Request for Proposal (RFP) for Procurement of Soundbox for 10,000 Fair Price shops in Tamil Nadu Under CAPEX MODEL

RFP Reference No.: TNSC/1051/2026-IT
Dated : 06.11.2026

Issued by:

Tender Inviting Authority/Managing Director,
The Tamil Nadu State Apex Cooperative Bank Ltd.,
No. 4 (Old No. 233), N.S.C. Bose Road, Chennai - 600 001.

Contact: 044-25302333

E-mail ID: etender@tnsc.bank.in

Website: https://tntenders.gov.in, **https://tnsc.bank.in**

Issued under:
Tamil Nadu Transparency in Tenders Act 1998 and Rules 2000

Invitation for Request for Proposal (RFP)

TNSC Bank invites proposals from **reputed sellers for procurement of UPI Soundbox for 10,000 Fair Price Shops under CAPEX model.**

This RFP may be downloaded by the bidders free of cost from the TN e Tender portal (https://tntenders.gov.in) and on the TNSC Bank Website (https://tnsc.bank.in).

RFP Summary Sheet

Name of the Institution	Tamil Nadu State Apex Cooperative Bank
Tender Reference Number	TNSC/1051/2026-IT
Earnest Money Deposit(EMD)	Rs. 8,00,000 (Rupees eight lakh only)
Account number for Depositing EMD	Online Mode through TN e TENDER Portal
Date of issue of the RFP	06.11.2026
Last date for Submission of Queries	12.11.2026 5.00 pm
Pre-Bid Meeting (Online)	16.11.2026 3.00 pm
Corrigendum & Clarifications	18.11.2026 4.00 pm
Last date for submission of EMD	25.11.2026 5.00 pm
Last date and time for RFP Submission	25.11.2026 5.00 pm
Date and time for opening of Pre-Qualification Bids	26.11.2026 3.00 pm
Date and time for opening of Technical Bids	26.11.2026 3.00 pm
Date & Time for opening of Commercial Bids	27.11.2026 3.00 pm
Estimated value	Rs.1.60 crores
Bidder's representatives who choose to join the pre-bid meeting need to send the duly signed Authorization certificate, as per format given at Annexure VI – Authorization letter, from their competent authority on following email ID (**etender@tnsc.bank.in**). The email containing authorisation letter should be received by us latest by 10:00 AM on the date of meeting.	
Address for Communication	Tamil Nadu State Apex Cooperative Bank Ltd., No. 4(Old No. 233), NSC Bose Road, Chennai 600001. Phone: 044 25302333 Email: etender@tnsc.bank.in

1) The Bank reserves the right to change the schedule mentioned above or elsewhere mentioned in the document, which will be communicated by placing the same as corrigendum on the TN e TENDER Portal (**https://tntenders.gov.in**) and / or on TNSC Bank Website (https://tnsc.bank.in)

2) The copy of this document may be downloaded from the TN e TENDER Portal / Bank website free of cost.

3) Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

4) The Bank reserves the right to reject any or all offers without assigning any reason.

5) All communication with regards to this request for proposal needs to be directed to TNSC Bank directly either through email / hardcopy at the addresses mentioned above and within the stipulated time.

6) Bids received shall be opened online at the specified date and time given. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time. Bidders attending the Pre bid meeting shall submit Authorization letter as per **Annexure-VI.**

7) Eligibility criteria, Terms and Conditions and various formats and pro forma for submitting the RFP offer are described in the RFP document.

TENDER NOTICE

TNSC/1051/2026-IT Date: 6.11.2026

The Tender Inviting Authority / Managing Director, Tamil Nadu State Apex Cooperative Bank Ltd., invites bids for the work mentioned below. The RFP document can be downloaded from TNSC Bank portal (https://tnsc.bank.in) or https://tntenders.gov.in

Bidders should have valid Digital Signature Certificate (DSC) obtained from any licensed Certifying Authorities (CA).

The Pre-qualification, technical and commercial bids shall be submitted online up to the end date & time mentioned below.

Sr. No.	Description	EMD (Earnest Money Deposit) In Rs	Start date for online Bid Downloading	End date & Time for online Bid Submission
1	Procurement of UPI sound box devices for 10,000 Fair Price Shops, spread across 38 districts under 22 District Central Cooperative Banks.	**8,00,000**	**06.11.2026**	**25.11.2026 05.00 pm**
Note: Last date for online payment of Earnest Money Deposit (EMD) is on or before due date and time prescribed.				

The pre-bid meeting will be held on Online. The prospective bidder(s) should submit their suggestions/observations, if any, in writing / email minimum 4 days before Pre-bid meeting. Only suggestions / observations received in writing/email, will be discussed and clarified in pre-bid meeting and any modification of the RFP documents, which may become necessary as a result of pre-bid meeting, shall be made by the Inviting Authority exclusively through the issue of an addendum/corrigendum. The RFP uploaded shall be read along with any modification. Authorized representatives of prospective bidder(s) can attend the said meeting and obtain clarification regarding specifications, works & RFP conditions.

The RFP document is available at FREE OF COST on TNSC Bank portal http://tnsc.bank.in along with this Tender notice. The bidder shall have to download it at FREE OF COST and upload the RFP proposal in

https://tntenders.gov.in.

The bidder shall have to pay EMD through online payment only.

Note: -

The Inviting Authority shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

The Inviting Authority reserves the right to reject all or any of the bid(s) without assigning any reason at any stage.

Bidders shall note that any corrigendum issued regarding this tender notice / RFP will be published on the TNSC Bank website / TN Tenders portal only. No corrigendum will be published in the local newspapers.

Tender Inviting Authority /
Managing Director
The Tamil Nadu State Apex Cooperative Bank Ltd.,

Table of Contents

GLOSSARY 08

1. Introduction 09
2. Background 09
3. Scope of Work 09
   - 3.1 General requirements 09
   - 3.2 Technical Specifications of the sound-box: 11
   - 3.3 Illustrative Design Images 13
4. Support and Service Levels: 13
5. Penalties: 15
   - 5.1 Delivery delay and liquidated damages 15
   - 5.2 Security and vulnerability obligations 15
   - 5.3 Hardware support and connectivity SLA penalties 15
6. Payment Terms 16
7. Delivery Timelines 17
8. Subcontracting and Telecom Partners 17
9. Eligibility Criteria 18
10. Bid Evaluation 19
    - 10.1 Opening of RFP 19
    - 10.2 Part-1 evaluation of bids 19
    - 10.3 Part-2 (Financial) evaluation 20
11. General Terms and conditions 21
    - 11.1 Primary Point of Contact 21
    - 11.2 Pre – Bid Meeting 21
    - 11.3 Disqualification of Bids 21
    - 11.4 Signature 22
    - 11.5 Confidentiality 22
    - 11.6 Incorporation of Responses into agreement 22
    - 11.7 EMD 23
    - 11.8 Miscellaneous Terms & Conditions 23
    - 11.9 Performance Security / Bank Guarantee 26
    - 11.10 Undertaking on Land boundary sharing 27
    - 11.11 Right to conduct audit 28

11.12 Erasures or alterations 28
11.13 Compliance to Terms and Conditions 28
11.14 Sub-contracting 28
11.15 Bidder warranties 28
11.16 Termination / or suspension of evaluation process 29
11.17 Other Rights 29
11.18 Responsibility for Costs 29
11.19 Non – Reliance by Bidder 29
11.20 Change in Management 30
12. Annexures 31
12.1 Document Checklist……..31
12.2 Annexure – I – Conformity Letter 32
12.3 Annexure II – Bidder Details 33
12.4 Annexure III – Past Experience 35
12.5 Annexure IV – Query Format 36
12.6 Annexure V – Self - Declaration 37
12.7 Annexure VI – Pre – Bid Meeting Authorization letter 39
12.8 Annexure VII – Power of Attorney for signing of application 40
12.9 Annexure VIII – Land Border Undertaking 42
12.10 Annexure IX – Bid Security Declaration……43
12.11 Annexure X – Certificate of Local Content 44
12.12 Annexure XI – Eligibility Criteria Compliance Sheet 45
12.13 Annexure XII – Price bid format 47
12.14 Annexure XIII – List of DCCB Delivery Locations……48

GLOSSARY

Abbreviations and Acronyms	Descriptions
AMC	Annual Maintenance Contract
BOQ	Bill Of Quantities
BSD	Bid Security Declaration
CA	Certifying Authorities
CAPEX	Capital Expenditure
DCCB	District Central Cooperative Bank
EMD	Earnest Money Deposit
FPS	Fair Price Shops
Inviting Authority	Tender Inviting Authority / Managing Director, Tamil Nadu State Apex Coop. Bank Ltd.,
IMEI	International Mobile Equipment Identity
IT	Information Technology
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
RFP	Request For Proposal
SLA	Service Level Agreement
VA/PT	Vulnerability Assessment and Penetration Testing

1. Introduction

The Tamil Nadu State Apex Co-operative Bank Ltd., popularly known as TNSC Bank was established in the year 1905. The TNSC Bank is a society registered under the Indian Act 11 of 1912 and now it is governed by the Tamil Nadu Cooperative Societies Act 1983 and the rules framed there under. It has its Registered Office at Door No.4 (Old No.233), NSC Bose Road, Chennai - 600001. The TNSC Bank is the pioneer of the Short Term Cooperative Credit Structure (STCCS) in the state of Tamil Nadu. It has 23 District Central Cooperative Banks including Chennai Central Cooperative Bank in the district level. Primary Agricultural Cooperative Credit Societies (PACCS) are functioning at the village level catering to the credit and other requirements of the farmers.

TNSC Bank, being the apex body of the STCCS in the State, leads and handholds all the DCCBs and PACCS in all their IT requirements. TNSC Bank has successfully implemented payment systems like UPI, IMPS, NEFT/RTGS, ATM, Rupay Card etc., in all the DCCBs. TNSC Bank is playing a lead role in the ongoing PACS Computerisation Project also.

Further details regarding scope of work, timelines and other terms and conditions are given in the following sections of this document.

2. Background

The Government of Tami Nadu has announced that QR Code solutions would be implemented in 10,000 Fair Price Shops. Accordingly, this Request for Proposal (RFP) is floated for the supply of 10,000 QR Code Sound Box devices.

3. Scope of Work

3.1 General requirements

1. TNSC Bank intends to select a vendor for supply of 10,000 new soundbox devices, accessories and IoT/M2M SIMs, together with comprehensive hardware support, SIM management and mobile data connectivity for five (5) years. The devices shall be compatible with the TCS UPI Acquirer solution. The selected vendor shall provide sample devices, technical specifications and reasonable assistance to TNSC Bank and TCS for compatibility validation.

   Merchant onboarding, installation at individual Fair Price Shops (FPS), QR generation, UPI transaction processing, settlement and reconciliation are outside this RFP unless expressly included through a written contract amendment.

2. The total requirement of Sound box is 10,000 devices.

3. The devices shall be procured under a CAPEX supply model with a clearly itemised five-year total cost of ownership. The selected vendor shall provide comprehensive hardware support, SIM provision and management, and connectivity services for five (5) years from the date of acceptance/activation of each device.

4. The scope under this RFP covers supply and delivery of 10,000 new soundbox devices with required accessories and IoT/M2M SIMs to the 22 DCCBs delivery locations listed in Annexure XIII, compatibility validation with the TCS UPI Acquirer solution, and five (5) years of hardware support, SIM services and mobile data connectivity.

   Installation at individual FPS, merchant onboarding and operationalization of UPI services are excluded unless authorized through a written change order.

5. Bidder to ensure that the Sound box to be deployed are fully tested, compliant with industry standard specifications and incorporating latest features/ software updates. Bidder to ensure not to deploy old/ used/ refurbished/ different make-model sound box.

The high-level scope of work comprises of below listed activities:

1. Supply Sound box device for and on behalf of TNSC Bank.

2. The vendor shall provide five (5) years of comprehensive hardware warranty followed immediately by two (2) years of comprehensive AMC, giving five (5) years of hardware support per device. SIM services and mobile data connectivity shall be provided continuously for the same five-year period, without interruption and without charges beyond the accepted contract price.

3. Three (3) years of comprehensive hardware warranty per device, commencing on the device's documented acceptance and successful activation date, whichever occurs later. If activation is delayed due to the vendor, the support period shall not be reduced; the Bank may record the acceptance date and require the vendor to complete activation promptly.

4. Two (2) years of comprehensive AMC immediately following the three-year warranty, including parts, labour, diagnosis, repair/replacement, firmware/device-software corrections, packing, freight, collection, delivery and logistics. No separate visit, labour, spare-part or transportation charge shall be payable.

5. All device licenses and vendor support necessary for normal operation of the soundbox throughout the five-year support period, where

applicable.

6. Equipment shall be new, current models manufactured with 100% new OEM parts. All products should be offered in current production as of the date of the award. For purpose of this contract “current production” shall mean that the equipment model is being manufactured as new equipment for the Indian market. Refurbished equipment is not acceptable.

7. All equipment ordered as stated in the RFP must be shipped fully configured with the required memory, components, and selected or specified operating system.

8. Product cannot change or be upgraded during the entire lifecycle period for any reason other than end-of-life issues. If a product will be discontinued within the given refresh period, Purchaser must be notified in writing, before the refresh period begins, with an explanation of when and why the change will be necessary. An exception process is available for circumstances that affect all manufacturers (e.g., natural disaster affecting production or shipping).

   The device should be capable of interfacing with any other UPI Acquirer Switch that may be engaged by the Bank in future.

   Location of DCCBs where the devices are to be supplied is furnished in Annexure XIII.

9. **Device and SIM inventory register**

   The vendor shall provide a secure inventory and support register (web portal or standard downloadable reports) covering device model, serial number/IMEI, DCCB allocation, SIM ICCID/MSISDN where applicable, delivery, acceptance and activation dates, connectivity-plan expiry, warranty/AMC status, complaints, replacements and closure details. Monthly device/SIM status and service reports shall be provided in an editable format.

   Transaction analytics, transaction processing, settlement/reconciliation systems, MQTT infrastructure or a separate terminal-management platform are not required unless expressly included in the BOQ and approved by TNSC Bank.

3.2 Technical Specifications of the sound-box:

S.No	Particulars	Description
1.	**Variant**	4G+2G fallback, Wifi
2.	**Type of SoundBox**	Table Pod (very simple tabletop model wherein the QR sticker can be pasted on the device itself.
3.	**USB Interface**	Type C, Adapter, cable for charging
4.	**IoT / M2M SIM or approved eSIM**	Micro (M2M) Sim / e-SIM (optional) - compliant with DOT guidelines. Network connectivity to be ensured as per location Vendor to provide activation/KYC, a stated data plan and uninterrupted connectivity for 5 years, including renewals and replacement SIMs. Bidder must disclose operator, data allowance, APN, validity and any fair-use limits.
5.	**Processor**	Minimum 32 bit
6.	**Sound**	90 db – 110 db, min. distance 1 metre
7.	**Audio**	Support TTS & recorded audio, WAV & MP3
8.	**Speaker**	3 Watts
9.	**Indicator Light**	Power indicator, Status indicator
10.	**RAM**	16MB
11.	**ROM**	16MB
12.	**Flash**	24 MB
13.	**Battery capacity**	Rechargeable Lithium Ion 2000 mAh
14.	**Backup**	2 days – 4 days
15.	**Language**	Tamil & English
16.	**Voice**	Customizable as per Bank's requirement
17.	**Warranty**	Three (3) years comprehensive hardware warranty followed by two (2) years comprehensive AMC; five years total hardware support. SIM and data connectivity included for five years per device.
18.	**Tenure of contract**	Five (5) years per device. The Bank may order additional quantities up to 25% at the accepted unit rates by written purchase order, subject to applicable procurement rules; the support term for additional devices starts separately from their acceptance/activation.
19.	**Scope of warranty**	Comprehensive repair/replacement, parts, labour, diagnosis and logistics during Years 1–3; same inclusions under AMC during Years 4–5. New replacement devices only; no refurbished devices.
20.	**Certification**	BIS certification, where applicable to the offered product, and documentary evidence required by the applicable standards/regulatory framework.
21.	**Software updates /**	Firmware/device-software updates required for

S.No	Particulars	Description
	device management	normal operation and security shall be provided at no additional cost during the five-year support period.
22.	**Ownership of hardware/software**	Ownership of supplied hardware shall transfer to TNSC Bank upon acceptance and payment in accordance with the contract. Any software licence or platform rights shall be expressly identified in the final scope and BOQ.
23.	**After-sales support**	Vendor support desk for TNSC Bank/DCCBs in Tamil, 8:00 AM to 8:00 PM, 365 days a year.
24.	**Compliance**	The sound box and associated software etc. should comply with information security and RBI guidelines.

4. Support and Service levels

4.1 **Support, SIM Connectivity and Service Levels (Five-Year Period)**. For each device, the vendor's five-year support obligation shall commence on the later of (i) documented acceptance by TNSC Bank/designated DCCB and (ii) successful activation of the device and SIM. The vendor shall not benefit from any activation delay attributable to it. The obligation covers hardware, SIM validity and connectivity and shall not be conditional on a separate renewal order.

4.1.1 **Hardware warranty and AMC. Years 1–3:** Comprehensive warranty covering hardware defects, parts, labour, diagnosis, repair/replacement, firmware/device-software corrections and logistics. Years 4–5: comprehensive AMC on the same inclusive basis. Replacements shall be new and of equal or better specification; refurbished units are prohibited. A replacement device shall be supported for the balance of the original five-year period and, where the replacement occurs in the final 90 days, for at least 90 days after replacement. Any resulting extension shall be at no additional cost.

4.1.2 **SIM and connectivity**. The vendor shall supply, activate and maintain one compliant IoT/M2M SIM or Bank-approved eSIM per device and provide mobile data connectivity throughout the five-year support period. The quoted price shall include SIMs, activation/KYC, data plans, all renewals/recharges, taxes, operator charges, APN/configuration where applicable and replacement SIMs. No separate monthly, annual, recharge, renewal or hidden connectivity charge shall be payable by TNSC Bank or any DCCB.

4.1.3 **Connectivity details and coverage.** The bidder shall state the telecom operator(s), SIM/eSIM type, supported network bands, data allowance per device per month, fair-use policy, APN requirements, plan validity, network fallback and technical limitations. The data allowance shall be sufficient for normal soundbox operation and any expressly required remote management. Where coverage is inadequate or persistently unreliable at a deployment location, the vendor shall, at no additional cost, propose an alternative compliant SIM/operator or connectivity arrangement for prior written approval by TNSC Bank.

4.1.4 **Continuity and SIM replacement.** The vendor shall track SIM validity and renew plans before expiry. Faulty, blocked, damaged or non-performing SIMs shall be replaced and reconfigured without charge within the SLA. The vendor shall notify TNSC Bank at least 30 calendar days before any known plan expiry or material service change, together with a mitigation plan. Any change of operator, plan, APN or SIM technology requires prior written approval and shall not reduce service levels or increase charges.

4.1.5 **Support desk and escalation.** The vendor shall provide named support contacts and an escalation matrix for TNSC Bank and DCCBs for the full five-year term. Support shall be available in Tamil and English from 8:00 AM to 8:00 PM, 365 days a year, including holidays. Critical device/connectivity incidents shall be acknowledged within two (2) business hours; routine incidents shall be acknowledged within one (1) business day. The vendor shall provide a

resolution plan and status updates. Merchant-facing helpdesk services are excluded.

4.1.6 Fault repair and replacement. The vendor shall promptly diagnose reported hardware faults. If a fault is not resolved within five (5) working days after confirmation, the vendor shall deliver a working replacement device within the same period or by the end of that fifth working day, as applicable. The vendor shall bear all collection, packing, freight, delivery and transit risks. Replacement devices shall be new and of equal or better specification.

4.1.7 Monthly reporting. The vendor shall provide a monthly report listing devices under support, SIM/connectivity status, data-plan validity, reported outages, complaints, response/resolution times, SIM replacements, hardware repairs/replacements and pending issues. Reports shall be provided in an editable format and shall not include payment transaction data unless separately authorised.

4.1.8 Service-level measurement. Connectivity availability shall be measured monthly for each active SIM/device using available device, SIM/operator and incident records. Availability target: at least 99.5% per calendar month, excluding only documented outages attributable solely to TNSC/TCS systems, power supply, force majeure or a network-wide telecom outage beyond the vendor's reasonable control, where the Bank accepts the evidence. The vendor remains responsible for escalation, monitoring and reasonable mitigation. The calculation and exclusions shall be auditable.

4.1.9 Records and audit. The vendor shall maintain device/SIM inventory, plan validity, support tickets, replacement records and SLA reports for the full contract term and at least one year thereafter. TNSC Bank or its authorised auditor may inspect relevant records on reasonable notice.

4.1.10 Services excluded from this RFP. Unless expressly listed in the BOQ, the vendor is not responsible for TCS solution development/modification, QR generation/printing, merchant onboarding, installation at individual FPS, UPI activation, payment transaction processing, settlement/reconciliation, transaction analytics, merchant field support or hosting a separate terminal-management platform.

5. Penalties

5.1 Delivery delay and liquidated damages

If the vendor fails to deliver the contracted devices or required accessories within the approved delivery period, the Bank may levy liquidated damages at 0.5% of the value of the delayed portion for each completed week or part thereof, subject to a maximum of 10% of the value of the delayed portion. The Bank may terminate the affected part or the contract for persistent or material delay, in accordance with the contract. As installation at individual FPS is excluded, no penalty shall be based on an FPS installation schedule unless such installation is added by written change order.

5.2 Security and vulnerability obligations

The vendor shall promptly remediate security vulnerabilities in the soundbox firmware, device software or vendor-controlled components supplied under this RFP. Unless a stricter deadline is prescribed by a competent authority or notified by TNSC Bank based on a documented risk assessment, the following target remediation periods shall apply from confirmed notification: Critical—2 calendar days; High—10 calendar days; Medium—15 calendar days; Low—20 calendar days. If remediation within the target period is not technically feasible, the vendor shall immediately submit a risk-based mitigation plan for the Bank's written approval. These obligations do not extend to TCS/TNSC infrastructure or components not supplied or controlled by the vendor.

Any security-related deduction shall be proportionate to the affected contractual service and documented impact, subject to the overall contractual liability/penalty framework.

5.3 Hardware support and connectivity SLA penalties

a. The Bank may apply the connectivity-availability deductions in the table below to the pro-rata monthly equivalent of the connectivity charge for the affected devices. The monthly equivalent shall be calculated as the annual connectivity charge divided by 12, or, where connectivity is invoiced annually in arrears, the same amount shall be deducted from the relevant annual invoice/payment. Total connectivity-availability deductions shall not exceed 10% of the relevant annual connectivity charge for the affected devices in a contract year, without prejudice to termination rights for repeated or material breach.

b. For hardware support, the vendor shall comply with the acknowledgement and repair/replacement timelines in the SLA table. A delay beyond the applicable timeline may attract a deduction of 0.5% of the annual AMC charge attributable to the affected devices for each completed week of delay, capped at 10% of that annual AMC charge for the affected devices. No penalty shall be applied twice for the same failure unless the contract expressly identifies distinct obligations breached.

Monthly connectivity availability	Deduction from pro-rata monthly equivalent connectivity charge for affected devices
99.50% or higher	No deduction
99.00% to below 99.50%	2%
98.50% to below 99.00%	5%
Below 98.50%	5%, plus 1 percentage point for each 0.1 percentage point below 98.50%; capped at 10% of the relevant annual connectivity charge for affected devices in the contract year

S. No.	Service requirement	Target	Remedy / measurement
1	Acknowledgement of critical device/connectivity incident	Within 2 business hours	Ticket timestamp and acknowledgement record
2	Acknowledgement of routine incident	Within 1 business day	Ticket timestamp and acknowledgement record
3	Hardware repair or replacement	Working device restored/replacement delivered within 5 working days of confirmed fault	Delay may attract deduction under Clause 5.3; vendor bears all logistics

6. Payment Terms

6.1 **Hardware supply payment.** No advance payment shall be made. Payment for accepted devices shall be processed within 45 days after receipt of a complete invoice and supporting documents, following delivery, inspection and written acceptance by the designated receiving authority. Acceptance records shall identify quantity, model, serial number/IMEI, accessories and SIM identifier where available. Payment for hardware shall not release the vendor from its continuing five-year support obligations.

6.2 **SIM/connectivity payment.** The bidder shall quote a fixed, all-inclusive price for 60 months of SIM and connectivity service per device. Payment shall be made annually in arrears after the relevant 12-month service period, against an invoice and device/SIM-wise report demonstrating active service, plan validity, outages and SLA performance. Applicable penalties or service credits shall be deducted. If the Bank decides to adopt a different payment frequency, it shall be stated expressly in the tender before publication; it shall not be left for post-award negotiation.

6.3 **AMC payment.** Year 4 and Year 5 AMC shall be paid separately in arrears after completion of each respective AMC year, against the vendor's service report and confirmation of compliance with applicable SLAs, subject to deductions. Invoices shall identify the relevant devices and support period. Complete invoices shall be processed within 45 days of acceptance of the invoice and supporting documents.

6.4 **Taxes and documentation.** All quoted prices shall identify the applicable tax rate and inclusive price for each BOQ line. Payments shall be subject to TDS and other statutory deductions as applicable. The vendor shall submit GST-compliant invoices, device/SIM registers, service reports and any other contractually required evidence.

7. Delivery Timelines

- The requirement is for 10,000 soundboxes for Fair Price Shops in Tamil Nadu. Delivery shall be made to the DCCB locations and quantities specified in Annexure XIII, subject to the Bank's confirmation of the final list before delivery.
- The vendor shall submit invoices to TNSC Bank. No advance payment shall be made. Delivery shall be on FOR basis to the designated DCCBs, including packing, freight, transit insurance and unloading unless the Bank specifies otherwise in the purchase order.
- Following written approval of the sample, the vendor shall deliver the ordered quantity within 30 calendar days, unless a phased delivery schedule is specified in the purchase order. Each delivery shall be accompanied by a packing list and device/SIM identifiers. The receiving DCCB shall inspect the delivery and issue an acceptance or rejection report within a reasonable period specified in the purchase order. Shortages, transit damage and non-conforming units shall be rectified/replaced by the vendor at no additional cost.

8. Subcontracting and Telecom Partners

The prime vendor shall remain fully responsible for all contractual obligations. Use of telecom operators, logistics providers and authorised service partners for connectivity or support is permitted, provided the bidder discloses the relevant parties in its bid, obtains the Bank's prior written approval where required, and remains fully liable for their acts, omissions and performance. The vendor shall not assign or transfer the contract without the Bank's prior written consent.

9. Eligibility criteria

Bidders must read carefully the minimum conditions of eligibility criteria given below. Technical proposals of only those bidders who satisfy these conditions will be considered for evaluation process.

SNo	Criteria	Supporting documents required
1.	Bidder should be a registered Firm/ Company/ Limited Liability Partnership/ Registered partnership established in India and should have been in existence for at least last **three (3)** years as on **30.9.2026.**	Certificate of Incorporation/ Commencement of Business.
2.	The Bidder should have a minimum average annual turnover of **Rs. 5 Crores** in the last three financial years (i.e. 2023-24, 2024-25 & 2025-26).	Certificate from the Chartered Accountant of the Company mentioning the annual turnover for each of the FYs.

3.	The bidder should be an Original Equipment Manufacturer (OEM) or their authorized representative in India. In case OEM participates in the tender process directly, authorized dealer will not be permitted to participate in the same tender process. In case both OEM and authorised dealer participate, only bid of OEM shall be considered valid and bids of all authorised Partners of that OEM shall be rejected.	(i) In case of OEM, undertaking on their letterhead mentioning that the firm is OEM for the proposed soundbox. (ii) In case of authorised partner, bidder is required to submit **tender specific** Manufacturer's Authorization Form (MAF) duly signed by OEM's authorized signatory for proposed soundbox. Name, designation, contact number & official mail id of the signing authority must beclearly mentioned in the MAF.
4.	OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied **at least 10,000 soundboxes** cumulatively in the last 3 years, ending September 2026, **in any 2 Scheduled commercial Banks / cooperative banks.** Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	Two Purchase Orders/ Contracts along with Completion Certificates or Proof of installation certified by client department, to be submitted along with bid in support of having supplied the mentioned quantity.

S.No	Criteria	Supporting documents required
5.	The offered sound box should have the same OEM for both software as well as hardware components of the soundbox.	Self – declaration from the OEM on their letter head to be submitted
6.	Bidder/ OEM should ensure to have services across Tamil Nadu and should have authorized service center (or tie-up for providing services) in each of the District.	Bidder to provide the list of the centres-wise on their letterhead.
7.	Bidder to submit undertaking regarding non-blacklisting etc., on their letterhead.	Self-declaration as per Annexure-V duly signed by authorised signatory
8.	The bidder needs to specify his Class and country of Origin of quoted product as per the Make In India Guidelines	Certificate as per Annexure X – Certificate of Local Content to be submitted

9.	Bidder to submit declaration regarding land -border rule in accordance with the Rule 144 (xi) GFR, 2017.	Bidder has to submit a Declaration under Rule 144 (xi) of GFR in the format given in Annexure - VIII of this document. **OR** If the bidder is registered with the competent authority then a Certificate of registration issued from the competent authority in the name of bidder / OEM.

10. Bid Evaluation

10.1 Opening of RFP

For bids received within the prescribed closing date and time, the technical Bids will be opened online on TN e Tender portal (https://tntenders.gov.in), on the date and time as mentioned in the bid. Any change shall be informed to bidders through TN e Tender portal/ Bank's website.

10.2 Part-1 evaluation of bids

All bidders must submit the applicable documents for the Part-1 evaluation by the Bank, as per the document checklist for Part-1 (Clause 12.1.1). Non-submission of documents may lead to rejection of bids; hence, bidders are advised to ensure submission of all applicable documents for the Part-1 bid.

A. First of all, the Bid security (Earnest Money Deposit) submitted by bidders shall be verified. The bids not secured in accordance with the said EMD shall be rejected by the Bank as non-responsive.

B. For bidders exempted to submit EMD, Bid Security Declaration (BSD) (Annexure IX) shall be verified. Bidder who have not submitted the BSD as per relevant annexure will be provided only one opportunity to submit the same through clarification for shortfall in documents on TN e Tender portal within timelines. Bidder who fail to submit BSD even after this opportunity will be deemed disqualified and will be declared ineligible for further participating in the tender process.

C. The Bank may, at its discretion, waive any minor non-conformities or any minor irregularity in the proposal. This shall be binding on all bidders and the Bank reserves the right for such waivers.

D. The Bank reserves its right to accept or reject any or all Bids, abandon / cancel the Tender process, and issue another tender for the same or similar requirements at any time before the award of the contract. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

E. During eligibility and technical evaluation of the proposals, Bank may, at its discretion, ask bidders for clarifications on their proposal. The request for clarification shall be given in writing through TN e Tender portal (in rare instances through email), asking the bidder to respond by a specified date. Depending on the outcome, such bids are to be ignored or considered further.

F. The Bank reserves its right to, but without any obligation to do so, seek any shortfall information/ documents only in case of historical documents that pre-

existed at the time of the Bid Opening, and which have not undergone change since then and does not grant any undue advantage to any bidder.

G. Bidders are not permitted to modify, substitute or withdraw proposals after its submission. No change in prices or substance of the bid, which may grant any undue advantage to such bidder, shall be sought, offered, or permitted. No post-bid clarification at the initiative of the bidder shall be entertained.

H. The Bank reserves the right to check / validate the authenticity of the information provided in the eligibility and technical evaluation criteria and requisite support must be provided by the bidder. The Bank may ask for queries on each of the criteria wherein the bidder needs to response within stipulated timelines.

I. Bidder who submits the price bid details in Part-1 bid, will be disqualified without any representation.

10.3 Part-2 (Financial) evaluation

1. All bidders must submit the applicable documents for the Part-2 evaluation by the Bank, as per the document checklist for Part-2 (Clause 12.1.2).
2. Price bids of only those bidders, who have qualified in Part -1 evaluation (i.e. eligibility criteria and technical scoring criteria) of bid, will be opened online TN e Tender portal.
3. The bidder shall have to provide the breakup of their TCO.

11. General Terms and conditions

11.1 Primary Point of Contact

For TN e Tender Portal / Bidding related queries, mail to **etender@tnsc.bank.in.**

11.2 Pre -Bid Meeting

Bank will be conducting the pre – bid meeting of the tender **ONLINE** on the specified date and time. Bidder's representatives who choose to join the meeting need to send the duly signed Authorization certificate, as per format given at Annexure VI – Authorization letter, from their competent personnel on following email ID (**etender@tnsc.bank.in**). The email containing authorization letter should be received latest by 10:00 AM on the date of meeting. The meeting link will be provided to the mail ids of the authorised representatives.

11.3 Disqualification of Bids

1. The bids are liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this Tender document:

a) During validity of the bid, or its extended period, if any, the bidder increases its quoted prices.

b) The bidder's bid is conditional and has deviations from the terms and conditions of the Tender.

c) Bid is received in incomplete form.

d) Bid is not accompanied by all the requisite documents.

e) Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time prior to signing of the contract.

f) Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.

2. If common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
3. Bidder who submits the price bid details in Part-1 bid, will be disqualified without any representation.

11.4 Signature

The covering letter and all documents must be signed with the Bidder's name and by an Authorized Signatory of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories are liable to be fulfilled by the Bidders who would be selected to carry out the project as per the terms of this tender.

All the commitments, obligations and responses (all the pages) against this tender must be signed by the signatory of the Bidder and are enforceable through SLA / MSA and tender document which may be signed at the end of the bidding process.

11.5 Confidentiality

Bidder must keep confidential any information received from or about TNSC Bank as a result of or in connection with the submission of the Response. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response. Unless expressly agreed in writing prior to submissions, Responses are not confidential and may be used by Bank in whole or part. Bank however, will not disclose the information provided by Bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law.

11.6 Incorporation of Responses into agreement

The successful bidder as concluded by the Bank shall sign a Master Service agreement within 15 days of start date specified in the Contract.

Bank will incorporate the offer submitted by successful bidder in line with scope, and also other offered benefits (Techno-commercial or Financial) above the scope/ quantum of Services, stipulated in the tender document. This excludes any deviation, variation and other term which would have affected/ influenced the evaluation of bids. Other offered benefits (Techno-commercial or Financial) by bidder above the scope/ quantum of services stipulated in the tender document, shall be availed by the TNSC Bank, and these would become part of the contract.

Any doubt/ clarity/query regarding the tender must be raised in the pre-bid query format. Further, Bank reserves the right to modify or amend or add any or all clauses.

11.7 EMD

The bidder shall furnish, as part of its Technical Bid, Earnest Money Deposit for the amount as mentioned in the Invitation to Bid through

Mode of E Tender portal.

The bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to upload scanned copy/proof of the online payment transfer along with bid.

The bids not secured in accordance with the above will be rejected by the Bank as non-responsive.

The EMD may be forfeited:

a) If the bidder withdraws its bid during the period of bid validity specified by the bidder

OR

b) In case of the successful bidder, if the bidder fails:
   - I) To sign the contract within timelines stipulated in LOI
   - II) To furnish performance bank guarantee within timelines stipulated in LOI

Earnest Money Deposit of all bidders, except successful bidders, shall be refunded on declaration of successful bidders by obtaining claim letter from the bidders. In case of successful bidders, the same shall be refunded upon furnishing of the performance bank guarantee.

The bidders who are claiming EMD exemption under MSME Act or any other government should furnish a Certificate to the effect and provision(s) are required to fill in the details in the Annexure II – Bidder Details and attach the necessary documents. Further, such bidders are required to fill Bid securing declaration as per Annexure-IX.

11.8 Miscellaneous Terms & Conditions

A. *Not an offer to contract*

This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. TNSC Bank reserves the right to make no selection and enter into no agreement as a result of this RFP.

B. *Bank's Right*

It should be understood that your response to this RFP constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, the Bank may, at its option, incorporate all or any part of your response to this RFP in the contract. Bank reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.

C. *Representation and Warranties*

Successful Bidder represents and warrants to the TNSC Bank as follows:

a. It has been duly incorporated in India and is valid as per the existing laws of India.
b. It shall not violate any proprietary and/ or intellectual property rights of any third party, including without limitation, confidential relationships, patents, trade secrets, copyright and/or any other proprietary rights.
c. The Employees of the successful Bidder shall continue to be its Employees and work under its discretion and shall not claim any employment from TNSC Bank by the virtue of providing the services, irrespective of the location of their work. The payment of salary, benefits and all related taxes for the employees of the respective party will be the sole responsibility of that party only.
d. Will not contravene any provision of any law, statute, rule or regulation or any order, writ, injunction or decree of any court, governmental instrumentality or Governmental Authority to which it is subject.
e. No litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the successful Bidder threatened against or otherwise involving the successful Bidder which could have an adverse effect on its business, assets or financial condition or upon TNSC Bank's reputation;
f. That the successful Bidder will immediately notify TNSC Bank of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the successful Bidder business, assets or financial condition, or TNSC Bank's reputation or render the successful Bidder unable to perform its obligations under the agreement, if any or have a material adverse effect on the evaluation of the responses by Bank; and
g. The successful Bidder has not and will not seek to influence any decisions of TNSC Bank during the evaluation process or engage in any uncompetitive behavior or other practice which may deny

legitimate business opportunities to other successful Bidders

D. *TNSC Bank's right to vary*

TNSC Bank reserves the right to vary any aspect of this evaluation process, RFP without liability to Bidder. Where TNSC Bank varies any aspect of this evaluation process or the agreement, the bank shall notify the Bidder of that variation.

E. *Indemnity*

The bidder (the "Indemnifying Party") undertakes to indemnify bank (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non – performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third – party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party.

F. *Non – Disclosure Agreement*

The Bank will require the successful bidder to sign a non-Disclosure agreement undertaking indemnity for not disclosing or part with any information relating to the Bank to any person or persons or authorities, without written consent of the Bank. Breach of the same will result in cancellation of the agreement apart from other remedies which shall be available to the Bank against the bidder. Bidder shall sign non-disclosure agreement, failing which Bank will cancel the order and may take appropriate action against the bidder.

G. *Force Majeure*

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (natural calamity) or events such as a war, strike, riots, crimes. In case of a FM, the contract frees both parties (bank & the vendor) from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. However, this does not excuse a party's non – performance entirely, but only suspends it for the duration of the FM. The parties have to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 30 days, TNSC Bank may at its option terminate the contract.

Not withstanding the punitive provisions contained in the contract for delay or breach of contract, the vendor would not be liable for imposition of any such sanction so long as the delay and / or failure of the vendor in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

H. *Blacklisting / Debarment*

If the bidder fails to perform the obligations as per this RFP and the agreed terms of this RFP or withdraws his / her bid or his / her performance is found to be unsatisfactory by the Bank, the Bank may at its sole discretion blacklist or debar the bidder from participating in any offer by the Bank calling Bids for further Tender calling.

I. *Intellectual Property Rights*

The name, logo, data (including and not limited to customer data of TNSC Bank), information, design and other proprietary rights of the Bank, is solely the property of TNSC Bank and in no case the Bidder shall use the same, except for the purposes mentioned under this agreement and exclusively for the TNSC Bank only.

J. *Liquidated damages*

If the vendor fails to comply with the terms of this tender, the Bank shall, without prejudice to its other remedies available to it, deduct from the Performance Bank Guarantee or any payments due to the vendor, as agreed estimated liquidated damages, a sum upto a maximum deduction of 10% of the contract value. In the event of deduction of 10% of the contract value under this agreement and in event of further compliance failure on part of the vendor, the bank reserves the right to terminate the contract.

The payment or deduction of such Liquidated Damages shall not relieve the vendor from his obligations to complete its obligations under this Agreement.

The parties agree that the Liquidated Damages set out hereunder are genuine pre-estimate of costs and losses likely to be incurred by the Employer due to a failure to comply with the terms of the tender.

K. *Limitation of Liability*

Except in cases of criminal negligence or willful misconduct, the aggregate liability of the Service Provider to TNSC Bank, whether under the contract, in tort or otherwise, shall be limited to the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Bank or due to breach of Intellectual Property Rights or due to breach of confidentiality obligations.

L. *Precedence of Documents*

If there is any inconsistency between the terms of this RFP and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the **RFP will prevail to the extent** of any inconsistency.

M. *Governing Laws & Jurisdiction*

The RFP and selection process shall be governed by and construed in

accordance with the laws of India and will be subject to the exclusive jurisdiction of courts at Chennai.

11.9 Performance Bank Guarantee

The Performance security may be furnished in the form of Bank Guarantee from a Scheduled Commercial Bank @ 5 % of the total contract value. The successful bidder, whose bid is accepted, will be required to furnish Performance Bank Guarantee of amount mentioned (within 15 days of issue of letter awarding the tender as successful bidders). PBG should remain valid for a period of 60 days after the contract period of the selected bidder. In case the bidder fails to deposit the said performance guarantee within the period as indicated above, the Earnest Money deposited by the bidder shall be forfeited automatically without any notice to the bidder. The Earnest Money deposited along with bid shall be returned after receiving the aforesaid Performance Guarantee.

The terms and conditions for the Performance Bank Guarantee are as follows:

i. The Performance Bank Guarantee shall be issued by a Scheduled Commercial Bank in India.

ii. The Performance Bank Guarantee shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the successful Vendor

iii. The Performance Bank Guarantee so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the printed letterhead of the issuing bank. Such forwarding letter shall state that the Performance Bank Guarantee has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.

iv. Each page of the Performance Bank Guarantee must bear the signature and seal of the BG issuing Bank and Performance Bank Guarantee number.

v. In the event of the Vendor being unable to service the Agreement or causing delay in providing the requisite service for whatever reason, the TNSC Bank reserves the right to invoke the Performance Bank Guarantee at its sole discretion.

vi. Not with standing and without prejudice to anyrights whatsoever of the Bank under the Agreement in the matter, the proceeds of the Performance Bank Guarantee shall be payable to Bank as compensation by the successful Vendor for its failure to complete its obligations under the Agreement. Bank shall notify the successful Vendor in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the successful Vendor is in default.

vii. The Performance Bank Guarantee may be discharged/ returned by Bank upon

being satisfied that there has been due performance of the obligations of the successful Vendor under the Agreement. However, no interest shall be payable on the Performance Bank Guarantee.

11.10 Undertaking on Land boundary sharing

The Bank will adhere to the OMs no. 6/18/2019 - PPD dated 23rd July and 24th July, 2020 & its subsequent notifications/ revisions issued by the Department of Expenditure (Ministry of Finance) of the Govt. Of India having guidelines regarding procurement from bidders from a country or countries which share land boundary with India. The bidders have to submit the registration certificate/ undertaking along with the technical bid as per the attached format as Annexure VIII – Undertaking.

11.11 Right to conduct audit

TNSC Bank reserves the right to conduct audit of the service provider, whether by its internal or external auditors, or by agents appointed to act on its behalf, and to obtain copies of any audit or review reports and findings made about the service provider in conjunction with the services performed for the bank.

11.12 Erasures or alterations

The proposal / documents submitted by the bidder on the TN e-TENDER portal would be considered as the official / final submission by the bidder.

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled. No columns of the tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given in this document, are liable for rejection. Correct technical information of the product/ service being offered must be filled in. Filling in of the information using terms such as “OK”, “accepted”, “noted” may not be acceptable. The bank may treat offers not adhering to these guidelines as unacceptable.

11.13 Compliance to Terms and Conditions

It is essential that all the bidders should agree to all the terms and conditions specified in this document and they should submit a statement to that effect on the letterhead of the bidder along with the technical bid as per Annexure I – Conformity Letter; otherwise the offer shall be rejected.

11.14 Sub-contracting

The Service provider shall not assign or transfer this contract or part thereof to any other party and this will cover as a violation of the provision of the contract.

11.15 Bidder warranties

By submitting a Response, Bidder represents and warrants to the Bank that, as at the date of submission:

i. The Bidder has fully disclosed to the Bank in its Responses all information which could reasonably be regarded as affecting in any way evaluation of the

Response;

ii. All information contained in the Bidder's Response is true, accurate and complete and not misleading in any way;

iii. No litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon TNSC Bank's reputation if the Response is successful;

iv. The Bidder will immediately notify TNSC Bank of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or TNSC Bank's reputation or render the Bidder unable to perform its obligations under the Service level agreement, if any or have a material adverse effect on the evaluation of the responses by; and

v. The Bidder has not and will not seek to influence any decisions of TNSC Bank during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidders.

11.16 Termination / or suspension of evaluation process

Bank reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs but TNSC Bank is not obliged to provide any reasons.

11.17 Other Rights

Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, TNSC Bank may at any stage of the evaluation process:

i. Require additional information from a Bidder;

ii. Change the structure and timing of the evaluation process;

iii. Terminate further participation in the evaluation process by a Bidder;

iv. Terminate negotiations being conducted with a Bidder;

v. Vary or extend the timetable and evaluation process

11.18 Responsibility for Costs

Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing Bank with the response, the revised response or any additional information).

11.19 Non – Reliance by Bidder

Bidder, by submitting a Response, acknowledges that:

i. It does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by TNSC Bank in writing;

ii. It has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's Response as well as the accuracy, currency or completeness of such information; and

iii. Information provided in its Responses are based on historical trends does not constitute a representation that such trends will continue in to the future or occur again and nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.

11.20 Change in Management

Change in management and the keypersons monitoring the outsourcing arrangements are to be timely informed to Bank by Service Provider to ensure continuity of operations. Further, the deployed management / resources should be in line with the expertise requirements to carry out the activities and as per Bid terms & conditions.

11.21. Transparency of the Tender

All the provision contained in this will also cover and applicable of the regulations and the rules of the Tami Nadu Tender Transparency Act 1998 and the subsequent rules framed there under.

12. Annexures

12.1 Document Checklist

12.1.1 For Part-1 evaluation

Sir	Document Description	Submitted (Yes / No)
1	EMD Amount and details of submission	
2	Bid securing declaration for EMD exemption, along with valid documentary proof, as per Annexure - IX (**Submit only if exemption is claimed**)	
3	Duly filled Annexure I – Conformity Letter	
4	Duly along with filled Annexure II – Bidder Details	
5	Duly filled Annexure III–Past Experience	
6	Duly Filled self - declaration as per Annexure V – Self - Declaration	
7	Duly filled Annexure VII – Power of Attorney for signing of application or Board resolution in the name of authorised signatory or in any other documentary form demonstrating that the signatory has been dully authorized to sign on behalf Of organisation	
8	Duly filled Annexure VIII – Undertaking regarding Land Border	
9	Duly filled Annexure X – Certificate of Local Content	
10	Duly filled Annexure XI – Eligibility Criteria Compliance sheet	

12.1.2 For Part – 2 evaluation

Sr	Document Description	Submitted (Yes/No)
1	Duly filled Annexure XII – Price bid format	

12.2 Annexure – I Conformity Letter

(To be submitted on company letterhead)

To,

Tender Inviting Authority/
Managing Director,
Tamil Nadu State Apex Coop. Bank Ltd.,
No. 4 (Old No. 233), N.S.C. Bose Road,
CHENNAI – 600 001.

Sir,

Sub:- Response to the TNSC Bank for **Request for Proposal(RFP) ----------**

Further to our proposal dated **DD.MM.YYYY,** in response to the RFP document (hereafter referred to as "RFP DOCUMENT") issued by TNSC Bank ("Bank") we hereby warrant and confirm that:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document and the addendum issued (if any) including the changes made to the original documents issued by the bank, shall form a valid and binding part of the aforesaid RFP document.

The bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully

Authorised Signatory

Name:

Designation

Bidder's Corporate name

12.3 Annexure II – Bidder Details

(To be submitted in this format only)

To,

Tender Inviting Authority/
Managing Director,
Tamil Nadu State Apex Coop. Bank Ltd.,
No. 4 (Old No. 233), N.S.C. Bose Road,
CHENNAI – 600 001.

S. No.	Required Details		Response
General Details			
1.	Name of Company / Bidder / Organisation		
2.	Postal Address		
3.	Telephone, Email Address		
4.	Nature of activity		
5.	Holding company or parent company		
6.	Number of years in the business		
7.	Whether OEM or authorized partner		
8.	Website address (if applicable)		
9.	GST Registration No.		
10.	Number and List of Branch Offices		
11.	Name, address, telephone number, Email Id of the **primary contact** at your organization for this proposal		
Financial Information			
1.	Annual Turnover (2023 - 24) in INR Crore		
2.	Annual Turnover (2024 - 25) in INR Crore		
3.	Annual Turnover (2025 - 26) in INR Crore		
Earnest Money Deposit Details			
1.	EMD Details	Amount	
		Transaction Details	
2.	Whether Claiming Exemption from Submitting EMD (Mention Yes or No)		
	If Yes,		

b.	Attach Supporting Documents for the same claim	
c.	Submit Bid Security Declaration as per Annexure-IX	
a.	Please mention the details thereof (Relevant Act / Section) under which	

Declaration:

I hereby declare that I / We have verified the details indicated above and also confirm that all the Information submitted is true to the best of my knowledge.

Authorised Signatory

Designation along with Bidder's name with seal

12.4 Annexure III – Past Experience

Sr. No	Name of organization/	Brief details of scope of work	Order Quantity /Quantities supplied	Name of person in-charge from client side with contact no. and email id	Period		Supporting documents submitted
					From	To	

(Signature, name and designation of the authorized signatory)

Note: Appointment letter /Client letter /Contract with Client /Completion certificate in support of the information above should be submitted.

12.5 Annexure IV – Query Format

Queries:

Sr. No.	Page	Point / Section	Query	Banks Response (bidder Should not fill in this column)
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., E-mail)

12.6 Annexure V – Self -Declaration

(To be submitted on Bidder's letterhead)

Date:

I, on behalf of <Bidder'sName> (Including our affiliates or subsidiaries or Contractors/ subcontractors for any part of the contract) declare the following:

i. We are not declared insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of aforesaid reasons;

ii. We are not declared ineligible/ blacklisted/ banned/ debarred by TNSC Bank or its Ministry/ Department from participation in its Tender Processes;

iii. We are not convicted (within three years preceding the last date of bid submission) or declared ineligible / suspended / blacklisted / banned / debarred by appropriate agencies of Government of India / Government of Tamil Nadu from participation in Tender Processes of all of its entities, for:

   a. offences involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or

   b. offences under the Indian Penal Code or any other law for causing any loss of life / limbs / property or endangering Public Health during the execution of a public procurement contract and/or

   c. suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.

iv. We have not changed our name or created a new "Allied Firm", consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above.

v. We do not have an association (as a bidder/ partner/ director/ employee in any capacity)

   a. of any retired Manager (of Gazetted Rank) or any retired Gazetted Officer of the Central or State Government or its Public Sector Undertakings if such are tired person has not completed the cooling - off period of one year after his retirement. However, this shall not apply if such managers/ officers have obtained a waiver of the cooling-off period from their erstwhile organisation.

   b. of the near relations of executives of Procuring Entity involved in this Tender Process

vi. We do not have a conflict of interest, which substantially affects fair competition.

vii. We declare that there are no legal proceedings/ inquiries/ investigations commenced/ pending against us by any statutory or regulatory or investigative agencies, for which performance under the contract will get adversely affected / may get affected.

viii. We are not in the negative/ caution repository of vendors published by IBA (Indian Banks Association)

Dated this _____day
of_____For and on behalf of M/s.

_____

Address:
Name & Signature
In the capacity of (Duly Authorized to Sign the Bid) Seal of the company

12.7 Annexure VI – Pre – Bid Meeting Authorization letter

(To be submitted on company letterhead via email)

To,

Tender Inviting Authority/
Managing Director,
Tamil Nadu State Apex Coop. Bank Ltd.,
No. 4 (Old No. 233), N.S.C. Bose Road,
CHENNAI – 600 001.

Sir/Madam,

Sub:- Authorization Letter – For attending Meeting – RFP _____

We, _____(name of the company) hereby authorize the following executive(s) from our company to attend the pre bid meeting of the subject RFP. The details of the authorized personnel are as under;

Sr	Name	Designation	Mobile No	Email ID for VC invite

Yours faithfully,

Authorized Signatory (Stamp & Sign)
Designation

(Bidder's corporate name)

12.8 Annexure VII – Power of Attorney for signing of application

(To be submitted on a INR 200 Stamp Paper only)

Know all men by these presents, we…..(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms(name),……son/daughter/wife of _____ and presently residing at ……., who is presently employed with us (the"Bidder") and holding the position of … ..... , as our true and lawful attorney (hereinafter referred to as the"Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for the ***** Project proposed or being developed by the ***** (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said engagement and / or upon award thereof to us and/ or till the entering into of the agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ……. THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS …… DAY OF ……. 2026

For	
Authorized Signature:	
Authorized Signatory Name:	
Title of Signatory:	
Address:	

Witnesses:
1.
2.

Accepted

Attorney's Signature:	
Attorney's Name:	
Attorney's Title:	
Address:	

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure

12.9 Annexure VIII – Land Border Undertaking

Format for declaration (On Letter head of Bidder)

Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017

We certify as under:

We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

1. We are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;

2. We shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

(Stamp and Signature of Authorized Person)

Name & Designation:

Name of company:

Date:

Place:

12.10 Annexure IX – Bid Security Declaration

Bid Securing Declaration – for Bidders exempted from submission of EMD (on Company Letter-head)

To
Tender Inviting Authority/
Managing Director,
Tamil Nadu State Apex Coop. Bank Ltd.,
No. 4 (Old No. 233), N.S.C. Bose Road,
CHENNAI – 600 001.

Ref: Tender No._____; Tender Title: _____

Sir/ Madam

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organization for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender, OR if we:

1. withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
2. being notified within the bid validity of the acceptance of our bid by the Procuring Entity:
   a) Refuse to or fail to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.
   b) Fail or refuse to sign the contract.

We know that this Bid-Securing Declaration shall expire if the contract is not awarded to us upon:

1) Receipt by us of your notification
   (a) of cancellation of the entire tender process or rejection of all bids or
   (b) of the name of the successful bidder or
2) Forty - five days after the expiration of bid validity any extension to it.

(Signature with date)
……..
(Name and designation)
Duly authorized to sign bid for and on behalf of…….
[Name & address of Bidder and seal of company]
Dated on ……. day of.....[Insert date of signing]
Place….....[Insert place of signing]

12.11 Annexure X – Certificate of Local Content

(On Bidder's/Company's Letter Head)

Tender Reference No:

To,

Tender Inviting Authority/
Managing Director,
Tamil Nadu State Apex Coop. Bank Ltd.,
No. 4 (Old No. 233), N.S.C. Bose Road,
CHENNAI – 600 001.

Sub: Self Certification as per clause 9(a) of Revised Public Procurement (Preference to Make in India Order, 2017 of DPIIT dated 19.07.2024)

Sir,

I……
(authorized signatory) for M/s ..... a 'Class I Local Supplier'/ 'Class II Local Supplier (**Tick appropriate option & cut the other one**) 'at the time of tender, bidding or solicitation hereby confirm that the item meets the Local Content requirement for Class I Local Supplier' /'Class II Local Supplier' (**Tick appropriate option & cut the other one**) and the Local Content percentage is……..

I also certify that we, M/s…….. have not been debarred by any
procuring entity from violation of this order.

The details of the location(s) at which the local value addition made is/ are as under: [Factory Address]
……..
……
……

COUNTRY OF ORIGIN OF THE PRODUCT _____-
For M/s……
Authorized Signatory
(with company seal & Name)

NOTE: All provisions of Make In India Policy (Preference to Make in India Order, 2017 of DPIIT dated 19.07.2024 and its latest amendments are applicable on this tender

12.12 Annexure XI – Eligibility Criteria Compliance Sheet

Sr No	Criteria	Supporting documents required	Compliance (Yes/No) along with details of submission
1.	Bidder should be a registered Firm/ Company/ Limited Liability Partnership/ Registered partnership established in India and should have been in existence for at least last **three (3)** years as on **30.09.2026**	Certificate of Incorporation/ Commencement of Business.	
2.	The Bidder should have a minimum average annual turnover of **Rs.5 Crores** in the last three financial years (i.e.2023 - 24, 2024 - 25 & 2025- 26).	Certificate from the Chartered Accountant of the Company mentioning the annual turnover for each of the FYs.	
3.	The bidder should be an Original Equipment Manufacturer (OEM) or their authorized representative in India. In case OEM participates in the tender process directly, authorized dealer will not be permitted to participate in the same tender process. In case both OEM and authorized dealer participate, only bid of OEM shall be considered valid and bids of all authorized partners of that OEM shall be rejected.	(i) In case of OEM, undertaking on their letterhead mentioning that the firm is OEM for the proposed soundbox. (ii) In case of authorized partner, bidder is required to submit **tender specific** Manufacturer's Authorization Form (MAF) duly signed by OEM's authorized signatory for proposed soundbox. Name, designation, contact no & official mail id of the signing authority must be clearly mentioned in the MAF.	
4.	OEM of the quoted soundbox (themselves or through their authorized resellers) should have successfully supplied **at least 10,000 soundboxes** cumulatively in the last 3 years, ending September 2026, **in any 2 Scheduled commercial Banks/ Cooperative Banks.** Bidders to note that for this criterion, PO issued directly to the OEM or to the authorized partners of the same	Two Purchase Orders/ Contracts along with Completion Certificates or Proof of installation certified by client department, to be submitted along with bid in support of having supplied the mentioned quantity.	

	OEM shall be considered valid for ascertaining the proof of supply.		
5.	The offered sound box should have the same OEM for both software as well as hardware components of the soundbox.	Self-declaration from the OEM on their letterhead to be submitted	
6.	Bidder/ OEM should ensure to have services across Tamil Nadu and should have authorized service center (or tie-up for providing services) in each of the District.	Bidder to provide the list of the centres wise on their letterhead.	
7.	Bidder to submit undertaking regarding non-blacklisting etc., on their letterhead.	Self-declaration as per Annexure-V duly signed by authorized signatory.	
8.	The bidder needs to specify his Class and country of Origin of quoted product as per the Make In India Guidelines	Certificate as per Annexure X - Certificate of Local Content to be submitted	
9.	Bidder to submit declaration regarding land -border rule in accordance with the Rule 144 (xi) GFR, 2017.	Bidder has to submit a Declaration under Rule 144 (xi) of GFR in the format given in Annexure - VIII of this document. **OR** If the bidder is registered with the competent authority then a Certificate of registration issued from the competent authority in the name of bidder / OEM.	

12.13 Annexure XII – Price bid format

Please DO NOT submit this FILLED annexure along with Technical Bid document. If any price details are submitted in the TECHNICAL bid, then the bid will be rejected, and the bidder will be disqualified, without any representation.

S. No.	Description	Quantity (a)	Duration / pricing basis (b)	Unit rate excl. taxes (c)	Tax (%)	Unit rate incl. taxes (d)	Total cost incl. taxes
1	Soundbox device, accessories, delivery to DCCB, sample/compatibility support and comprehensive hardware warranty for Years 1–3	10,000	One-time per device				a × d
2	IoT/M2M SIM or approved eSIM, activation/KYC, data plan, connectivity, renewals/recharges, replacement SIMs and all operator charges	10,000	60 months; quote per device per month				a × b × d
3	Comprehensive hardware AMC for Year 4, including parts, labour, diagnosis, repair/replacement and logistics	10,000	One-year per-device price				a × d
4	Comprehensive hardware AMC for Year 5, including parts, labour, diagnosis, repair/replacement and logistics	10,000	One-year per-device price				a × d
EVALUATED TOTAL COST OF OWNERSHIP (TCO), inclusive of applicable taxes							Sum of Items 1–4

BOQ instructions:

- Quote all mandatory costs for the full five-year term.
- No separate payment shall be made for SIM activation, data recharge, renewal, SIM replacement, delivery, logistics, routine support or other costs included in the above items.
- The evaluated TCO shall be the sum of the inclusive totals for Items 1–4.
- Optional items, if any, shall be separately identified and shall not be included in the evaluated base TCO unless the RFP expressly requires them.

12.14 Annexure XIII – List of DCCB Delivery Locations (22 listed locations; Total Allocation : 10,000 devices)

Sl. No.	Name of the DCCB	Address	Tentative number of devices
1	COIMBATORE	No.80, Bank Road, Opp. Railway Station, Coimbatore - 641 018.	665
2	CUDDALORE	No.1 Beach Road, Cuddalore - 607 001	600
3	DHARMAPURI	No.10/H NETHAJI BYE PASS ROAD, Dharmapuri - 636 701	445
4	DINDIGUL	Kootturavu nagar, Trichy Road, Dindigul - 624005	400
5	ERODE	No.1, Bhavani Main Road, Erode - 638 003.	500
6	KANCHEEPURAM	15-G, Sheikpet North Street, Kancheepuram – 631 501.	635
7	KANYAKUMARI	32/D/1-1 Beach Road, Ward No-42, Erulappapuram, Kottar- post, Nagercoil - 629002.	250
8	KUMBAKONAM	No. 2, TSR big street, kumbakonam-612001	682
9	MADURAI	No.187, North Veli Street, Madurai-625001	790
10	NILGIRIS	No.55, Commercial Road, Charing Cross, Udhagamandalam, The Nilgiris 643 001.	15
11	PUDUKKOTTAI	834-836 East Main Street. Pudukkottai PIN 622001	100
12	RAMNATHAPURAM	265-E VANDIKKARA STREET, RAMANATHAPURAM PIN 623501	215
13	SALEM	No.165, Cherry Road, Salem – 636 001.	800
14	SIVAGANGAI	No.163,GANDHI VEETHI, SIVAGANGAI-630561	340

Sl. No.	Name of the DCCB	Address	Tentative number of devices
15	THANJAVUR	No.10,West Main Street, Thanjavur-613 009	163
16	THOOTHUKUDI	No.109/5D, Ettayapuram Road, Polepettai, Thoothukudi - 628002	300
17	TIRUCHIRAPPALLI	No:1 Fort Station Road, Teppakulam Post,Trichy-620002	880
18	TIRUNELVELI	No.4, M.G.R.Maligai, Vannarpettai, Tirunelveli – 627 003.	435
19	TIRUVANNAMALAI	Collectorate Master Complex,Vengikkal,Tiruvannamalai-606604	350
20	VELLORE	No.3, Anna Salai (Officers Line), Vellore - 632001.	450
21	VILLUPURAM	No.2, Hospital Road, Villupuram-605602	765
22	VIRUDHUNAGAR	No.104/1, Madurai Road, Post Box. 8, Virudhunagar - 626001	220
TOTAL			**10,000**

12.15 Annexure XIV – Criticality Table

Critical
• Soundbox in the network doesn't get payment announcements
• Wrong or missing payment notifications (e.g., a announcing incorrect amounts)
• Security or data breach, or a compromised firmware/app release
• Faulty firmware update that affects devices in bulk
High
• Device not announcing payments for a merchant even though transactions succeed.
• Device dead on arrival or completely non-functional (no power, not booting)
• Device not connecting to network (SIM/Wi-Fi) despite correct setup
• Payment confirmation delays beyond an agreed threshold (e.g., over 10-15 seconds)
• Merchant on-boarding/activation failure blocking go-live
• Transaction announced against the wrong merchant/VPA mapping
Medium
• Intermittent connectivity or weak signal issues
• Low volume, distorted audio or battery draining abnormally fast
• Language/voice setting not changing as requested.
• Charging problems, damaged accessories (charger, cable)
• Delayed dashboard/app reporting of transactions
Low
• Cosmetic damage that does not affect functioning
• Request to change language, audio volume defaults
• Request for reports, statements or MIS
• General queries, training or usage guidance
• Feature enhancement requests