



**REQUEST FOR PROPOSAL FOR
EMPANELMENT OF VENDORS FOR SUPPLY OF
SOUND BOX DEVICES (QR)**

**CORRIGENDUM #1
DATED. 09.10.2025**

REF: SBI PAYMENTS/VM/2025-26/13

**SBI PAYMENT SERVICES PRIVATE LTD
23rd Floor, Urmi Estate, 95 Ganpatrao Marg
Lower Parel, Mumbai - 400013**

Following are the changes / clarification in the RFP terms. All the bidders are requested to refer to the "Addendum / Revised Terms" column as below:

SI No.	RFP Page No	RFP Clause No	Existing Clause in RFP			Corrigendum/Addendum / Revised Terms		
1.	34	43.4	Terminal Management System support shall continue to be provided up to end of empanelment period (extended period if any) or end of supplied product warranty period whichever later.			Terminal Management System support shall continue to be provided up to 30 months from the date of installation of individual devices.		
2.	61	Annexure B3	Product Line 1: Sound Box, Static QR			Product Line 1: Sound Box, Static QR		
			Sr. No	Particulars	Description	Sr. No	Particulars	Description
			9	Functional keys	1 Power Key, 2 Volume (+/-), 1 Menu Key, Number Key Pad, Repeat last transaction	9	Functional keys	1 Power Key, 2 Volume (+/-), 1 Menu Key, Repeat last transaction
3.	62	Annexure B3	Product Line 2: Sound Box Static QR with NFC			Product Line 2: Sound Box Static QR with NFC		
			Sr. No	Particulars	Description	Sr. No	Particulars	Description
			28	Display	Not Applicable	28	Display	Merchant facing screen for display of transaction amount.
4.	101	Annexure M 4.2.11	Warranty for Sound Box devices (QR) : Vendor / Service Provider shall ensure that a comprehensive warranty shall be provided for the complete Sound Box devices (QR) including TMS support services as and when necessary, will be 24 months from the date of activation and first successful transaction.			Vendor / Service Provider shall ensure that a comprehensive warranty shall be provided for the complete Sound Box devices (QR) (24 months) including TMS support services (30 Months) from the date of activation and first successful transaction.		

Please read the aforesaid corrigendum cum addendum along with the issued RFP document. All other terms and conditions which are not covered in this corrigendum cum addendum, will be as per the original RFP Empanelment of vendors for Supply of Sound Box devices (QR) # SBI PAYMENTS/VM/2025-26/13 dated 29 September 2025.



**REQUEST FOR PROPOSAL FOR
EMPANELMENT OF VENDORS FOR SUPPLY OF
SOUND BOX DEVICES (QR)**

**RESPONSE TO PRE BID QUERIES
DATED. 09.10.2025**

REF: SBI PAYMENTS/VM/2025-26/13

**SBI PAYMENT SERVICES PRIVATE LTD
23rd Floor, Urmi Estate, 95 Ganpatrao Marg
Lower Parel, Mumbai - 400013**

Sr. No.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	SBI Payments Response
1.	13	11.1.ix	A copy of board resolution and power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.	Is it sufficient to provide only the board resolution if there is a single authorized person? Or are both the board resolution and the power of attorney mandatory in this case?	Board Resolution shall be provided.
2.	55	Annexure B Point 4	The bidder should have supplied & supported: Minimum 3,00,000 Sound Box Device (QR) to Scheduled Commercial Bank / Financial Institution /Fintech/ Govt. Org / PSUs in India in last 3 financial year (FY 2022-23,2023-24,2024-25) out of which at least 50,000 Sound Box Device in the last 1 year from the RFP Date.	We seek clarification on whether the evidence (e.g., purchase orders, agreements, or supporting documents) must be from a single client/order, or if cumulative orders from multiple clients will be accepted to meet the requirement.	Cumulative of multiple clients are also acceptable.
3.	56	Annexure B Point 7	The bidder should be the Original Equipment Manufacturer (OEM) of the offered Soundboxes having its registered office in India.	We kindly request the Bank to consider allowing authorized representatives of the OEM to participate in this RFP, with appropriate authorization documents such as OEM authorization letter.	Only OEMs are allowed to participate in this bid.

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4.	81	Annexure F	Above prices includes Cost of device, QR Panel, application software and TMS.	Could you kindly confirm if the mentioned pricing, which includes the device, QR panel, application software, and TMS, also covers the costs for TMS implementation, as well as manpower costs for new requests and change requests? Alternatively, will these be addressed in a separate cost table or on the same table?	All costs shall be built per line item of soundbox model as per annexure F. However, no cost shall be submitted during this bid submission. Commercials shall be called on later stage separately from the empaneled vendor only
5.	16	Point 15	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.	We would like to confirm my understanding of the clause stating that the contents of a bidder's submission may be disclosed to other bidders. Does this imply that if we require reference materials or content from another bidder, we can request SBI Payments to provide this information or guide us accordingly during the RFP process?	This is a standard clause, and it enhances the transparency.
6.	61	Annexure B3	Memory required is Flash -8 MB; RAM -8 MB	Can we provide solution with Flash - 4 MB; RAM - 4MB While maintaining the device's required performance and functionality.	No change in RFP terms.
7.	13	11.3	Technical Bid must not contain the price information. Such a proposal, if received, will be rejected.	Para 2 of Annexure A has three bullet points about price. We are confused, is the price bid to be added or would the Annexure A be modified?	Commercials shall be called on later stage separately from the empaneled vendor only

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8.	27	32.7	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 vendor after supply and installation of Sound Box devices.	Will there be a single ATP for full purchase order or will there be ATP specific to each box? Need details about these.	ATP will be single but purchase order will be as per the requirement and demand of SBI Payments.
9.	27	32.8	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).	The SLA's referred to in Annexure L mention quarterly payments, whereas commercial quotation scheme as seen in Annexure F is a per unit pricing payable on delivery of consignment. Does the SLA mean that we will separately price & bid for the connected services that support the Soundboxes after installation & activation?	Penalties mentioned in Annexure L are subject to performance of TMS where penalty shall be adjusted through credit notes / through invoicing by SBIP to the vendor.
10.	27	32.9	In addition to the penalty on delayed supplies.	There is no mention of the available lead time that would accompany each order. How would delay be calculated?	As per Annexure-C Scope of work - Point 9 Project milestone (Page 79)
11.	36	47.2	The vendor will be responsible for arranging and procuring all relevant per-missions / Road Permits etc. for transportation of the equipment to the location where installation is to be done.	It is mentioned elsewhere that the delivery of soundboxes is to be provided at the Mumbai office / TSP office. How would the vendor arrange permits for last mile deliveries by SBI Payments?	The bidder should be able to deliver bulk sound boxes to the respective Warehouse / Regional business offices (RBO) / Zonal offices of State Bank of India as per SBI Payments requirement in multiple of minimum

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					quantity as provided in the RFP.
12.	36	47.3	The Vendor is obliged to work closely with SBI Payments's staff, act within its own authority and abide by directives issued by the SBI Payments/SBI Payments from time to time and complete implementation activities.	Is the vendor obliged to implement each soundbox at the final merchant location?	No
13.	61	Annexure B3	Functional keys - 1 Power Key, 2 Volume (+/-), 1 Menu Key, Number Key Pad, Repeat last transaction.	The plain vanilla soundbox does not have Number Key Pad. What is the use case for having the num pad on this model?	Please refer Corrigendum 1
14.	62	Annexure B3	Display - Not Applicable	In QR + NFC version, the display would be required for merchant to specify the amount to be collected on NFC channel.	Please refer Corrigendum 1
15.	72	Annexure C	3. Manufacturing Scope	The bank needs to define the scope of customization along with the MOQ and timelines, as new design development will require approximately 30 days for manufacturing post design finalization.	MOQ - 10000 units, scope shall be shared with empaneled vendor. Timeline shall be as per project milestone.
16.	29	Annexure C	34.1	Could you please clarify the policy for warranty claims? Specifically, in the event of a device malfunction, is the vendor expected to replace the device with a new one, or is the use of an existing, repaired, or refurbished	Need to replace it with new device against defects arise within warranty period.

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17.	92	Annexure L	Section 36 - Penalties for Delays and Damages	Please provide detailed information on the specific penalties that would be levied in cases of delays in delivery, commissioning, or support, as well as for damages. I would appreciate it if you could refer to the relevant clauses in Annexure-L	Refer clause 25 - Liquidated damage of the RFP.
18.		Annexure C	Scope of Work - Troubleshooting, Offboarding, and TMS Demo for PoC	What precisely is included in the scope of "Troubleshooting of device," "Offboarding of device," and the "demo of TMS for PoC" mentioned in the RFP? Could you elaborate on the expected activities and deliverables for each?	During the PoC, compatibility and the features of the TMS with the device, network, platform will be tested.
19.			Deployment	Whether this TMS would be deployed to cloud or on-prem, my understanding is on-prem, another query is who will bear the cost for deployment? Please confirm?	Since TMS belongs to the OEM, OEM can host it anywhere subject to regulatory and related compliance guidelines.
20.			*Proposed Features and their Implementation:	Inventory Tracking Module: * - * The RFP mentions tracking device information including SIM type, SIM provider, device IMEI, device type, and device location (network triangulation/geolocation). How exactly do SBI Payments envision this inventory being tracked and managed via the Terminal Management System (TMS)? *Customer Engagement Module:* - *Manage Customer Information, Track Loyalty Programs, and Personalize	1) OEM TMS access will also be provided to SBI Payments. 2) Feature should be available.

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				Marketing Efforts:* What are the expectations for managing customer information, tracking loyalty programs, and personalizing marketing efforts through this module? - *Campaign Management basis TID/MID as per Merchant Category:* How would campaign management be implemented based on Terminal ID (TID) and Merchant ID (MID) as per the merchant category? - *Voice Play of Campaign:* Could you elaborate on the requirement for "Voice Play of Campaign" and its technical implications?	
21.	74	5.9	Support (Warranty) would be Off-site and comprehensive in nature and must have back to back support from the OEM.	The warranty of the device is linked to failures, which may arise either from manufacturing defects or merchant-related issues. Based on our field experience, nearly 99% of failures in soundboxes are due to merchant-related factors. In such cases, the device needs to be returned to the manufacturing facility for complete testing, validation, and repair. It is challenging to determine the exact reason for device failure in the field, and as a manufacturer, comprehensive offsite maintenance is not feasible. Therefore, we would like to seek clarity on the process SBI intends to implement for faulty device collection. Specifically:	Faulty devices to be collected from TSP Warehouse / Regional business offices (RBO) / Zonal offices of State Bank of India or SBIP shall send the devices to vendors location. Faulty Devices under warranty shall be replaced with new device.

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				Will SBI create a central hub for faulty devices? Will arrangements be made for the manufacturer to collect devices from this hub? Once collected, the devices can be sent to the manufacturing facility, where they will be inspected for the root cause of failure and refurbished under a refurbishment contract.	
22.	75	6.4	The system spare parts / services, accessories (including speaker, display unit, speaker cum display unit etc.) and complete maintenance of the system shall be supported during contract period. Further, vendor should provide the spare equipment in case of device failure. The replacement of faulty equipment should be of same model or higher end model subject to approval of the SBI Payments and should support all the performance requirements of existing equipment without any extra cost to SBI Payments.	As per the tender expectation, complete system maintenance is to be provided. However, based on our field experience, the majority of failures observed are merchant-induced and not manufacturer-related. The failure rate in such cases is significantly high and cannot be absorbed within the current soundbox costing. We therefore recommend a separate refurbishment agreement, along with a defined process to ascertain whether a failure is due to manufacturer defect (covered under warranty) or merchant-induced issues (to be charged separately). Hence, the requirement of “no extra cost” appears vague, as refurbishment of devices would involve additional costs beyond the scope of standard maintenance.	Faulty Devices under warranty shall be replaced with new device.

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23.	79	Annexure C – Para 9	Project Milestone and Payment terms	In case an order of 7 lakh soundbox devices is awarded, we request SBI to specify the expected delivery schedule on a monthly basis. Clarification is needed whether the delivery will be staggered, and if so, the number of units to be dispatched per month should be clearly defined in the tender.	SBI Payments shall release order periodically on its discretion. Bidder to match delivery instruction as per RFP or as per written request by SBIP.
24.	82	Annexure-F	Commercial Bid	For quoting the soundbox with static QR and TMS, we need clarification on the applicable timeline. By default, we provide TMS on a monthly subscription basis. Therefore, we request SBI to confirm the duration (number of months) for which TMS charges should be considered in the quotation.	Commercial shall be of combined value of Product + TMS (30 Months). Commercials shall be called on later stage separately from the empaneled vendor only.
25.	61	Annexure-B3	Product Line 1: Sound Box, Static QR Point 3. Battery i. Capacity: Minimum 2000 mAH ii. Standby: Minimum 5 days iii. Run time: Fully Charged device shall last for minimum 250 transactions	As per the specifications, a battery backup of 5 days is required. We request clarification on whether this means 5 days * 24 hours or 5 days of approximately 10 hours per day usage which should be increased. Additionally, the specification mentions support for 250 transactions. Based on our experience, the average transaction count on soundboxes is much higher (around 100 transactions per day). We therefore suggest increasing the requirement to at least 7 days of backup and a minimum of	24 hrs * 5 days

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				700 transactions per day, which would align more closely with real-world usage.	
26.	61	Annexure B3	Product Line 1: Sound Box, Static QR Functional keys - 1 Power Key, 2 Volume (+/-), 1 Menu Key, Number Key Pad, Repeat last transaction	•The number keypad is mentioned as a requirement. However, for a Soundbox with a static QR and no display, the numpad does not appear to have any practical use. •Can this requirement be considered non-mandatory/ignored?	Please refer Corrigendum 1.
27.	62	Annexure B3	Product Line 2 – Display Requirement for NFC Device Display - Not Applicable	•For a card payment NFC device, a display is generally required for the merchant to view or edit the entered amount. The RFP states that a display is not applicable. •Query: Is the expectation that the merchant will enter and manage payment flows via the mobile app, or will a device with a display also be acceptable?	Please refer Corrigendum 1.
28.	68	Annexure B4	Point 5- Customer Engagement Module i) Manage customer information, track loyalty programs, and personalize marketing efforts ii) Campaign management basis TID/MID as per merchant Category iii) Voice Play of Campaign	•For effective customer engagement, the device would require a microphone to enable interaction from both sides. •Query: Can you please confirm if the inclusion of a microphone is mandatory to fulfil this requirement?	NA

Sr. No.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	SBI Payments Response
29.	82	Annexure F	Commercial Bids	Project Cost Structure •We would like to confirm whether the project cost is to be calculated as a combined value of Product Cost + TMS (36 months), or if the Product Cost and TMS Cost are to be quoted separately	Commercial shall be of combined value of Product + TMS (30 Months). Commercials shall be called on later stage separately from the empaneled vendor only.
30.	55	Annexure-B SI No.2	The bidder must have Minimum Aver-age Annual Turnover of Rs.20 Crores in at least Three (3) out of the last Four (4) financial years i.e., 2021-22, 2022-23, 2023-24 and 2024-25.	Given the large order quantity - The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate. The conditions have been taken from India Post Payment recent RFP where the quantity is half of SBI Payments	No change in RFP terms
31.	56	Annexure-B SI No.7	The bidder should be the Original Equipment Manufacturer (OEM) of the offered Soundboxes having its registered office in India.	Bidder in collaboration with OEM who is willing to setup contract Manufacturing in India should be considered	No change in RFP terms
32.	59	Annexure-B2 Table No. 1 – Scoring based on Technical Documentati on.	Manufacturing capability based on product design provided by SBI Payments. Bidder should be capable to manufacture the soundboxes with MOQ of 10,000 units	MOQ of 10,000 devices is too low to recover cost of build. Assuming that the device design will remain in contact for at least for a period up to 2 years to make it commercially viable for Bidder	No change in RFP terms

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33.	59			Will the middleware be developed and provided by the Bidder / OEM or HPY will develop the middleware in this case	MQTT and TMS shall be provided by OEM/Bidder where UPI Switch will be of SBI Payments.
34.	69	Scope of Work 1. General Scope of Work 1.3	Scope of Work 1. General Scope of Work 1.3 Once the vendors are empaneled, the commercial bids will be called every year or as and when SBI Payments desires from the empaneled vendors and a Rate Contract model shall be adopted every year (during the empaneled period) for a period of 1 year based on the yearly estimates or business requirement	Will the rate contract and design for the year be locked for at least one year	Yes, and the same shall be applicable for the awarded number of devices.

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