume total responsibility for the fault-free operation of the product proposed and maintenance thereof during the support (warranty/annual maintenance contract, if desired) period.

**26. Performance Bank Guarantee:**

Performance Bank Guarantee [PBG] of the amount with validity period specified in Part II of this RFP strictly on the format at **Annexure-J** is to be submitted by the finally selected Bidder. The PBG has to be issued by a Scheduled Commercial Bank and needs to be submitted within the specified

time of receipt of formal communication from SBI Payments about their Bid finally selected.

- i. The PBG is required to protect the interest of SBI Payments against delay in supply/installation and or the risk of unsuccessful implementation of the project, or performance of the material or services sold, which may warrant invoking of PBG. In case any act of the supplier results in imposition of Liquidated Damages then also SBI Payments reserves the right to invoke the PBG.

**27. Country of Origin / Eligibility of Goods & Services:**

- i. All equipments and components thereof to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.
- ii. For purposes of this clause, “origin” means the place where the goods are mined, grown, or manufactured or produced, or the place from which the related product is supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

**28. Delivery, Commissioning & Documentation:**

- i. The Vendor shall provide such packing of the products as is required to prevent its damage or deterioration during transit thereof to the location given by SBI Payments. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and weight of packing cases shall take into consideration, where appropriate, the remoteness of the Product’s final destination and the absence of heavy handling facilities at all transit points.
- ii. Delivery, and commissioning of the equipment shall be made by the Vendor in accordance with the system approved / ordered and within the time schedule given in the Scope of work given in **Annexure-E** of this document.
- iii. The delivery will be deemed complete when the equipments/ components/ associated software/firmware are received in good working condition at the designated locations, mentioned in part II of this RFP.

- iv. The installation will be deemed to be completed, when the product including all the hardware, accessories/components, firmware/system software, and other associated software have been supplied, installed and operationalized as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as required, on the systems, to the satisfaction of SBI Payments. The Bidder has to resolve any problem faced during installation and operationalization.
- v. In addition, vendor will supply all associated documentation relating to the products/hardware, system software/firmware, etc. The product(s) are considered accepted (commissioned and operationalized) after signing the Acceptance Test Plan (ATP) document jointly by the representative of SBI Payments and the engineer from the vendor on the lines of format/certificate in **Annexure-K** of this RFP. The component level checking for individual item may be included during the acceptance test. The 'Acceptance Test Plan' document shall be deemed to form a part of the Agreement, to be signed between the vendor and SBI Payments. On the evaluation of the Acceptance Test results, if required, in view of the performance of the products/services (including hardware equipments/ components/ software), as observed during the Acceptance Test, the Bidder shall take remedial measures including upgradation of any of the components there under, including replacement thereof, at no additional cost to SBI Payments within a fortnight from the date of notification of the same to the vendor. The vendor should ensure that the product meets the requirements of SBI Payments' as envisaged in the RFP.
- vi. Penalties as specified in **Annexure-L** will be applicable for the any kind of default in delay in delivery, commissioning/support etc. expected in scope of work which will be deducted at the time of making payment(s).
- vii. In addition to the penalty on delayed supplies, SBI Payments also reserves the right to cancel the Purchase Order and forfeit the EMD. In the event of such cancellation, the vendor is not entitled to any compensation, whatsoever. SBI Payments reserves the right to allocate the undelivered order of defaulting bidders to other shortlisted bidders at its discretion.
- viii. For the System & other Software/firmware required with the hardware ordered for, the following will apply:-

- (a) The vendor shall supply standard software/firmware package published by third parties in or out of India in their original publisher-packed status only, and should have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.
- (b) The Vendor shall provide complete and legal documentation of all sub systems, licensed operating systems, licensed system software/firmware, licensed utility software and other licensed software. The Vendor shall also provide licensed software for all software/firmware whether developed by them or acquired from others.
- (c) In case the Vendor is providing software/firmware which is not its proprietary software then the Vendor must submit evidence in the form of agreement he has entered into with the software/firmware vendor which includes support from the software/firmware vendor for the proposed software for the entire period required by SBI Payments.

**29. Services:**

- i. All professional services necessary to successfully implement the proposed '**product/solution/services**' will be part of the RFP/contract. These services include, but are not limited to, Project Management, Training, Deployment methodologies etc
- ii. The Bidder should also submit as part of technical Bid an overview of Project Management approach of the proposed product.
- iii. Bidder should ensure that the quality of methodologies for delivering the products and services, adhere to quality standards/timelines stipulated therefor.
- iv. Bidder shall be willing to transfer skills to relevant personnel from SBI Payments, by means of training and documentation.
- v. Bidder shall provide and implement patches/ upgrades/ updates for products (Software/ Firmware/ OS) as and when released by the Vendor/ OEM or as per requirements of SBI Payments. Bidder should bring to notice of SBI Payments all releases/ version changes.
- vi. Bidder shall obtain a written permission from SBI Payments before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the OS/firmware/Middleware etc in case SBI Payments chooses not to upgrade to latest version. In case patches are related to

security/compliances, SBI Payments will be informed within 4 hours of releasing the patch

- vii. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract/warranty period.
- viii. All product updates, upgrades & patches shall be provided by the Bidder/ Vendor free of cost during warranty and AMC/ ATS/ S&S period.
- ix. Bidder shall provide legally valid firmware/software solution. The detailed information on license count and type of license should also be provided to SBI Payments.
- x. The ownership of the customized software/firmware license and the hardware shall be that of SBI Payments from the date of delivery of the same to SBI Payments. In other words, wherever the ownership of the licenses/hardware is indicated, the name "SBI Payments" must appear to indicate that SBI Payments/Bank is the perpetual owner of the customized hardware/operating software/firmware, etc. associated with the hardware. Evidence in this regard must be submitted before the payment is released.
- xi. The Bidder shall keep SBI Payments explicitly informed the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC/ATS/S&S.

**30. Warranty and Annual Maintenance Contract:**

- i. The selected Bidder shall support the product and its associated items/components including OS/firmware during the period of warranty and AMC (if included in purchase order) as specified in Scope of work in this RFP from the ***date of acceptance of the product*** by SBI Payments.
- ii. During the warranty, the Bidder will have to undertake support of the entire product (hardware/components/ operating software/firmware) supplied by the Bidder at no additional cost to SBI Payments. During the support period, the Bidder shall support the product (hardware/ software, etc.) to comply with parameters defined for acceptance criteria and the Bidder shall be responsible for all costs relating to labour, spares, compliance of security requirements and transport charges from the service centre of the Sound box vendor to the TSPs' designated locations, in connection with the repair/ replacement of the product (hardware/ equipment/ components/ software or any component/ part thereunder), which, under normal and proper use and

maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.

- iii. During the support period (warranty ), the vendor shall ensure that services of professionally qualified personnel are available for providing comprehensive maintenance of the product and its components at its service/repair centre. Comprehensive maintenance shall include, among other things, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash /malfunctioning, arranging and configuring facility as per the requirements of SBI Payments, fine tuning, system monitoring, log maintenance, etc. In case of failure of product (hardware, system software or any of its components), the Bidder shall ensure that product is made operational to the full satisfaction of SBI Payments/Bank within the given timelines.
- iv. Offsite comprehensive warranty for the solution would include free replacement of spares, parts, kits, resolution of problem, if any, in solution.
- v. Warranty/ AMC (if opted) for the system software/ off-the shelf software will be provided to SBI Payments as per the general conditions of sale of such software.

Support (Warranty/ AMC, if opted) would be Off-site and comprehensive in nature and must have back to back support from the OEM. Undertaking on the lines of Annexure-H of this RFP document is required to be submitted by the vendor, duly endorsed by the OEM that in case vendor fails to provide services then OEM shall provide the same at no extra cost, to the satisfaction of SBI Payments. The vendor will warrant products against defect arising out of faulty design, materials, etc. during the specified support period. The vendor will provide support for operating systems and other pre-installed software components/system software during the specified period of the hardware on which these software and operating system will be installed. The vendor shall repair or replace worn out or defective parts including all plastic parts of the equipments at his own cost including the cost of transport.

- vi. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.
  - a. Diagnostics for identification of systems failures
  - b. Protection of data/ Configuration
  - c. Recovery/ restart facility
  - d. Backup of system software/ Configuration
- vii. Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by SBI Payments.

- viii. The Bidder shall be agreeable for offsite support during peak weeks (last and first week of each month, festival seasons and due to govt. or regulatory guidance) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by SBI Payments for such needs, if any, during the support period.
- ix. Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of SBI Payments.
- x. Updated escalation matrix shall be made available to SBI Payments once in each quarter and each time the matrix gets changed.

**31. Compliance with IS Security Policy:**

The Vendor shall have to comply with SBI Payments/Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality
- ii. Responsibilities on system and software access control and administration
- iii. Custodial responsibilities for data, software, hardware and other assets of the Bank/ SBI Payments being managed by or assigned to the Vendor
- iv. Physical Security of the facilities
- v. Physical and logical separation from other customers of the Vendor
- vi. Incident response and reporting procedures
- vii. Password Policy of the Bank/ SBI Payments
- viii. Data Encryption/Protection requirements of the Bank/SBI Payments
- ix. In general, confidentiality, integrity and availability must be ensured.

**32. Penalty/SLA conditions:**

As mentioned in **Annexure-L** of this RFP.

**33. Right to Verification:**

The SBI Payments reserves the right to verify any or all of the statements made by the Bidder in the tender document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

**34. Purchase Price:**

- i. Total cost of product/solution (hardware equipments/ components/ software/TMS) with support (warranty and AMC), service charge for repairs would be the Total Cost of Ownership (TCO) and has to be quoted in commercial Bid.
- ii. Bidders should ensure that exchange rate fluctuations, changes in import duty/other taxes should not affect the rupee value of commercial Bid over the validity period defined in this RFP.
- iii. The order will be placed for total Cost of “hardware, software/firmware/TMS/services/warranty and AMC/ATS/S&S. SBI Payment may also issue a separate order for AMC after expiry of the warranty period.
- iv. The applicable TDS/taxes will be deducted at the time of payment of invoices.
- v. Terms of payment are given in Part-II of this RFP document.
- vi. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.
- vii. The Bidder will pass on to SBI Payments, all fiscal benefits arising out of reductions, if any, in Government levies viz. sales tax, excise duty, custom duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
- viii. The SBI Payments reserves the right to re-negotiate the prices in the event of change in the international market prices of both the hardware and software.

**35. Inspection and Quality Control Tests**

- i. The SBI Payments reserves the right to carry out pre-shipment factory / godown inspection by a team of SBI Payments officials or demand a demonstration of the product on a representative model at Bidder's place.
- ii. The Inspection and Quality Control tests before evaluation, prior to shipment of goods and at the time of final acceptance would be as follows:

- a) Inspection/Pre-shipment Acceptance Testing of Goods as per quality control formats including functional testing, burn-in tests and mains fluctuation tests at full load, facilities etc., as per the standards / specifications and may be done at factory site of the supplier before dispatch of goods, by SBI Payments Consultants / Testing Agency.
  - b) The Vendor shall intimate SBI Payments before dispatching the goods to various locations/offices for conduct of pre-shipment testing. Successful conduct and conclusion of pre-dispatch inspection shall be the sole responsibility of the supplier;
  - c) Provided that SBI Payments may, at its sole discretion, waive inspection of goods having regard to the value of the order and/or the nature of the goods and/or any other such basis as may be decided at the sole discretion of SBI Payments meriting waiver of such inspection of goods.
  - d) In the event of the product failing to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, SBI Payments reserves the right to cancel the Purchase Order.
  - e) The inspection and quality control tests may also be conducted at the point of delivery and / or at the Goods' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to SBI Payments. In case of failure by the vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental expenses of SBI Payments' representatives to be borne by the vendor.
  - f) Nothing stated herein above shall in any way release the supplier from any warranty or other obligations under this Contract.
- iii. SBI Payments' right to inspect, test and where necessary reject the products after the products arrival at the destination shall in no way be limited or waived by reason of the products having previously being inspected, tested and passed by SBI Payments or its representative prior to the products shipment from the place of origin by SBI Payments or its representative prior to the installation and commissioning.
- Iv. Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.

**36. Right to Audit:**

i. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empanelled Auditors appointed by SBI Payments/Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by SBI Payments/Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to SBI Payments and the Service Provider are required to submit such certification by such Auditors to SBI Payments/Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by SBI Payments/Bank) shall facilitate the same. The Bank/ SBI Payments can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by SBI Payments

ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by SBI Payments or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest at their cost and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

iii. Service Provider shall, whenever required by SBI Payments, furnish all relevant information, records/data to such auditors and/or inspecting officials of SBI Payments/Bank/Reserve Bank of India and or any regulatory authority. SBI Payments/Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to SBI Payments/Bank.

**37. Subcontracting:**

i. As per scope of the RFP, subcontracting is prohibited. However, if the Bidder subsequently wishes to sub-contract the scope of work, it will have to obtain specific written permission from SBI Payments before contracting any work to subcontractors. SBI Payments at its own discretion may permit or deny the same.

- ii. In case subcontracting is permitted by SBI Payments, the contracting vendor will be responsible for all the services provided to SBI Payments regardless of which entity is conducting the operations. The contracting vendor is also responsible for ensuring that the sub-contractor comply with all security requirements of the contract and SBI Payments can obtain independent audit report for the same. In such a case, the Bidder shall provide subcontracting details to SBI Payments and if required, SBI Payments may evaluate the same.

**38. Insurance:**

- i. Transit insurance shall be for an amount equal to 110 percent of the value of the Products from on “All Risks” basis, valid till delivery of product on the SBI Payments/TSPs location/warehouse.
- ii. Should any loss or damage occur, the Vendor shall:
  - a) initiate and pursue claim till settlement and
  - b) Promptly make arrangements for repair and / or replacement of any damaged item to the satisfaction of the SBI Payments, irrespective of settlement of claim by the underwriters.

**39. Validity of Agreement:**

The Agreement/ SLA will be valid for the period of 3 years. However, the validity of procurement will be for 1 year only. Furthermore, SBI Payments reserves the right to extend the procurement period for further 6 months on the same price and terms at its sole discretion. AMC support shall continue to be provided up to end of SLA period i.e. 3 years.

**40. Limitation of liability:**

- i. For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to SBI Payments arising under or in connection with this Agreement for an amount exceeding the total Cost of the Project. Service Provider will ensure SBI Payments/Bank’s data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank/SBI Payments’ related information to the extent of loss so caused.

- ii. The limitations set forth herein shall not apply with respect to:
- a) claims that are the subject of indemnification pursuant to IPR infringement,
  - b) damage(s) occasioned by the gross negligence, fraud or willful misconduct of Service Provider,
  - c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
  - d) When a dispute is settled by the Court of Law in India.
  - e) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to SBI Payments/Bank, provided such guidelines were brought to the notice of Service Provider.

**41. Confidentiality:**

- i. Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of SBI Payments relating to its business practices and their competitive position in the market place provided to the selected Bidder by SBI Payments in connection with the performance of obligations of Bidder under the purchase order to be issued, in part or complete shall be considered to be confidential and proprietary information (“Confidential Information”) and shall not be disclosed to any third party/published without the written approval of SBI Payments.
- ii. The Confidential Information will be safe guarded and Bidder will take all the necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, SBI Payments shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.
- iii. Any document, other than the Contract itself, shall remain the property of SBI Payments and shall be returned (in all copies) to SBI Payments on completion of the Vendor’s performance under the Contract, if so required by SBI Payments.

**42. Delay in the Vendor's Performance:**

- i. Delivery, commissioning of the Products/Solution and performance of Services shall be made by the Vendor within the timelines prescribed in part II of this document.
- ii. If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the Products and performance of Services, the Vendor shall promptly notify SBI Payments in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the Vendor's notice, SBI Payments shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- iii. Any delay in performing the obligation/ defect in performance by the supplier may result in imposition of penalty, liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract (as laid down elsewhere in this RFP document).

**43. Vendor's obligations:**

- i. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location instructed by SBI Payments. SBI Payments would only provide necessary letters for enabling procurement of the same.
- iii. The Vendor is obliged to work closely with SBI Payments/Bank's staff, act within its own authority and abide by directives issued by SBI Payments/Bank from time to time and complete implementation activities.
- iv. The Vendor will abide by the job safety measures prevalent in India and will free SBI Payments from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold SBI Payments responsible or obligated.

- v. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.
- vi. Vendor shall provide necessary training from the OEM to the designated SBI Payments officials and / or its partners officials on the configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components, installation, troubleshooting processes of the proposed solution.
- vii. The Vendor shall treat as confidential all data and information about SBI Payments, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of SBI Payments as explained under 'Non-Disclosure Agreement' in **Annexure N** of this document.

**44. Technical Documentation:**

- i. The Vendor shall deliver the following documents to SBI Payments for every firmware/software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.
- ii. The vendor shall also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable.
- iii. The Vendor should also provide the MIS reports as per requirements of SBI Payments. Any level/ version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by the Vendor to SBI Payments, free of cost in timely manner. The vendor shall develop customized documentation as per SBI Payments/Bank's requirement, if desired by SBI Payments.

**45. Patent Rights/Intellectual Property Rights:**

- i. For any licensed software/firmware used by the finally selected Vendors for performing services, the Vendor shall have the right as well as the right to license for the outsourced services. The vendor shall, if applicable, furnish a photocopy of the Agreement with their Principals/OEM in respect of 'Product' and services offered. Any license or IPR violation on the part of Vendor should not put SBI Payments at risk. SBI Payments reserves the right to audit the license usage of the Vendor.
- ii. The Vendor shall, at its own expenses without any limitation, defend and indemnify SBI Payments against all third party claims or infringements of intellectual Property Rights including patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or industrial design, the supplier shall after due inspection and testing get the solution redesigned for SBI Payments, at no extra cost.
- iii. The Vendor shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If SBI Payments is required to pay compensation to a third party resulting from such infringement(s), the Vendor shall be fully responsible therefore, including all expenses and court and legal fees.
- iv. SBI Payments will give notice to the Vendor of any such claim without delay, provide reasonable assistance to the vendor in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

**46. Liquidated Damages:**

If the Vendor fails to deliver any or all of the products or perform the services within the stipulated time schedule, as specified in the Contract, as desired in this RFP/ Contract, SBI Payments may, without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages, deduct from the Contract Price, as liquidated damages mentioned at part II (Schedule of Events, SI No 19). Once the maximum deduction is reached, SBI Payments may consider termination of the Contract.

**47. Conflict of Interest:**

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, SBI Payments shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Performance Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by SBI Payments and not by way of penalty for, inter alia, the time, cost and effort of SBI Payments, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to SBI Payments under the bidding documents and/ or the Concession Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding process, if:

- (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
  - (i) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and
  - (ii) subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than

26% of the subscribed and paid up equity shareholding of such intermediary; or

- (b) a constituent of such Bidder is also a constituent of another Bidder; or
- (c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
- (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- (e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
- (f) such Bidder or any of its affiliates thereof has participated as a consultant to SBI Payments in the preparation of any documents, design or technical specifications of the Project.

**48. Fraud & Corrupt Practices:**

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained herein, SBI Payments shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding process.
- ii. Without prejudice to the rights of the under Clause 48(i) hereinabove, if a Bidder is found by SBI Payments to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding process, such Bidder shall not be eligible to participate in any EOI/RFP issued by SBI Payments during a period of 2 (two) years from the date if such Bidder is found by SBI Payments to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.

iii. For the purposes of this Clause , the following terms shall have the meaning hereinafter, respectively assigned to them:

- (a) **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the SBISPL who is or has been associated in any manner, directly or indirectly with the bidding process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of SBI Payments, shall be deemed to constitute influencing the actions of a person connected with the bidding process); or (ii) engaging in any manner whatsoever, whether during the bidding process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of SBI Payments in relation to any matter concerning the Project;
- (b) **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding process
- (c) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the bidding process;
- (d) **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding process; or (ii) having a Conflict of Interest; and
- (e) **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

**49. Termination for Default:**

- i. SBI Payments, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:
  - a. If the Vendor fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by SBI Payments; or
  - b. If the vendor fails to perform any other obligation(s) under the contract; or
  - c. Laxity in adherence to standards laid down by SBI Payments or
  - d. Discrepancies/deviations in the agreed processes and/or products; or
  - e. Violations of terms and conditions stipulated in this RFP.
- ii. In the event SBI Payments terminates the Contract in whole or in part for the breaches attributable to the Vendor, SBI Payments may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the Vendor shall be liable to SBI Payments for any increase in cost for such similar Products and/or Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.
- iii. If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/SBI Payments/Bank's data or any other relevant information to SBI Payments/Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to SBI Payments.
- iv. During the transition, the vendor shall also support SBI Payments on technical queries/support on process implementation or in case of software provision for future upgrades.
- v. SBI Payments' right to terminate the Contract will be in addition to the penalties /liquidated damages and other actions as deemed fit.

**50. Force Majeure:**

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if any, and to the extent that

the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- ii. . For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Vendor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. If a Force Majeure situation arises, the Vendor shall promptly notify SBI Payments in writing of such condition and the cause thereof. Unless otherwise directed by SBI Payments in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**51. Termination for Insolvency:**

The SBI Payments may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to SBI Payments.

**52. Termination for Convenience:**

The SBI Payments, by written notice of not less than 90 (ninety) days sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for SBI Payments' convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

**53. Disputes/Arbitration[applicable in case of successful Bidder only]:**

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out

of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, either party ( SBI Payments or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by SBI Payments or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

**54. Governing Language:**

The governing language shall be English.

**55. Applicable Law:**

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

**56. Taxes and Duties:**

- a. The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.
- b. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as GST, Service tax, VAT/ Sales tax, Excise duty, Custom duty, Octroi, etc. should be specified in the separate sheet **(Annexure-F)**.

- c. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by the Vendor and SBI Payments shall not be liable for the same. Only specified taxes/ levies and duties in the **Annexure-F** will be payable by SBI Payments on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Annexure-F** are replaced by the new legislation of Government, same shall be borne by SBI Payments. SBI Payments shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Annexure-F**
- d. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty. The Bidder will pass on to SBI Payments, all fiscal benefits arising out of reductions, if any, in Government levies viz. custom duty or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
- e. Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.
- f. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by the Vendor.

**57. Tax deduction at Source:**

- i. Wherever the laws and regulations require deduction of such taxes at the source of payment, SBI Payments shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by SBI Payments as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.
- ii. The Vendor's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and

the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

**58. Right to use defective product:**

If after delivery, acceptance and installation and within the warranty period, the operation or use of the product is found to be unsatisfactory, SBI Payments shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with SBI Payments' operation.

**59. Tender Fee:**

The same should be furnished by the Bidders in the form of Demand Draft/ Bankers' Cheque as mentioned in part II. It should be enclosed with Technical Bid. The Bids without tender fee will not be considered valid.

**60. Notices:**

Any notice given by one party to the other pursuant to this contract shall be sent to other party in writing or by Fax/email and confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date whichever is later.

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**Part-II**

**SCHEDULE OF EVENTS**

Sl No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP)	Vice President (Vendor Management) SBI Payment Services Pvt. Ltd 23 <sup>rd</sup> Floor, Urmi Estate, Lower Parel West, 40013 Phone No. 022-41722200 e-mail: procurement@sbipayments.com
2	Bid Document Availability including changes/amendments, if any to be issued	RFP document may be downloaded from 10.10.2024 SBI Payments' website <a href="https://www.sbipayments.com">https://www.sbipayments.com</a>
3	Last date of Submission of Queries	Upto 03:00 PM on 16.10.2024
4	Pre - Bid Meeting (Physical or Virtual)	<u>Physical meeting</u> From 03 pm (time) to 05 pm (time) on 18.10.2024 (date) at SBI Payment Services Pvt. Ltd., 23 <sup>rd</sup> Floor, Urmi Estate, Lower Parel West, 40013 Phone No. 022-41722200 e-mail: <a href="mailto:procurement@sbipayments.com">procurement@sbipayments.com</a>  Virtual: Link will be shared post receipt of request from prospective bidders.
4	Clarifications to queries raised at pre-Bid meeting will be provided by SBI Payments..	By 06:00 PM on 23.10.2024.
	Last date and time for Bid submission	01 pm on 08.11.2024.
6	Address for submission of Bids	Vice President (Vendor Management & Ops) SBI Payment Services Pvt. Ltd., 23 <sup>rd</sup> Floor, Urmi Estate,

		Lower Parel West, 40013 Phone No. 022-41722200	
7	Date and Time of opening of Technical Bids	03:00 PM on 08.11.2024. Authorized representatives of vendors may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendor representatives.	
8	Opening of Commercial Bids	03:00 P.M (time) on 18.11.2024 (Date)  OR On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.	
9	Reverse Auction	On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.	
10	Tender Fee	<p><i>Amount Rs.10,000/- (Rs. Ten Thousand Only</i></p> <p><i>Non-refundable by means of a DD or Bankers' cheque payable at Mumbai in favour of SBI Payment Services Pvt. Ltd.</i></p>	
11	Earnest Money Deposit	Rs. 5 Lakh (Five lakh only)	<b>Validity period of minimum 180 days from the date of RFP.</b>
12	Performance Bank Guarantee	The vendor has to furnish a Performance Bank Guarantee to Bank for 10% of Purchase Order (PO). However, separate PBG shall have to be submitted for each entity for each PO.(SBI Payments)	Validity period from the date of purchase order for a period of 24 months from a Scheduled Commercial Bank in line with format provided with RFP and changes, if any, approved by the SBI Payments.

13	Price validity from the date of price discovery	During validity period of RFP (180 days)
14	Contact details of agency appointed for conducting Reverse Auction	Will be advised in due course.
15	Delivery schedule	Will be advised in due course.
16	Terms of payment	30 days from the date of delivery and receipt of Invoice.
17	Delivery locations	The devices would be required to be delivered to the TSPs (Technology Service Provider(s) of SBI payments at their godowns in different locations as per TSPs'/ SBI Payments' requirement. The payments would be released only after acknowledgement is received at SBI Payments from TSPs regarding receipt of the consignments at the locations.
18	Liquidated damages	1 (one) % per week or part thereof of Contract Price subject to maximum deduction of 5% or 10 % of the Contract Price for delay of each week or part thereof.
19	Details of hardware items offered for buy back and its location ( <i>where applicable</i> )	NA

**ANNEXURES**

<b>Annexure</b>	<b>Index</b>
A	Bid form
B	Bidder's Eligibility criteria
B1	Technical & functional specifications
C	Bill of Material and compliances
D	Bidder details
E	Scope of work
F	Indicative Commercial Bid
G	Undertaking of authenticity
H	Manufacturer's authorization form.
I	Format for Bank Guarantee as Earnest Money Deposit
J	Format for submission of Performance Bank Guarantee
K	Format of certificate to be issued by SBI Payments/Bank after successful commissioning and acceptance of the hardware, software and its associated services.
L	Penalties and SLA terms
M	Service Level Agreement
N	Non-disclosure Agreement
O	Pre-Bid Query Format
P	Pre-Contract Integrity Pact
Q	Certificate of Local Content

**ANNEXURE-A**

**BID FORM (TECHNICAL BID)**

[On Company's letter head]  
(to be included in Technical Bid Envelope)

Date: \_\_\_\_\_

To:  
< address of tendering office >

Dear Sir,

**Ref: RFP No. SBI Payments/VM/2024-25/07 dated: 10.10.2024**

~~~~~

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-Bid clarifications/ modifications / revisions, if any, furnished by SBI Payments and we offer to supply, test, commission and support the desired equipments detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid through online auction to be conducted by SBI Payments' authorized service provider, on the date advised to us.

2. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the VENDOR and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict of interest obligation mentioned in this RFP.
- Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- The rate quoted in the indicative *price Bids are as per the RFP* and subsequent pre-Bid clarifications/ modifications/ revisions furnished by SBI Payments, without any exception.

3. If our offer is accepted, we undertake to complete the formalities for supply, testing and commissioning of the equipment within the period specified in this document.

4. We agree to abide by all the Bid terms and conditions, contents of Service Level Agreement as per sample available at **Annexure-M** of this document

and the rates quoted therein for the orders awarded by SBI Payments up to the period prescribed in the Bid, which shall remain binding upon us.

5. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
6. We undertake that in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
7. **We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of SBI Payments, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.**
8. **We undertake that we will not resort to canvassing with any official of SBI Payments, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.**
9. We certify that we have not made any changes in the contents of the RFP document read with its amendments/clarifications provided by SBI Payments submitted by us in our Bid document.
10. It is further certified that the contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, SBI Payments will have the right to disqualify us from the Bid.
11. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
12. We hereby undertake that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
13. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by SBI Payments to do so, a contract in the prescribed form and we shall be jointly and severally responsible for the due performance of the contract.

14. The name(s) of successful Bidder to whom the contract is finally awarded after the completion of bidding process shall be displayed on the website of SBI Payments and/or communicated to the successful Bidder(s).
15. The commercial bidding process will be through the reverse auction process to be conducted by SBI Payments or a company authorized by SBI Payments. We understand that our authorized representative who would participate in the reverse auction process would be possessing a valid digital certificate for the purpose.
16. We hereby undertake and agree to abide by all the terms and conditions stipulated by the bank in the RFP document.

Dated this ..... day of ..... 20

\_\_\_\_\_  
(Signature) (Name)  
(In the capacity of)

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_

**Seal of the company.**

**Documents to be submitted as part of Response**

The responses, in addition to what has been explained above, should contain the following:

1. Earnest Money Deposit (EMD) of Rs. 5 lakh (Five lakh) in favour of SBI PAYMENT SERVICES PVT. LTD. with validity of at-least six months.
2. BID Amount of Rs. 10,000 in the form of Demand draft in favour of SBI Payment Services Pvt Ltd, Payable at Mumbai.
3. Technical specifications of each type of Sound Box offered, Indicative Commercial Bid and other information as per all Exhibits.
4. Other Supporting documents.
5. Detailed overview of supported Value Added Services offered and key Innovative features.
6. Detailed overview of device Management Capabilities
7. Self declaration regarding supply of devices in India.
8. Proof for financial soundness, audited Balance Sheets and Profit & Loss A/C
9. List of Service Centres.
10. Deviations, if any, from the RFP conditions should be detailed in full in a separate document. Failure to indicate such deviations would imply that those deviations are absent.
11. Any other document mentioned in this RFP document and required to be produced.
12. Any other issue considered relevant by Bidders as Annexure.
13. Signed RFP and Corrigendum(s), if any.
14. All Annexures as specified in Part -II of this RFP.
15. Product specifications in letter head.

**INDICATIVE PRICE PROPOSAL/ INDICATIVE COMMERCIAL BID**  
**(Total Equipment Cost with 02 year Warranty)**

**The VP- Vendor Management & Operations,**

23<sup>rd</sup> Floor, Urmi Estate,  
Lower Parel West, 40013  
Phone No. 022-41722200  
e-mail: procurement@sbipayments.com

Dear Sir,

**Ref: RFP No. SBI Payments/VM/2024-25/07 dated: 10.10.2024**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Indicative Price Bid of Rs.1.\_\_\_\_\_ (Rupees \_\_\_\_\_)

2. \_\_\_\_\_ (Rupees \_\_\_\_\_)

3. \_\_\_\_\_ (Rupees \_\_\_\_\_)

4. \_\_\_\_\_ (Rupees \_\_\_\_\_)

*(Total Proposal amount in words and figures)* for supply, of the equipment's in conformity with the said Bidding documents

| Sl. No. | Type of Device                                                                                                                  | Model | Unit | Unit Price<br>(in INR)** |
|---------|---------------------------------------------------------------------------------------------------------------------------------|-------|------|--------------------------|
| 1       | Pocket Sound box (With 4G SIM & Wi-fi)                                                                                          |       | 1    |                          |
| 2       | NFC Sound box with Display (Merchant & Customer facing for display the Txn amount) with TAP & Static QR (4G SIM & Wi-fi)        |       | 1    |                          |
| 3       | NFC Sound box with Display (Merchant and Customer facing for display of Txn amount) with TAP & Dynamic QR (with 4G SIM & Wi-fi) |       | 1    |                          |

**RFP for Procurement of 1.15 Lac  
Sound Boxes**



|   |                                              |  |   |  |
|---|----------------------------------------------|--|---|--|
| 4 | All in one Sound Box (Tap, Dip & Dynamic QR) |  | 1 |  |
|---|----------------------------------------------|--|---|--|

(\*\* including cost of Device, QR Panel, application software, TMS, service charges for repairs in warranty period, but excluding taxes )

Price discovery shall be made on the basis of the unit price (excluding tax).

\*\*\*Reverse auction shall be conducted on the basis of cost equipment per unit (i.e unit price).

\*\*\*\*The bidder should ensure that they should bid for device which are new, unused and of the most recent model.

\*\*\*\*\* Service charges shall be payable only after completion of warranty period.

Dated this ..... day of ..... 20

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Annexure-B

**Bidder's Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

**For Pocket Sound Box & NFC Sound Box (Static QR & Dynamic QR).**

| S. No. | Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                                                                   | Compliance (Yes/No) | Documents to be submitted                                                                                                                                                                      |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.     | The Bidder must be an Indian firm / company/ organization registered under applicable Act in India.                                                                                                                                                                                                                                                                                                                                    |                     | Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. |
| 2.     | <i>The Bidder must have turnover of minimum Rs. 10 Crore in any FY during last Three Years i.e 2021-22, 2022-23 &amp; 2023-24 financial year for the sale of Sound Boxes. Turnover of Parent Global company can also be considered.</i><br><br><i>OR</i><br><i>Bidders that have been in operation for last one year (from the date of RFP) and have supplied a minimum of 1,00,000 sound boxes (either individually or in total).</i> |                     | Copy of the audited Balance Sheet for FYs 2021-22, 2022-23 & 2023-24.                                                                                                                          |
| 3.-    | <i>The Bidder should be profitable organization in last 2 FY out of 3 FY i.e. 2021-22, 2022-23 &amp; 2023-24. Profit from global operations will also be considered.</i>                                                                                                                                                                                                                                                               |                     | Copy of the audited balance sheets along with profit and loss statement for corresponding years.                                                                                               |

|    |                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                             |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------|
|    | <i>In case, the Bidders that have been in operation for last one year (from the date of RFP) and have supplied a minimum of 1,00,000 sound boxes (either individually or in total) may be exempted from this clause. However, the bidder should have positive net worth.</i>                                     |  |                                                                                                                             |
| 4. | The vendor should be<br>i) Original Equipment Manufacturer(OEM)/Distributor/ Authorized Partner having their company or registered subsidiary in India.<br>ii) Should have supplied same product for Merchant Acquiring Business to any registered Bank/Fintech/ Payment Service Providers in India or globally. |  | Copy of the order and / or Certificate of completion of the work.                                                           |
| 5  | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects.<br>(Start and End Date of the Project to be mentioned) in the past                                                                                                               |  |                                                                                                                             |
| 6  | Capability to supply Sound Box                                                                                                                                                                                                                                                                                   |  | Bidder should specifically confirm on their letter head in this regard along with brochure with specification of the device |
| 7  | Bidder has to inform SBI Payments the source of supply of device and SBI Payments reserves the right to reject the bid in case the source of supply is not disclosed.                                                                                                                                            |  | Bidder should specifically confirm on their letter head in this regard.                                                     |
| 8  | The bidder should agree to the terms and conditions of Service Level Agreement, should they                                                                                                                                                                                                                      |  | Bidder should specifically confirm on their letter head in this regard.                                                     |

|    |                                                                                                                                                                                                     |  |                                                                                          |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------|
|    | become L1 in the reverse auction to execute a contract with SBI Payments                                                                                                                            |  |                                                                                          |
| 9  | The bidder should not have any Service Level Agreement pending to be signed with the SBI/ SBI Payments for more than 6 months from the date of issue of purchase order issued by SBI/ SBI Payments. |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 10 | Vendor (Bidder) should have repairing/service centre/s, having adequate number of trained personnel In the country covering PAN India.                                                              |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 11 | Vendor has to deliver the device as per purchase order Service Providers (TSPs)/ partners location at vendor's cost PAN India.                                                                      |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 12 | No Bidder solely or jointly should submit more than one Bid.                                                                                                                                        |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 13 | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of SBI Payments)                                                           |  | Brief details of litigations, disputes, if any are to be given on Company's letter head. |
| 14 | Bidders should not have been blacklisted for deficiency in service by any Public Sector Bank/Fintech during the last 01 year.                                                                       |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 15 | Bidder should have been in operation for minimum 1 year.                                                                                                                                            |  | Length of existence of Bidder should be mentioned.                                       |
| 16 | The Bidder/ OEM should have support setup with 24 hours of response time.                                                                                                                           |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 17 | Vendor should be a company and have a local presence of support center and level 3 (highest escalation) locally in India.                                                                           |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 18 | References of the implementation in India should                                                                                                                                                    |  | Bidder should specifically mention this on their letter head.                            |

|    |                                                                                                                                                                                                                   |  |                                                                         |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------|
|    | be provided for a similar deployment.                                                                                                                                                                             |  |                                                                         |
| 19 | The Bidder should agree to the terms and conditions of Service Level Agreement (format placed at <b>Annexure-M</b> ), should they become L1/L2/L3 in the reverse auction to execute a contract with SBI Payments. |  | Bidder should specifically confirm on their letter head in this regard. |
| 20 | In case of need switching to other Service provider. Bidder will support and provide his service related to switching with TSPs without any cost.                                                                 |  | Bidder should specifically confirm on their letter head in this regard. |

**For All-in-one Sound box (Tap & Dip)**

| S. No. | Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                    | Compliance (Yes/No) | Documents to be submitted                                                                                                                                                                      |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.     | The Bidder must be an Indian/ firm / company/ organization registered under applicable Act in India.                                                                                                                                                                                                                                                                                    |                     | Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. |
| 2.     | <i>The Bidder must have turnover of minimum Rs. 10 Crore in any FY during last Three Years i.e 2021-22, 2022-23 &amp; 2023-24 financial year for the sale of Sound Boxes. Turnover of Parent Global company can also be considered.</i><br><br><i>OR</i><br><i>Bidders that have been in operation for last one year (from the date of RFP) and have supplied a minimum of 1,00,000</i> |                     | Copy of the audited Balance Sheet for FYs 2021-22,2022-23 & 2023-24.                                                                                                                           |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                               |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------|
|    | <i>sound boxes (either individually or in total).</i>                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                               |
| 3. | <p><i>The Bidder should be profitable organization in last 2 FY out of 3 FY i.e. 2021-22, 2022-23 &amp; 2023-24. Profit from global operations will also be considered.</i></p> <p><i>In case, the Bidders that have been in operation for last one year (from the date of RFP) and have supplied a minimum of 1,00,000 sound boxes (either individually or in total) may be exempted from this clause. However, the bidder should have positive net worth.</i></p> |  | Copy of the audited balance sheets along with profit and loss statement for corresponding years.                                              |
| 4. | <p>The vendor should be</p> <p>i) Original Equipment Manufacturer (OEM)/Distributor/ Authorized Partner having their company or registered subsidiary in India.</p> <p>ii) Should have readily available stock for immediate supply.</p>                                                                                                                                                                                                                            |  | Copy of the order and / or Certificate of completion of the work.                                                                             |
| 5  | <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects.<br/>(Start and End Date of the Project to be mentioned) in the past (At least 01 client references are required)</p>                                                                                                                                                                                                             |  | <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>                                                                  |
| 6  | <p>Capability to supply of All in one Sound Box Including Terminal Management Service (TMS).</p>                                                                                                                                                                                                                                                                                                                                                                    |  | <p>Bidder should specifically confirm on their letter head in this regard along with brochure with specification of the Terminals and TMS</p> |
| 7  | <p>Bidder has to inform SBI Payments the source of supply of device and SBI Payments</p>                                                                                                                                                                                                                                                                                                                                                                            |  | <p>Bidder should specifically confirm on their letter head in this regard.</p>                                                                |

|    |                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                           |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | reserves the right to reject the bid in case the source of supply is not disclosed.                                                                                                                                                                                                                                                               |  |                                                                                                                                                           |
| 8  | The bidder should agree to the terms and conditions of Service Level Agreement, should they become L1 in the reverse auction to execute a contract with SBI Payments.                                                                                                                                                                             |  | Bidder should specifically confirm on their letter head in this regard.                                                                                   |
| 9  | The bidder should not have any Service Level Agreement pending to be signed with the SBI/SBI Payments/Any other Bank for more than 6 months from the date of issue of purchase order issued by SBI/SBI Payments/Any other Bank as on the date of bid submission. [No change/addition or deletion to be made by the bidder to any of the clauses.] |  | Bidder should specifically confirm on their letter head in this regard.                                                                                   |
| 10 | The Bidder(s) have in-house capabilities to develop software application, TMS and customize it to SBI Payments' requirements. Bidder(s) has to inform the SBI Payments the source of supply of device and SBI Payments reserves the right to reject the bid in case the source of supply is not disclosed.                                        |  | Bidder should specifically confirm on their letter head in this regard.                                                                                   |
| 11 | The Bidder(s) MUST have capabilities and necessary certifications for manufacturing Europay, RuPay, AMEX, MasterCard Visa (EMV), or any other card industries, Payment Card Industry Security Standards Council (PCISSC) Standards e.g. PCI PTS, P2PE, PCI compliant products. All devices should be PCI PED (PIN Entry Device)/PTS (PIN          |  | The Bidder(s) should provide the necessary documentary proof to this effect. EMV certification (including Level-2 and Business Application) of terminals. |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                               |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>Transaction Security) 6.0 certified or ABOVE.</p> <p>The Bidder(s) should provide the necessary documentary proof to this effect. EMV certification (including Level-2 and Business Application) of terminals for SBI Payments' Technology Service Providers/Partners will be the responsibility of the Bidder(s)/terminal vendor and the cost for the same will also have to be borne by the Bidder(s)/terminal vendor .</p> |  |                                                                                                                                                               |
| 12 | <p>The Bidder(s) should have capabilities to supply device that can process following form factors of cards<br/>Chip,<br/>Contactless,<br/>Near Field Communications, , ,<br/>Sound wave etc. and also the device offered should support all types of Credit, Debit, Pre-paid cards, etc.</p>                                                                                                                                    |  | <p>The Bidder(s) should provide the necessary documentary proof to this effect. EMV certification (including Level-2 and Business Application) of device.</p> |
| 13 | <p>The terminals offered should support signature based, Chip based, Contactless (NFC) and PIN based cards.</p>                                                                                                                                                                                                                                                                                                                  |  | <p>Bidder should specifically confirm on their letter head in this regard.</p>                                                                                |
| 14 | <p>The device offered should be certified by MasterCard, Visa, AMEX, NPCI, DFS/Diners, China Union Pay/JCB etc. and meet the standards prescribed from time to time by such agencies.</p>                                                                                                                                                                                                                                        |  | <p>Bidder should specifically confirm on their letter head in this regard.</p>                                                                                |
| 15 | <p><i>The device should be able to accept VISA/Master Card/Amex/JCB/RuPay/China Union Pay/Discover/Diners. MOPAD or any other changes in future requirement etc., cards</i></p>                                                                                                                                                                                                                                                  |  | <p>Bidder should specifically confirm on their letter head in this regard.</p>                                                                                |

|    |                                                                                                                                                                                                                                             |  |                                                                                          |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------|
| 16 | <i>Bidder should have repairing/service centre/s, having adequate number (at least 3) of trained personnel in the country covering PAN India.</i>                                                                                           |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 17 | Bidder has to deliver the device as per purchase order to the existing and prospective warehouses of our Technical Service Providers (TSPs)/ Partners at vendor's cost PAN India.                                                           |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 18 | No Bidder solely or jointly should submit more than one Bid. Joint ventures with one or more Scheduled Bank as partner/stake holder are not eligible                                                                                        |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 19 | The device should have a LCD panel for amount verification and PIN entry.                                                                                                                                                                   |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 20 | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)                                                                                                       |  | Brief details of litigations, disputes, if any are to be given on Company's letter head. |
| 21 | Bidders/OEMs and their associates should not have been blacklisted for deficiency in service by any Scheduled Commercial Bank/ Financial Institution/Central government/ state Government /PSUs/PSBs on any ground during the last 1 years. |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 22 | Bidder should have been in operation for minimum 1years                                                                                                                                                                                     |  | Length of existence of Bidder should be mentioned.                                       |
| 23 | The Bidder should have support setup with 24 hours of response time.                                                                                                                                                                        |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 24 | The OEM should be a company and have a local presence of support center and level 3 (highest escalation) locally in India.                                                                                                                  |  | Bidder should specifically confirm on their letter head in this regard.                  |

|    |                                                                                                                                                                                                                  |  |                                                                         |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------|
| 25 | 02 references of the implementation in India should be provided for a similar deployment.                                                                                                                        |  | Bidder should specifically mention this on their letter head.           |
| 26 | The Bidder should agree to the terms and conditions of Service Level Agreement (format placed at <b>Annexure-M</b> ), should they become L1/L2/L3 in the reverse auction to execute a contract with SBI Payments |  | Bidder should specifically confirm on their letter head in this regard. |
| 27 | In case of need switching to other Service provider, Bidder will support and provide his service related to switching with TSPs/Partner(s) without any cost.                                                     |  | Bidder should specifically confirm on their letter head in this regard. |

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Signature

Seal of Company

Annexure-B1

**Technical & Functional Specifications**

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with qualified statement shall be treated as non-compliance.

| Sr. No. | Technical Specifications/Requirements | Compliance (Y/N) |
|---------|---------------------------------------|------------------|
|         | As per details below                  |                  |

***The SBI Payments envisages to procure 1,15,000 (One Lakh Fifteen Thousand) Sound Boxes over a period of 12 months from the date of execution of agreement between SBI Payments and Bidder (s) This estimate have been made on the basis of market feedback. However, it may be noted that SBI Payments does not assume any obligation, whatsoever, for the number of Sound Box actually to be purchased during aforesaid period. It may vary as per Market Situation and rapid change in technologies. -***

**Tentative Requirement**

**Type of device Indicative Number**

| Type of Device                                                                                                               | Indicative Number |
|------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Pocket Sound Box                                                                                                             | 5,000             |
| NFC Sound Box with TAP & static QR<br>(Merchant and Customer facing LED screen for display of Txn Amount)                    | 50,000            |
| NFC Sound Box with TAP & Dynamic QR<br>(Merchant and customer facing display for txn amount and QR display on customer side) | 50,000            |
| All in One Sound Box (Dip, Tap & Dynamic QR)                                                                                 | 10000             |

**It may also be noted that SBI Payments will not be able to advise schedule of requirements and would procure supplies as per its actual requirement over a period of 12 months depending upon its requirement.**

SBI Payments may issue Purchase Order in multiple stages/frequencies as per SBI Payments' requirement over a period of 12 Months. However, warranty of the device will be of 24 months which will start from the date of delivery of device at designated locations.

3 The Bidder(s) products MUST conform to all of the above standards. The details in respect of each of the above product offered for supply should be provided on the following lines

**A. Mandatory Requirements**

(These form part of response for evaluation purpose)

The mandatory functional requirement along with Certification/ Compliance/ Regulatory/ SDK Requirements have been listed in the Exhibit 1. The Bidders should provide their response only in 'Yes' & 'No' mandatorily to all the Certification/Compliance/Regulatory/SDK and Functional requirements stated in Exhibit -1.

Exhibit-1

**Mandatory Requirements**

**(Bidders have to provide their response for Sound Box on the following Conditions/Business conditions only in 'Yes' or 'No')**

**For Pocket Sound Box (With UPI Tap)**

| Condition             | Description                                                                                               | Response |
|-----------------------|-----------------------------------------------------------------------------------------------------------|----------|
| Processor             | Minimum ASR 1000                                                                                          | YES/NO   |
| Language              | Hindi & English Supported                                                                                 | YES/NO   |
| Battery               | Minimum 800 mAh                                                                                           | YES/NO   |
| Connectivity          | 4G                                                                                                        | YES/NO   |
| Port                  | <i>Micro USB Port</i>                                                                                     |          |
| Platform & processing | Middleware connectivity for transaction processing<br>Data Security & Integrity as per Industry standards | YES/NO   |
| LED Indicator         | Minimum 2 (Battery & Network)                                                                             | YES/NO   |
| Memory                | Flash – 4 MB & Above; RAM - 4MB & Above                                                                   | YES/NO   |
| Functional keys       | Volume +, Volume -, Power buttons,                                                                        | YES/NO   |
| Audio                 | Minimum 1 speaker with minimum 1 Watt, and 75db voice capacity                                            | YES/NO   |
| Power supply          | AC & Battery                                                                                              | YES/NO   |
| Certification         | BIS                                                                                                       | YES/NO   |

**For NFC Sound Box (With Card TAP, Static QR)**

| Condition             | Description                                                                                            | Response |
|-----------------------|--------------------------------------------------------------------------------------------------------|----------|
| Processor             | ARM Cortex- 32 Bit                                                                                     | YES/NO   |
| Language              | Hindi & English                                                                                        | YES/NO   |
| Battery               | Minimum 2000 mAH                                                                                       | YES/NO   |
| Connectivity          | 4G & Wi-Fi                                                                                             | YES/NO   |
| Port                  | <i>Micro USB Port</i>                                                                                  | YES/NO   |
| Platform & processing | Middleware connectivity for transaction processing Data Security & Integrity as per Industry standards | YES/NO   |
| LED Indicator         | Minimum 2 (Battery & Network)                                                                          | YES/NO   |
| Memory                | Flash – 8 MB & Above; RAM - 16MB & Above.                                                              | YES/NO   |
| Card Reader           | EMV Contactless L1, conforming to ISO 7810/7811/7813                                                   | YES/NO   |
| Functional keys       | 1 Power Key, 2 Volume (+/-), 1 Menu Key, Number Key Pad, Repeat last transaction.                      | YES/NO   |
| Display               | Merchant facing & Customer Facing (for display of transaction amount)                                  | YES/NO   |
| Audio                 | Minimum 1 speaker with minimum 3W, 85db voice capacity                                                 | YES/NO   |
| Power supply          | AC & Battery                                                                                           | YES/NO   |
| Certification         | All schemes, EMV Contactless, RoHS, BIS, Rupay                                                         | YES/NO   |

## For NFC Sound Box (With Card TAP &amp; Dynamic QR)

| Condition             | Description                                                                                                                                       | Response |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Processor             | ARM Cortex-Minimum 32-Bit                                                                                                                         | YES/NO   |
| Language              | Hindi & English                                                                                                                                   | YES/NO   |
| Battery               | Minimum 2000 mAH                                                                                                                                  | YES/NO   |
| Connectivity          | 4G & Wi-Fi                                                                                                                                        | YES/NO   |
| Port                  | <i>Micro USB Port (Type- C)</i>                                                                                                                   | YES/NO   |
| Platform & processing | Middleware connectivity for transaction processing<br>Data Security & Integrity as per Industry standards                                         | YES/NO   |
| LED Indicator         | Minimum 2 (Battery & Network)                                                                                                                     | YES/NO   |
| Display               | Merchant & Customer facing Screen for display of txn amount.<br><br><b>Customer facing</b> - 2.4 Inch colour screen supporting dynamic QR display | YES/NO   |
| Memory                | Flash – 8 MB & Above; RAM - 16MB & Above.                                                                                                         | YES/NO   |
| Card Reader           | EMV Contactless L1, conforming to ISO 7810/7811/7813                                                                                              | YES/NO   |
| Functional keys       | 1 Power Key, 2 Volume (+/-), 1 Menu Key, Number Key Pad                                                                                           | YES/NO   |
| Audio                 | Minimum 1 speaker with minimum 3W, 85db voice capacity                                                                                            | YES/NO   |
| Power supply          | AC & Battery                                                                                                                                      | YES/NO   |
| Certification         | All schemes, EMV Contactless, RoHS, BIS, Rupay                                                                                                    | YES/NO   |

**For All in one Sound Box (Tap and card Dip, UPI QR and tap)**

| <b>Condition</b>                                            | <b>Description</b>                                                                                                                                                                      | <b>Response</b> |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Processor                                                   | Minimum ARM- 32 Bit                                                                                                                                                                     |                 |
| EMV Certification                                           | The device is EMV compliant (minimum standard is EMV 4.1 for L1 & L2). The supplier will have to be an EmvCo approved vendor. (VISA/Master Card/Rupay/DFS/Diners/Amex/JCB/CUP)          | <b>YES/NO</b>   |
| Contactless Certification                                   | VCPS Paywave 2.1.3 or later or the equivalent contactless Kernel (Latest).<br>NCCMC Qsparc<br>Amex<br>PayPass version 3.0 or later (Latest)<br>Any future requirements by Card schemes. | <b>YES/NO</b>   |
| PCI Approval                                                | The device meets the latest and future PCI mandates for PCI PTS (6 or above)                                                                                                            | <b>YES/NO</b>   |
| Regulatory Mandates                                         | The device meets all the present and future regulatory requirements like PIN prompting, DUKPT, TLE, P2PE, BIS etc.                                                                      | <b>YES/NO</b>   |
| Sharing of TMS agnostic SDK for SBI Payments Business needs | Bidder should provide the SBI Payments or its representative the TMS agnostic SDK for its use.                                                                                          | <b>YES/NO</b>   |
| DES Encryption                                              | 3 DES Encryption supported                                                                                                                                                              | <b>YES/NO</b>   |
| Memory                                                      |                                                                                                                                                                                         | <b>YES/NO</b>   |

|               |                                                                                                                                                                          |        |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
|               | Flash – 8MB & Above; RAM - 8 MB & Above                                                                                                                                  |        |
| Power Adapter | AC/DC INPUT Voltage: 100-240V                                                                                                                                            | YES/NO |
| Display       | <p><b>i. Merchant and customer facing screen for display of txn amount.</b></p> <p><b>ii. Customer facing - 2.4 Inch colour screen supporting dynamic QR display</b></p> | YES/NO |

| Business Condition                 | Definition                                                                                                                                                                                                                                                                             | Response |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Card Scheme                        | Terminals should support all types of Credit, Debit, (VISA/MasterCard/Rupay/Amex/JCB/China Union Pay/Diners/Discover), Pre-paid cards, BQR, UPI, ETC. NCMC card (National Common Mobility cards), MasterCard Paypass, Visa Paywave, RupayqSparc with certified L2 kernel, Loyalty card | YES/NO   |
| Changes Made by Card Schemes       | The device offered should be certified by MasterCard, Visa, Amex, NPCI, DFS/Diners, China Union Pay/JCB etc. and meet the standards prescribed from time to time by such agencies at bidder's cost.                                                                                    | YES/NO   |
| Chip transactions                  | Transactions performed using chip cards.                                                                                                                                                                                                                                               | YES/NO   |
| Option of Contactless Transactions | Transactions performed using Contactless protocols.                                                                                                                                                                                                                                    | YES/NO   |
| Keyed transactions                 | Transactions performed using card numbers entered manually.                                                                                                                                                                                                                            | YES/NO   |
| Blocking Transaction Mode          | Option to enable/ disable a particular transaction: <ul style="list-style-type: none"> <li>Parameter driven.</li> <li>Blocked by BIN</li> <li>Ceiling limit by BIN Keyed</li> </ul>                                                                                                    | YES/NO   |
| Online Authorization               | Transaction used to authorize a card is valid or not.                                                                                                                                                                                                                                  | YES/NO   |
| Purchase(Sale)                     | Transaction used to authorize a card and amount.                                                                                                                                                                                                                                       | YES/NO   |

|                |                                                                                                               |               |
|----------------|---------------------------------------------------------------------------------------------------------------|---------------|
| Refund enabled | This transaction is used to credit the money to cardholder account from merchant account.                     | <b>YES/NO</b> |
| Void           | This transaction is used to cancel the previously performed purchase or refund transaction in the same batch. | <b>YES/NO</b> |

|                                            |                                                                                                                                                                                                                                                         |               |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Pre-Authorization                          | This transaction is mostly used in hotel and lodging environment. This transaction will be stored in separate batch. This will not be settled with the normal batch. This will be moved to normal batch / settlement after sale completion transaction. | <b>YES/NO</b> |
| Cash back/<br>Cash@POS                     | This transaction allows cardholder to get cash from merchant.                                                                                                                                                                                           | <b>YES/NO</b> |
| Referral handling,<br>(Force transactions) | Referral is used by issuer, if cardholder activity is suspicious. Cardholder should then call issuer bank, authenticate himself to get referral code and perform transactions.                                                                          | <b>YES/NO</b> |
| Tip handling                               | This is mostly used in restaurant merchants to give TIP to restaurant employees.                                                                                                                                                                        | <b>YES/NO</b> |
| End of Day                                 | This is to settle all the transactions performed during the day. Merchant's account will be credited only after this transaction.                                                                                                                       | <b>YES/NO</b> |
| Cancel Button                              | Cancel key is used to cancel any operation and take the terminal back to idle screen display.                                                                                                                                                           | <b>YES/NO</b> |
| Enter Button                               | Enter Key is used to confirm anything on the terminal application.                                                                                                                                                                                      | <b>YES/NO</b> |
| Batch Purge                                | This is to clear the open batch transactions.                                                                                                                                                                                                           | <b>YES/NO</b> |
| Request current batch totals               | This is to give summary of transaction count and amount based on card types, performed in the current batch.                                                                                                                                            | <b>YES/NO</b> |

|                               |                                                                                                                                     |               |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Request previous batch totals | This is to give summary of transaction count and amount based on card types, performed in the last settled batch.                   | <b>YES/NO</b> |
| Security Levels               | What Features can be password protected:<br>Voids<br>Refunds<br>Pre-auth<br>Offline forces<br>Batch Purge<br>Supervisor<br>Engineer | <b>YES/NO</b> |
| Display Transactions          | This is to review transactions on the current batch on terminal display.                                                            | <b>YES/NO</b> |
| Detail Report                 | This is to give detailed information of card number, card type, transaction amount, invoice number, expiry date, and totals.        | <b>YES/NO</b> |
| Summary Report                | This is to give summary of transaction count and amount based on card types, performed in the current batch.                        | <b>YES/NO</b> |
| Search by Number              | This is to search transactions based on invoice number or based on last 4 digits of card number.                                    | <b>YES/NO</b> |
| Search by Amount              | This is to search transactions based on transaction amount.                                                                         | <b>YES/NO</b> |
| Date/Time                     | Synchronized with host?<br>Receipt timestamp printed from authorization response.                                                   | <b>YES/NO</b> |
| Display Terminal ID           | To display terminal ID for verification and confirmation.                                                                           | <b>YES/NO</b> |
| Display Version               | Current Software                                                                                                                    | <b>YES/NO</b> |
| Software Download Modes       | Must have Remote Key Terminal Management System (TMS).<br>See TMS section.                                                          | <b>YES/NO</b> |
| Remote Key Injection          | Must have Remote Key injection facility in (TMS).<br>See TMS section                                                                | <b>YES/NO</b> |
| Multimedia content management | Must have Multimedia content Management facility in TMS                                                                             | <b>YES/NO</b> |
| Geo location tagging          | Must have Geo location tagging facility in TMS                                                                                      | <b>Yes/NO</b> |

|                   |                                                                                                                         |               |
|-------------------|-------------------------------------------------------------------------------------------------------------------------|---------------|
| Remote Helpdesk   | Must have remote helpdesk facility (terminal management /trouble shooting ) in TMS                                      | <b>Yes/NO</b> |
| Multi-Application | Ability to run multiple applications like Payments, loyalty, gift card etc. without affecting other application's data. | <b>YES/NO</b> |

**Device Specifications Evaluation**  
**(Bidders have to provide their response for Sound Box i.e. separately on the following technical specifications)**

**For Pocket Sound Box**

| SR No        | Discp                                         | Particulars                                   | Marks                                          | Max Marks  |
|--------------|-----------------------------------------------|-----------------------------------------------|------------------------------------------------|------------|
| 1            | Processor                                     | CPU                                           | 32 bit - (5)                                   | 10         |
|              |                                               |                                               | Cortex M- (10)                                 |            |
| 2            | Memory                                        | Flash                                         | 4 MB - (8)                                     | 10         |
|              |                                               |                                               | Above 4 MB - (10)                              |            |
|              |                                               | RAM                                           | 4 MB - (8)                                     | 10         |
|              |                                               |                                               | Above 4 MB - (10)                              |            |
| 3            | Connectivity                                  | Connectivity                                  | 4G -(5)                                        | 10         |
|              |                                               |                                               | 4G and WiFi -(10)                              |            |
| 4            | Audio                                         | Audio                                         | 75 db -(8)                                     | 10         |
|              |                                               |                                               | Above 75 db -(10)                              |            |
| 5            | Functional keys ( Volume, Power buttons ,etc) | Functional keys ( Volume, Power buttons ,etc) | Volume and Power -(5)                          | 10         |
|              |                                               |                                               | Volume, Power and repeat -(8)                  |            |
|              |                                               |                                               | Volume , Power, repeat and others -(10)        |            |
| 6            | Battery                                       | Battery                                       | 800 mAh -(2)                                   | 15         |
|              |                                               |                                               | More than 800 mAh and less than 1200 mAh -(10) |            |
|              |                                               |                                               | 1200 mAh or above -(15)                        |            |
| 7            | Weight                                        |                                               | more than 375 g -(3)                           | 5          |
|              |                                               |                                               | less than 375 g -(5)                           |            |
| 8            | LED                                           |                                               | 2 LED indicator -(3)                           | 5          |
|              |                                               |                                               | More than 2 LED indicator -(5)                 |            |
| 9            | BIS<br>1. RoHS<br>2. CE                       |                                               | BIS + None (5)                                 | 10         |
|              |                                               |                                               | BIS + 1 (8)                                    |            |
|              |                                               |                                               | BIS + 2 (10)                                   |            |
| 10           | Product origin                                |                                               | Make in India -(5)                             | 5          |
| <b>Total</b> |                                               |                                               |                                                | <b>100</b> |

**For NFC Sound Box (Tap & Static QR)**

| SR No        | Discp                                         | Particulars                                   | Marks                                                                            | Max Marks  |
|--------------|-----------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------|------------|
| 1            | Processor                                     | CPU                                           | 32 bit ARM- (5)                                                                  | 10         |
|              |                                               |                                               | ARM cortex A5 - (10)                                                             |            |
| 2            | Memory                                        | Flash                                         | 8 MB - (8)                                                                       | 10         |
|              |                                               |                                               | Above 8 MB - (10)                                                                |            |
|              |                                               | RAM                                           | 4 MB - (8)                                                                       | 10         |
|              |                                               |                                               | Above 4 MB - (10)                                                                |            |
| 3            | Connectivity                                  | Connectivity                                  | 4G and WiFi -(10)                                                                | 10         |
| 4            | Audio                                         | Audio                                         | 85 db -(8)                                                                       | 10         |
|              |                                               |                                               | Above 85 db -(10)                                                                |            |
| 5            | Functional keys ( Volume, Power buttons ,etc) | Functional keys ( Volume, Power buttons ,etc) | 1 Power Key, 2 Volume (+/-), 1 Menu Key, Number Key Pad. <b>(8)</b>              | 10         |
|              |                                               |                                               | 1 Power Key, 2 Volume (+/-), 1 Menu Key, Txn Repeat, Number Key Pad. <b>(10)</b> |            |
| 6            | Battery                                       | Battery                                       | 2000 mAh -(8)                                                                    | 15         |
|              |                                               |                                               | More than 2000 mAh and less than 2600 mAh -(10)                                  |            |
|              |                                               |                                               | 2600 mAh or above -(15)                                                          |            |
| 7            | Weight                                        |                                               | more than 375 g -(3)                                                             | 5          |
|              |                                               |                                               | less than 375 g -(5)                                                             |            |
| 8            | LED                                           |                                               | 2 LED indicator -(3)                                                             | 5          |
|              |                                               |                                               | More than LED indicator -(5)                                                     |            |
| 9            | BIS<br>1. RoHS<br>2. CE                       |                                               | BIS + None (5)                                                                   | 10         |
|              |                                               |                                               | BIS + 1 (8)                                                                      |            |
|              |                                               |                                               | BIS + 2 (10)                                                                     |            |
| 10           | Product origin                                |                                               | Make in India -(5)                                                               | 5          |
| <b>Total</b> |                                               |                                               |                                                                                  | <b>100</b> |

**For NFC Sound Box (TAP & Dynamic QR)**

| SR No        | Discp                   | Particulars  | Marks                                                                                                                                                                             | Max Marks  |
|--------------|-------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 1            | Processor               | CPU          | 32 bit ARM- (5)                                                                                                                                                                   | 10         |
|              |                         |              | ARM Cortex A5- (10)                                                                                                                                                               |            |
| 2            | Memory                  | Flash        | 8 MB - (8)                                                                                                                                                                        | 10         |
|              |                         |              | Above 8 MB - (10)                                                                                                                                                                 |            |
|              |                         | RAM          | 4 MB - (8)                                                                                                                                                                        | 10         |
|              |                         |              | Above 4 MB - (10)                                                                                                                                                                 |            |
| 3            | Connectivity            | Connectivity | 4G and WiFi -(10)                                                                                                                                                                 | 10         |
| 4            | Audio                   | Audio        | 85 db -(8)                                                                                                                                                                        | 10         |
|              |                         |              | Above 85 db -(10)                                                                                                                                                                 |            |
| 5            | Display                 | Display      | <b>Merchant and customer facing-</b><br>6 digit Segment LED Display.<br><br><b>Customer facing</b> - 2.4 Inch colour screen supporting dynamic QR display (8)                     | 10         |
|              |                         |              | <b>Merchant and customer facing-</b><br>More than 6 digit Segment LED Display.<br><br><b>Customer Facing-</b> More than 2.4 Inch colour screen supporting dynamic QR display (10) |            |
| 6            | Battery                 | Battery      | 2000 mAh -(8)                                                                                                                                                                     | 15         |
|              |                         |              | More than 2000 mAh and less than 2600 mAh -(10)                                                                                                                                   |            |
|              |                         |              | 2600 mAh or above -(15)                                                                                                                                                           |            |
| 7            | Weight                  |              | more than 375 g -(3)                                                                                                                                                              | 5          |
|              |                         |              | less than 375 g -(5)                                                                                                                                                              |            |
| 8            | LED                     |              | 2 LED indicator -(3)                                                                                                                                                              | 5          |
|              |                         |              | More than LED indicator -(5)                                                                                                                                                      |            |
| 9            | BIS<br>1. RoHS<br>2. CE |              | BIS + None (5)                                                                                                                                                                    | 10         |
|              |                         |              | BIS + 1 (8)                                                                                                                                                                       |            |
|              |                         |              | BIS + 2 (10)                                                                                                                                                                      |            |
| 10           | Product origin          |              | Make in India -(5)                                                                                                                                                                | 5          |
| <b>Total</b> |                         |              |                                                                                                                                                                                   | <b>100</b> |

## For all in one Sound Box (TAP, Dip &amp; Dynamic QR)

| SR No        | Discp                   | Particulars  | Marks                                                                                              | Max Marks  |
|--------------|-------------------------|--------------|----------------------------------------------------------------------------------------------------|------------|
| 1            | Processor               | CPU          | 32 bit ARM- (5)                                                                                    | 10         |
|              |                         |              | Cortex M- (10)                                                                                     |            |
| 2            | Memory                  | Flash        | 8 MB - (8)                                                                                         | 10         |
|              |                         |              | Above 8 MB - (10)                                                                                  |            |
|              |                         | RAM          | 8 MB - (8)                                                                                         | 10         |
|              |                         |              | Above 8 MB - (10)                                                                                  |            |
| 3            | Connectivity            | Connectivity | 4G and WiFi -(10)                                                                                  | 10         |
| 4            | Audio                   | Audio        | 85 db -(8)                                                                                         | 10         |
|              |                         |              | Above 85 db -(10)                                                                                  |            |
| 5            | Display                 | Display      | <b>Merchant and customer facing-</b><br>6 digit Segment LED Display.                               | 10         |
|              |                         |              | <b>Customer facing</b> - 2.4 Inch colour screen supporting dynamic QR display <b>(8)</b>           |            |
|              |                         |              | <b>Merchant facing-</b> More than 6 digit Segment LED Display.                                     |            |
|              |                         |              | <b>Customer Facing-</b> More than 2.4 Inch colour screen supporting dynamic QR display <b>(10)</b> |            |
| 6            | Battery                 | Battery      | 2000 mAh -(8)                                                                                      | 15         |
|              |                         |              | More than 2000 mAh and less than 2600 mAh -(10)                                                    |            |
|              |                         |              | 2600 mAh or above -(15)                                                                            |            |
| 7            | Weight                  |              | more than 375 g -(3)                                                                               | 5          |
|              |                         |              | less than 375 g -(5)                                                                               |            |
| 8            | LED                     |              | 2 LED indicator -(3)                                                                               | 5          |
|              |                         |              | More than LED indicator -(5)                                                                       |            |
| 9            | BIS<br>1. RoHS<br>2. CE |              | BIS + None (5)                                                                                     | 10         |
|              |                         |              | BIS + 1 (8)                                                                                        |            |
|              |                         |              | BIS + 2 (10)                                                                                       |            |
| 10           | Product origin          |              | Make in India -(5)                                                                                 | 5          |
| <b>Total</b> |                         |              |                                                                                                    | <b>100</b> |

**Functional Specifications**  
**(Bidders have to provide their response on the following functional parameters)**

| SR No        | Particulars                   | Marks                                            | Max Marks |
|--------------|-------------------------------|--------------------------------------------------|-----------|
| 1            | Language                      | Minimum 2 Indian language (Hindi & English) -(5) | 10        |
|              |                               | Three to Five Indian languages -(8)              |           |
|              |                               | More than 5 Indian languages -(10)               |           |
| 2            | Remote updates APP & Firmware | APP updates only -(8)                            | 10        |
|              |                               | Firmware & APP updates -(10)                     |           |
| 3            | MQTT , TCP, HTTP              | MQTT -(5)                                        | 10        |
|              |                               | MQTT,TCP -(8)                                    |           |
|              |                               | MQTT , TCP ,HTTP -(10)                           |           |
| 4            | Secure Connectivity           | SSL/TLS support -(10)                            | 10        |
| 5            | Cloud interface               | Support -(10)                                    | 10        |
| <b>Total</b> |                               |                                                  | <b>50</b> |

**Evaluation Methodology**

After evaluating the response of Bidders to the mandatory conditions of this RFP, fulfilment of eligibility criteria and other conditions described in this document, there will be a two stage evaluation process i.e. A. Technical Evaluation and B. Commercial Evaluation. Technical evaluation and evaluation of eligibility criteria will be done only to shortlist the Bidders for commercial evaluation. Final weightage of Technical and Commercial Parameters will be 0:100 respectively.

**4A: Technical Specification Evaluation Parameters and Weightings:**

*Technical parameters have been divided into two parts i.e. (i) Technical Specifications, and (ii) Functional Capabilities, which would contain weightage of 60:40 respectively. The Bidders are required to score minimum 60% marks in each sub-parameter and minimum combined score of 70% in technical evaluation to be eligible for commercial bidding.*

#### **4B . Commercial Evaluation Parameters & weightages**

I. The commercial evaluation will be conducted separately. The evaluation process will be undertaken through Reverse Auction method explained elsewhere in the RFP. The single commercial evaluation parameters would be the lowest price (**as per Price Breakup Schedule**) for device quoted by the bidder during Reverse Auction. Such price shall be exclusive of applicable taxes like VAT, Service tax, local taxes, if any. Prices should be quoted inclusive of import duties and excise, if any.

III. It may be noted that commercial evaluation of device shall be conducted as per the procedure explained in the RFP document on the basis of lowest price quoted by the bidders in Indian National Rupee (INR) for supply at any destination in India.

IV. The bidder quoting lowest price (L-1) in reverse auction shall emerge as preferred supplier. It may be noted that SBI Payments would prefer to obtain supplies from the L-1 Bidder. However, it may, at its sole discretion, procure supplies from other Bidders who match the price & terms due to the reasons mentioned elsewhere in this RFP, it that is considered desirable. SBI Payments' decision in this regard will be final and binding upon the bidders.

#### **4C. Others:**

1. An agreement shall be executed between SBI Payments and selected Bidder(s) containing detailed terms and conditions which will be valid for a period of 36 months from the date of execution. However, the rate of device will be applicable for 12 months from the date of SLA execution.

2. The orders for supply of devices will be placed in stages as per the SBI Payments requirement subject to the clause mentioned in para B (3) herein above.

3. Bidders should state how they propose to manage the relationship with SBI Payments and include details of proposed key account management structure. Background and resume information of key staff should be outlined together with

reporting lines of staff in India, escalation points within the Bidder's Indian business and how these fit to the Bidder's global business if applicable.

4. Structure charts should also be provided and details included regarding on-going account management and governance, the form and frequency of relationship reviews and Service Level Agreement (SLA) information for questions and escalations raised by SBI Payments in a business as usual environment.

Annexure-C

Bill of Material and Compliances

| Sr.No. | Particulars of Equipment required       | Details of equipment to be supplied | Compliance (Y / N) |
|--------|-----------------------------------------|-------------------------------------|--------------------|
| 1      | Supply of Pocket sound Box              |                                     |                    |
| 2.     | Supply of NFC Sound Box with static QR  |                                     |                    |
| 3.     | Supply of NFC Sound Box with Dynamic QR |                                     |                    |
| 4      | All in one Sound Box                    |                                     |                    |

We confirm that we comply with all the specifications mentioned above & the terms & conditions mentioned in the RFP Document are acceptable to us.

Dated this ..... day of ..... 20

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Annexure-D

**Bidder Details**

Details of the Bidder

| S. No. | Particulars                                                                                                                                                            | Details |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Name                                                                                                                                                                   |         |
| 2.     | Date of Incorporation and / or commencement of business                                                                                                                |         |
| 3.     | Certificate of incorporation                                                                                                                                           |         |
| 4.     | Brief description of the Bidder including details of its main line of business                                                                                         |         |
| 5.     | Company website URL                                                                                                                                                    |         |
| 6.     | Particulars of the Authorized Signatory of the Bidder<br>a. Name<br>b. Designation<br>c. Address<br>d. Phone Number (Landline)<br>e. Mobile Number<br>f. Email Address |         |
|        |                                                                                                                                                                        |         |

Signature and Seal of Company

**Scope of Work**

**Scope of Requirements**

SBI Payments, as part of its range of PoS offerings, offers merchants the option to accept payments via QR Codes through both Bharat QR and BHIM UPI platforms. To facilitate ease of transaction confirmation, SBI payments seeks to provide merchants soundboxes, to announce transaction success and amount.

SBI Payments intends to select a vendor(s) to supply, integrate, operationalize and service the hardware and software for soundboxes at Bharat QR and BHIM UPI Merchant locations.

The technical scope of work is to provide hardware and solution which will be integrated with SBI/SBI Payments' ecosystem for receiving voice notification on the speaker at merchant location

The requirement is for approx. various kinds of Soundbox quantity which may be procured within 12 months . The requirement of Soundbox may increase/decrease based on the demand and the bidder's performance. However, SBI Payments does not commit for any quantity to be ordered and will order as per the requirement.

Sound box will be provided with its application which will be able to deliver Transaction notification, any other message and promotional messages. Any language file/promotional messages can be downloaded in maximum 5 minutes.

The Bidder have to develop an APP as part of technical scope of work. They will have to share API & SDK with SBI Payments/SBI or its TSP(s) and Payment Facilitator(s).

**Tentative Requirement**

| Type of Device                                | Indicative Number |
|-----------------------------------------------|-------------------|
| Pocket Sound Box                              | 5,000             |
| NFC Sound Box with display (TAP & Static QR)  | 50,000            |
| NFC Sound Box with display (TAP & Dynamic QR) | 50,000            |
| All in one Sound Box (TAP,DIP & Dynamic QR)   | 10,000            |

IT MAY ALSO BE NOTED THAT SBI PAYMENTS WILL NOT BE ABLE TO ADVISE SCHEDULE OF REQUIREMENTS AND WOULD PROCURE SUPPLIES AS PER ITS' ACTUAL REQUIREMENT OVER A PERIOD OF 12 MONTHS DEPENDING UPON ITS REQUIREMENT.

Although, SBI Payments is confident about achieving the aforesaid numbers, the actual position would depend upon the situation obtaining at the material time including the Government Directives, statutory regulations, market conditions etc., and SBI Payments does not assume any responsibility for short procurement/nil procurement/ variation/cancellation of orders whatsoever, in this regard. The roll out is envisaged PAN-India simultaneously and covers all types of Merchant Locations.

Apart from capacity to supply the required number of devices, vendor should have capability to develop applications (software) and push it from remote locations. Vendor should have sufficient number of service centres PAN India to take care of repairs of the devices as and when required.

**B. The facilitation process to respond to RFP**

1. The Bidders are required to submit detailed response to the RFP delineating their capabilities to supply the required devices. A Pre-bid meeting will be arranged by SBI Payments as per the schedule of activities provided at the end of this Section in order to provide clarifications to queries received from the bidders should that be considered relevant. The queries may be sent to SBI Payments through email at the email addresses of the officials provided elsewhere in this section. However, SBI Payments, at its sole discretion, reserves the right whether to respond or not to all / some of the queries received from the prospective Bidders or provide written clarifications. SBI Payments will endeavour to respond to the queries of prospective Bidders received by the prescribed date from the eligible and prospective Bidders. SBI Payments will provide the response to those queries considered relevant to all entities who have been issued the RFP to ensure transparency in this regard. No oral response to a clarification request shall be construed as amending this RFP document. Nothing in this section shall be taken or read as compelling or requiring SBI Payments to respond to any questions or to

provide any clarifications. No extension of any deadline will be granted on the basis or grounds that SBI Payments has not responded to any question or provided any clarification. SBI Payments, at its sole discretion, may issue addendum to the RFP, if considered desirable.

2. The Bidders are required to submit their detailed response to each of the qualification parameters seriatim listed elsewhere in this document. The documentary proof in support of all claims of performance, certification, standards, financials, references made in the responses may be enclosed failing which, the SBI Payments may not take cognizance of such qualification or even reject the response at its sole discretion. For any assertion made in response to the RFP, SBI Payments reserves the right to seek additional documentary proof, as deemed necessary. Non submission of required proof/ documentary evidence within the time limit prescribed by SBI Payments shall render the response void and it would be treated as withdrawn.

3. No further communication as regard to the venue and time for opening of responses except in case of change thereof will be provided. SBI Payments will notify the revised dates on its website in case any modification is made prior to the last date of submission of response or communicate to the contact person of each responding entities through email if a decision about the change of date is taken.

4. Should the Bidders desire to seek any clarification or any other information in this regard, they may do so by written communication/ email to the following officials:

**Vice President (Vendor Management & Operations)**

SBI Payment Services Pvt. Ltd.,  
23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg,  
Opp. Peninsula Business Park,  
Lower Parel, Mumbai 400013

**Terminal Management**

The Bidder must be able to adhere a comprehensive Terminal Management System (TMS) compatible to the switches used by SBI Payments' Technology Service Providers (TSPs)/Partners, which will facilitate capability to deploy and

remote manage all aspects of the terminal lifecycle cost effectively. The Terminal Management system must provide for mass maintenance/scheduling, based on various criteria, location, and type of business etc. The Bidder should note that the SBI Payments, wishes to undertake terminal management activities directly or through its Technology Service Providers/Partners, and does not require the supplier to manage any aspects of this, other than in providing licences and any related POS Terminal infrastructure to run the TMS.

The Terminal Management System must be able to provide:

1. A central (Remote) download capability for all features/applications that are in the terminal.
2. Parameter management and Remote update
3. Heartbeat functionality of device
4. Proactive alerting of device
5. Status of Battery and Network
6. Remote Key Injection (RKI)
7. Multimedia Content Management
8. Geo- location tagging of terminals
9. Remote helpdesk (Terminal Management and trouble shooting)

The Bidder should provide the TMS system with above mentioned features with unlimited licence at no extra cost up to 3 years.

Specific costs regarding the original set-up and ad-hoc downloads of new software to the terminal base must be included in the response to the RFP (if any).

Annexure-F

**INDICATIVE PRICE PROPOSAL/INDICATIVE COMMERCIAL BID**

**(Total Equipment Cost with 02 years Warranty with repair charges)**

**Vice President (Vendor Management & Operations)**

SBI Payment Services Pvt. Ltd.,  
23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg,  
Opp. Peninsula Business Park,  
Lower Parel, Mumbai 400013  
Dear Sir,

**Ref: RFP No. SBI Payments/VM/2024-25/ dated:**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Indicative Price Bid of

1. Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)
2. Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)
3. Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)
4. Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)

*(Total Proposal amount in words and figures)* for supply, of the equipment's in conformity with the said Bidding documents

| Sl. No. | Type of Device                                                                                                                                                 | Model | Unit | Unit Price<br>(in INR)** |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|--------------------------|
| 1       | Pocket Sound box (With 4G SIM & Wi-fi)                                                                                                                         |       | 1    |                          |
| 2       | NFC Sound box with TAP & Static QR ( 4G SIM & Wi-fi ) – Merchant and Customer Facing display for Txn Amount.                                                   |       | 1    |                          |
| 3       | NFC Sound box with TAP & Dynamic QR (4G SIM & Wi-fi) – Merchant Facing and Customer facing screen For Txn Amount as well as QR display customer facing screen. |       | 1    |                          |

**RFP for Procurement of 1.15 Lac  
Sound Boxes**



|   |                                                          |  |   |  |
|---|----------------------------------------------------------|--|---|--|
| 4 | All in one Sound Bx (TAP, DIP & Dynamic QR) (4G & Wi-Fi) |  | 1 |  |
|---|----------------------------------------------------------|--|---|--|

(\*\* including cost of device, QR Panel, application software, TMS, but excluding taxes)

Price discovery shall be made on the basis of the unit price (excluding tax).

\*\*\*Reverse auction shall be conducted on the basis of cost equipment per unit (i.e unit price).

\*\*\*\*The bidder should ensure that they should bid for device which are new, unused and of the most recent model.

Dated this ..... day of ..... 20

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(In the capacity of)

Duly authorised to sign Bid for and on behalf of

**Undertaking of Authenticity**

To:

(Name and address of Procuring Office)

**Sub: Undertaking of Authenticity for Hardware & Software Supplies**

**Ref: RFP No. SBI Payments/VM/2024-25/07 dated: 10.10.2024**

With reference to the equipment being quoted to you vide our Quotation No: \_\_\_\_\_ dated \_\_\_\_\_, we hereby confirm that all the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used. We also undertake to produce certificate from the Original Equipment Manufacturers (if required by you) in support of the above statement at the time of delivery / installation

2. We also confirm that in respect of licensed operating systems and other software utilities to be supplied, the same will be procured from authorized sources and supplied with Authorized License Certificate (i.e. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System)

3. In case of default and SBI Payments finds that the above conditions are not complied with, we agree to take back the equipment supplied and return the money paid by you, in full within seven days of intimation of the same by SBI Payments, without demur or any reference to a third party and without prejudice to any remedies SBI Payments may deem fit.

4. In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware / Software already billed, we agree to take back the equipments without demur, if already supplied and return the money if any paid to us by you in this regard.

5. We also take full responsibility of both parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this ..... day of ..... 20

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(In the capacity of)

Duly authorised to sign Bid for and on behalf of  
\_\_\_\_\_

ANNEXURE- H

**MANUFACTURERS' AUTHORIZATION FORM**

No.

Date:

To:

Dear Sir:

**Ref: SBI Payments/VM/2024-25/07 dated 10.10.2024**

We, who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at (*address of factory / facility*) do hereby authorise M/s \_\_\_\_\_ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

2. We hereby extend our full warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

3. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Vendor:

(a) Such Products as SBI Payments may opt to purchase from the Vendor, provided, that this option shall not relieve the Vendor of any warranty obligations under the Contract; and

(b) in the event of termination of production of such Products:

(i) advance notification to SBI Payments of the pending termination, in sufficient time to permit SBI Payments/Bank to procure needed requirements; and

(ii) following such termination, furnishing at no cost to SBI Payments, operations manuals, standards, and specifications of the Products, if requested.

4. We duly authorise the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name of Manufacturer / Producer)

*Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.*

**ANNEXURE-I**

**FORMAT FOR EMD BANK GUARANTEE**

To:

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Dear Sir,

**EMD BANK GUARANTEE FOR  
SUPPLY, TESTING & COMMISSIONING  
OF Sound Box, SOFTWARE & PERIPHERALS  
AS ARE SET OUT IN SBI Payments RFP NO.  
SBI Payments/VM/2024-24/07 dated 10.10.2024.**

WHEREAS SBI Payment Services Pvt. Limited ( SBI Payments), having its Registered Office at 23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg, Opp. Peninsula Business Park, Lower Parel, Mumbai 400013, has invited Request for Proposal for supply, and maintenance of Sound Box to SBI Payment Services Pvt. Limited and such services as are set out in SBI Payments , Request for Proposal dated \_\_\_\_\_

2. It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_ /-(Rupees \_\_\_\_\_ Only) as Earnest Money Deposit.

3. M/s. \_\_\_\_\_, (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish guarantee in respect of the said sum of Rs. \_\_\_\_\_ /-(Rupees \_\_\_\_\_ Only)

4. NOW THIS GUARANTEE WITNESSETH THAT  
We \_\_\_\_\_ (Bank) do hereby agree with and undertake to the SBI Payment Services Pvt. Limited , their Successors, assigns that in the event of SBI Payments coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by SBI Payments, pay without demur to SBI Payments, a sum of Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ Only) that may be demanded by SBI Payments. Our guarantee shall be treated as

equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only).

5. We also agree to undertake to and confirm that the sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from SBI Payments on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from SBI Payments shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by SBI Payments within 24 hours from the date of receipt of the notice as aforesaid. We confirm that our obligation to SBI Payments under this guarantee shall be independent of the agreement or agreements or other understandings between SBI Payments and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of SBI Payments.

6. We hereby further agree that –

- a) Any forbearance or commission on the part of SBI Payments in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by SBI Payments to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment to us of the sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only)
- b) Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto 180 days provided that if so desired by SBI Payments, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided herein upto 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in

writing by SBI Payments alone is the conclusive proof, whichever date is later.

- f) Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of SBI Payments against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Notwithstanding anything contained hereinabove:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../-  
(Rupees .....only)
- (b) This Bank Guarantee shall be valid upto .....
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before .....

Yours faithfully,

For and on behalf of

\_\_\_\_\_  
Authorized official.

(Note: This guarantee will require stamp duty as applicable in the State where it is executed and shall be signed by the official(s) whose signature and authority shall be verified)

**PERFORMANCE BANK GUARANTEE FORMAT**  
***(TO BE STAMPED AS AN AGREEMENT)***

**THIS PERFORMANCE BANK GUARANTEE AGREEMENT** executed at .....this.....day of ..... 20 by ..... (Name of the Bank)..... having its Registered Office at .....and its Branch at .....(hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF“ SBI Payment Services Pvt Ltd” (SBI Payments)** is a subsidiary of State Bank of India established with the objective of carrying out Merchant Acquiring Business activities having its office at 23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg,Opp. Peninsula Business Park, Lower Parel, Mumbai 400013 (**procuring office address**), hereinafter referred to as "SBI Payments"" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s \_\_\_\_\_, incorporated under \_\_\_\_\_ Act having its registered office at \_\_\_\_\_ and principal place of business at \_\_\_\_\_ (hereinafter referred to as "**Service Provider/ Vendor**" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to supply of hardware/software and/ or services(hereinafter referred to as "**Services**") to SBI PAYMENTS in accordance with the Request for Proposal (RFP) No. : **SBI Payments/VM/2024-25/07 dated 10.10.2024**

WHEREAS, SBI payments has agreed to avail the Services from the Service Provider for a period of \_\_\_\_\_ year(s).

WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated....., Service Provider is required to furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) for due performance of the obligations of the Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) to SBI Payments, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

WHEREAS, the Bank Guarantee is required to be valid for a total period of \_\_\_\_\_ months and in the event of failure, on the part of Service Provider, to fulfill any of

its commitments / obligations under the RFP/Agreement, SBI Payments shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

**NOW THIS GUARANTEE WITNESSETH THAT**

1. In consideration of SBI Payments having agreed to entrust the Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI payments, without protest or demur or without reference to Service Provider and not withstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI payments, pay SBI Payments forthwith the sums so demanded by SBI Payments in each of the demands, subject to a cumulative maximum amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).
2. Any notice / communication / demand from SBI payments to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to SBI Payments, under this guarantee shall be independent of the agreement or other understandings, whatsoever, between SBI Payments and the Service Provider. 4. This guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of SBI Payments.

**WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-**

- (i) Any neglect or forbearance on the part of SBI Payments to Service Provider or any indulgence of any kind shown by SBI Payments to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge SBI Payments from its liabilities under this Guarantee.

- (ii) This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI Payments at its discretion.
- (iii) This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
- (iv) The guarantee shall not be affected by any change in the constitution of SBI Payments or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
- (v) This guarantee shall be a continuing guarantee during its validity period and SBI Payments can make its claim in one or more events within the total liability of the Guarantor mentioned herein.
- (vi) This Guarantee shall remain in full force and effect for a period of \_\_\_ years from the date of the issuance i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
- (vii) This guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein above:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupees .....only)
- (b) This Bank Guarantee shall be valid upto.....
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI payments serve upon us a written claim or demand on or before .....

Yours faithfully,

For and on behalf of Bank.

\_\_\_\_\_  
Authorised official

ANNEXURE-K

**PROFORMA OF CERTIFICATE TO BE ISSUED BY SBI PAYMENTS AFTER  
SUCCESSFUL COMMISSIONING AND ACCEPTANCE OF THE HARDWARE /  
SOFTWARE / SERVICES**

Date:

M/s.-----  
-----

Sub: Certificate of commissioning of Solution

1. This is to certify that the products / equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

a) Bid No. \_\_\_\_\_ dated \_\_\_\_\_

b) Description of the Solution \_\_\_\_\_

c) Quantity \_\_\_\_\_

d) Date of commissioning \_\_\_\_\_

e) Date of acceptance test \_\_\_\_\_

2. Details of products not yet supplied and recoveries to be made on that account:

| <u>S.No.</u> | <u>Description</u> | <u>Amount to be recovered</u> |
|--------------|--------------------|-------------------------------|
|--------------|--------------------|-------------------------------|

3. The acceptance test has been done to our entire satisfaction and Staff have been trained to operate the Product.

4. The Vendor has fulfilled his contractual obligations satisfactorily\*

or

The Vendor has failed to fulfill his contractual obligations with regard to the following:

- (a)
  - (b)
  - (c)
5. The amount of recovery on account of non-supply of Products is given under Para No. 2.
6. The amount of recovery on account of failure of the Vendor to meet his contractual obligations is as indicated in endorsement of the letter.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation with stamp \_\_\_\_\_

\_\_\_\_\_

\* Explanatory notes for filling up the certificates:

- (a) The Vendor has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.
- (b) The Vendor has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.
- (c) Training of personnel has been done by the Vendor as specified in the contract.
- (d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Vendor, the extent of delay should always be mentioned.

**ANNEXURE-L**

**Penalties & SLA terms**

1. *Delivery of all equipment should be within 2 weeks from date of placing of order. In the event of the any or all equipment(s) not being delivered, within a period of 2 weeks from date of Purchase Order, a penalty of one (1) percent of the total cost of equipments for each week or part thereof of the delay, subject to maximum amount of ten (10) percent of the total cost of equipments will be charged to vendor. In case of the delivery of first lot of device a delivery period of 4 weeks from the date of placing of order shall be permitted. The Penalty as applicable in such case shall be applicable after 4 weeks, if delivery is not made. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.*
2. Warranty for Hardware Components: Offsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 24 months from the date of delivery.
3. Warranty for the System Software/off-the-shelf Software will be provided to SBI Payments as per the general conditions of sale of such software.
4. The Vendor shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
5. Offsite comprehensive warranty: The warranty would be off-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of three years from the date of acceptance of the hardware and software. The vendor will provide support for Operating Systems and other preinstalled software components during the warranty period of the hardware on which

these software & operating system will be installed. The Vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.

6. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
- a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
  - b) The VENDOR shall ensure that faults and failures intimated by SBI Payments/Bank are set right within 7 (Seven) days of receiving the device at their repair centre. The maximum TAT (turnaround time) from the date of receipt of device at the repair centre to delivery of device at TSPs location will be 12 days. In the event of the equipment not being repaired or a workable solution not provided during warranty period, a penalty of one (1) percent of the purchase price for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the purchase price will be charged to vendor. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.
  - c) Any penalty due during the Warranty/AMC period will be adjusted against the outstanding bill amounts or performance guarantee given by the Vendor.
  - d) The VENDOR shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.
  - e) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to SBI Payments
  - f) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
  - g) The VENDOR shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment

or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.

- h) SBI Payments shall not pay service charge if the device is to be repaired within a period of 90 days from the date of last repairs. Such cost shall have to be borne by the vendor.
  - i) The vendor shall have to provide history of repair of a particular device while submitting invoice regarding repair charges.
  - j) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to SBI Payments
  - k) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
  - l) The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.
7. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR and the parts replacing the withdrawn parts shall become the property of SBI Payments.
8. The VENDOR's maintenance personnel shall, be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.
9. SBI Payments/ Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement.
11. NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
12. If, in any month, the VENDOR does not fulfill the provisions of clauses (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by SBI Payment

Services Pvt. Limited without prejudice to the right of SBI Payments to terminate the contract. In such event the VENDOR was credited without deducting the proportionate maintenance charges for that month, SBI Payments can deduct the same from future payments payable or the VENDOR shall refund the amount forthwith to Bank on demand by SBI Payments.

13. On account of any negligence, commission or omission by the engineers of the Vendor and if any loss or damage caused to the Equipment, the Vendor shall indemnify/pay/reimburse the loss suffered by SBI Payments

14. **Future additions of Hardware / Software:**

14.1 SBI Payments/ Bank would have the right to:

- a) Shift supplied systems to an alternative site of its choice.
- b) Disconnect / connect / substitute peripherals or devices or any equipment / software acquired from another vendor.
- c) Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from the vendor, or another vendor, or developed in-house.

provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase the Vendor cost of performing repair and maintenance service.

14.2 The warranty terms would not be considered as violated if any of (a), (b) or (c) above takes place. Should there be a fault in the operations of the system, the vendor, would not unreasonably assume that the causes lie with those components / software not acquired from them.

15. In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, SBI Payments at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, SBI Payments shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing

Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by SBI Payments, at no extra cost to SBI Payments, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of **as provided in Part-II, (Schedule of Events, SI No 20)** on demand to SBI Payments, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period.

**ANNEXURE-M**

**Service Level Agreement**

**Service Level Agreement will be as per Industry standard and will be executed with selected vendor(s)**

**ANNEXURE-N**

**NON-DISCLOSURE AGREEMENT**

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the "Agreement") is made at Mumbai between:

\_\_\_\_\_ constituted under the \_\_\_\_\_ Act,  
\_\_\_\_\_ having its Corporate Centre at \_\_\_\_\_  
\_\_\_\_\_ (hereinafter referred to as " SBI  
Payments " which expression includes its successors and assigns) of the ONE  
PART;

And

\_\_\_\_\_ (hereinafter referred to as  
" \_\_\_\_\_ " which expression shall unless repugnant to the subject or context  
thereof, shall mean and include its successors and permitted assigns) of the  
OTHER PART;

And Whereas

1. \_\_\_\_\_ is carrying on business of  
providing \_\_\_\_\_, has agreed to  
\_\_\_\_\_ for SBI Payments and other related tasks.

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

**NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER**

1. **Confidential Information and Confidential Materials:**

(a) "Confidential Information" means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. "Confidential Information" includes, without limitation, information relating to installed or purchased  
\_\_\_\_\_

Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party's network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party's business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement

- (b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.
- (c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

## 2. **Restrictions**

- (a) Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's own employees and other persons and then only to those employees and persons who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Service Provider shall appoint any Sub-Contractor then the Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving SBI Payments an undertaking in similar terms to the provisions of this clause.
- (b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- (1) the statutory auditors of SBI Payments and
- (2) regulatory authorities regulating the affairs of SBI Payments and inspectors and supervisory bodies thereof
- (c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement
- (d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.
- (e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

**3. Rights and Remedies**

- (a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- (b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.
  - a. Suspension of access privileges
  - b. Change of personnel assigned to the job
  - c. Financial liability for actual, consequential or incidental damages
  - d. Termination of contract
- (d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. **Miscellaneous**

- (a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.
- (b) Any document provided under this Agreement is provided with RESTRICTED RIGHTS.
- (c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- (d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.
- (e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.
- (f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.

- (g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- (h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- (i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

**5. Suggestions and Feedback**

- (a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024 at \_\_\_\_\_  
(month) (place)

For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |

For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |

ANNEXURE-O

**Pre-Bid Query Format**  
(To be provided strictly in Excel format)

| Vendor Name | Sl. No | RFP Page No | RFP Clause No. | Existing Clause | Query/Suggestions |
|-------------|--------|-------------|----------------|-----------------|-------------------|
|             |        |             |                |                 |                   |
|             |        |             |                |                 |                   |
|             |        |             |                |                 |                   |
|             |        |             |                |                 |                   |

ANNEXURE-P

**PRE CONTRACT INTEGRITY PACT**  
**(TO BE STAMPED AS AN AGREEMENT)**

**General**

This pre-Bid pre-contract Agreement (hereinafter called the Integrity Pact) is made

on \_\_\_\_\_ day of the month of \_\_\_\_\_ 20 , between, on the one hand, the SBI Payment Services Private Ltd, a subsidiary company of State Bank of India a body corporate incorporated under the State Bank of India Act, 1955 having its Registered Office at 23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg, Opp. Peninsula Business Park, Lower Parel, Mumbai \_\_\_\_\_ 400013-----,-----,

(hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part and M/s \_\_\_\_\_ represented by

Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/Seller which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER SBI Payments is a subsidiary of State Bank of India performing Merchant Acquiring functions for State Bank of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the

currency of the contract to be entered into with a view to :

- Enabling the BUYER to obtain the desired service / product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

**Commitments of the BUYER**

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, Bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an

enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

**2. Commitments of BIDDERS**

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with State Bank of India for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with State Bank of India.
- 2.4 Wherever applicable, the BIDDER shall disclose the name and address of agents and representatives permitted by the Bid documents and Indian BIDDERS shall disclose their foreign principals or associates, if any.
- 2.5 The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this Bid/contract.
- 2.6 The BIDDER further confirms and declares to the BUYER that the

BIDDER is the original vendors or service providers in respect of product / service covered in the Bid documents and the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 2.7 The BIDDER, at the earliest available opportunity, i.e. either while presenting the Bid or during pre-contract negotiations and in any case before opening the financial Bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.8 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.
- 2.9 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.10 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.11 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.12 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the

officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial Interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

2.14 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

### **3. Previous Transgression**

3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise / Public Sector Banks in India or any Government Department in India or RBI that could justify BIDDER's exclusion from the tender process.

3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **4. Earnest Money (Security Deposit)**

4.1 While submitting commercial Bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the mode mentioned in the RFP / Bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of SBI payment Services Pvt Ltd from a nationalized Bank. However payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents / RFP should be from any nationalized Bank and promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for making such payment to the BUYER.

4.2 Unless otherwise stipulated in the Bid document / RFP, the Earnest

Money/Security Deposit shall be valid upto a period of Two years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

#### **5.Sanctions for Violations**

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- (i) To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the BUYER desires to drop the entire process.
  - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
  - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any

outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding could also be utilized to recover the aforesaid sum and interest.

- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the BUYER or any of its Subsidiaries for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- (x) Intimate to the CVC, IBA, RBI, as the BUYER deemed fit the details of such events for appropriate action by such authorities.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER.

## **6 Fall Clause**

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## **7. Facilitation of Investigation**

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

## **7. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

## **8. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## **9. Validity**

10.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 3 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including

warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful Bidder by the BUYER.

10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact at \_\_\_ on \_\_\_\_\_

For BUYER

For BIDDER

Name of the Officer.

Chief Executive Officer

Designation

SBI Payment Services Pvt. Ltd..

Witness

Witness

1

1.

2

2.

\* Provisions of these clauses would need to be amended/ deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

**Note: This agreement will require stamp duty as applicable in the State where it is executed.**

**Certificate of Local Content**

Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.

Date:

To

Vice President (Vendor Management & Operations),  
SBI Payment Services private Limited,  
23rd Floor, Urmi Estate, 95 Ganpatrao Kadam Marg,  
Opp. Peninsula Business Park,  
Lower Parel, Mumbai 400013,

Dear Sir,

**Ref. : RFP No. : SBI Payments/VM/2024-25/07 dated 10.10.2024**

This is to certify that proposed \_\_\_\_\_ model of \_\_\_\_\_  
make Device with native application is having the local content of \_\_\_\_\_  
%as defined in para 17.7 of Appendix I of RFP No.  
and amendment thereto.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II)dated May 28, 2018.

**Signature of Statutory Auditor/**

**Cost Auditor**

Registration Number:

Seal

**Counter-signed :**

**Bidder**

**OEM**