

Sr. No.	Section Ref.	Page No.	clause no	EOI Text	Clarification Sought by Bidder	PSB ALLIANCE RESPONSE
1	B. Scope of Work	4		The e-auction system developed will need to have a robust Mobile App, Web Portal, integration and connectivity with third party plugins required for automated KYC tool, payment gateway and auction engine.	Which platform app do you want? IOS, Android or Both	Both IOS and Android will need to be supported across all device forms such as mobile, tablets, and any handheld devices.
2	B. Scope of Work	4		The e-auction system developed will need to have a robust Mobile App, Web Portal, integration and connectivity with third party plugins required for automated KYC tool, payment gateway and auction engine.	Please specify 3rd party tools	Will be provided as part of the RFP subsequently.
3	B. Scope of Work	4		The e-auction system developed will need to have a robust Mobile App, Web Portal, integration and connectivity with third party plugins required for automated KYC tool, payment gateway and auction engine.	Please Confirm, Which bank payment gateway is required?	The bidder is expected to tie up with a payment gateway service provider. The eligibility for such a service provider is already specified in the EOI. The company is not going to provide any service provider.
4	B. Scope of Work	4		The technology developed shall be robust and flexible enough to support multiple plugins and service providers to cater to future requirements also.	please confirm whether service provider bear the cost of plugins or not?	Bidder should bring in all the required plugins and will bear the cost.

5	B. SCOPE OF WORK:	4, 10		<p>1. Master web portal and mobile app for e auction, E) Admin Control Panel</p>	<p>1. Bidder / Buyer Registration will be Done through system integration or through User Input. 2. If Bidder / Buyer Registration needs to be Done through User input, then Bidder / Buyer Registration process activity e.g. reset password, remove DSC if any, Profile / User ID activation, etc. will be done by the PSBA / AO users by using e-procurement tool or service provider will do all activity at their end, kindly clarify.</p> <p>Ref. to this point, we assume that PSBA / AO user will do all activity with respect of e-auction etc. by using the tool and service provider will help to the PSBA / AO users for process activity on the portal.</p> <p>If the Service Provider needs to do the all activity i.g. Creation, editing, published etc.. of e-auction etc. by using the tool then we assume that user of PSBA / AO will provide sufficient timeline to service provider in working days & hours for process further because It will be completely depending on the requirement & complexity of e-auction etc.for preparation going through whole document & others details provided by PSBA / AO. Hence at least, Service provider should have 2 working day time for understanding / discussion with PSBA / AO User for requirement, prepare e-auction etc.. online & others or it should be mutually decided, please confirm.</p> <p>Also, If the Service Provider needs to do the all activity (Create, editing etc..) of e-auction etc. by using tool then we assume that user of PSBA / AO will review / verify before approved / published / process the same as needed on the portal., Kindly confirm.</p> <p>Do we (Service provider) need to keep / deployed a support resources for PSBA / AO Users & Bidder / Buyers Support at client's premises or it will be Online (remote access) from India ??, If it's need to keep / deployed a support resources at client's premises then kindly confirm.</p>	<p>Detailed scope, SLA, and other terms will be specified in the RFP subsequently currently this is an EOI to identify eligible bidders.</p>
6	B. SCOPE OF WORK:	5		<p>4. Design customer journeys and workflows, The bidder will be expected to conduct a voice of customer survey to understand the current customer expectations, issues and grievances.</p>	<p>Please elaborate.</p>	<p>Will be elaborated in the RFP scope of work</p>
7	B. SCOPE OF WORK:	8		<p>4. EMD management/wallet management, I. A system of global pre bid EMD concept shall be adopted</p>	<p>Please elaborate.</p>	<p>Will be elaborated in the RFP scope of work.</p>
8	B. SCOPE OF WORK:	8		<p>5. Payment gateway plugin:1. All the payments towards e-Auction of properties are to be collected by the company and will be shared with the service provider</p>	<p>Please elaborate.</p>	<p>Will be elaborated in the RFP scope of work.</p>

9	B. SCOPE OF WORK:	9		B) BID AND AUCTION PROCESS, 11. The system will transfer automatically the EMD of approved properties (lots) by AO to the designated bank account as mapped with the respective properties., 13. The system will only block the highest bidder's money and release the amount of all the bidders (unsuccessful). Bidders will be notified instantly through SMS /email notification.	Ref. to this point, PSBA / AO users will release EMDs of the Bidder / Buyer by using e-Auction tool and service provider will assist the users of PSBA / AO for using this tool. Please confirm.	System developed by the bidder shall have the capability to auto-release the unsuccessful EMD amount after confirmation from AO. Will be elaborated in the RFP scope of work.
10	B. SCOPE OF WORK:	11		K) Training	<p>Kindly confirm training will be provided Online/Remote or Offline.</p> <p>Do we (Service provider) need to arrange Pre and Post go-live training for PSBA / AO's users, administrators & Bidder / Buyers ??, If yes then kindly confirm training will be Online (remote access) OR Offline. If training will be conducted offline then kindly confirm & share the number of days for training (Pre and Post go-live), location, time, nos. of users, administrators & Bidder / Buyers. etc. of PSBA / AO.</p> <p>Further, whether all cost of accommodation & others (tickets, visiting, training facilities etc..) for training will be provided or not by the PSBA / AO in case of offline training scheduled., kindly confirm</p> <p>Please confirm whether PSBA / AO will provide training facility in case of offline training scheduled. e.g. office space, internet, computer system etc. for training.</p> <p>We assume that due to current Covid-19 situation, offline training can be done through virtually, kindly confirm.</p>	Bidder should bring in all the training modules and will bear the cost.
11	-	-		General Query	Kindly share the contract period for End to End E-AUCTION Solution	Currently, the contract period is envisaged for 5 years and the same will be clarified as part of the RFP subsequently.
12	-	-		General Query	Kindly share event process flow (From Start to End)	Will be elaborated in the RFP scope of work.
13	-	-		General Query	Kindly share, Approx. Number of e-auction events which will be carried out during the contract with respect of E-AUCTION Solution.	Will be elaborated in the RFP scope of work.
14	-	-		General Query	Kindly share, Approx. Number of Unique Bidder / Buyer & Users of PSBA / AO with respect of E-AUCTION Solution.	Will be elaborated in the RFP scope of work.

15	-	-		General Query	Kindly share, Approx. Number of Events respect of e-auction with unique Bidder / Buyer & Users of PSBA / AO which are conducted last 4 Financial Years.	Will be elaborated in the RFP scope of work.
16	B. SCOPE OF WORK: 9. Application Requirements C) POST AUCTION PROCESS	10		F) The entire e-auction system will be subject to regular audits and testing including IS Audits and VAPT. It is the responsibility of the successful bidder to comply with observations of such an Audit. The Auction Engine shall be STQC Certified.	The e-tendering and e-Auction solution proposed by the bidder should be certified by Standardization Testing and Quality Certification (STQC) Directorate. Please keep this clause in Eligibility Criteria. We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empaneled test laboratories which is not valid. We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empaneled or third party agencies like EQDC, Suma soft etc."	The STQC guidelines are laid by the respective authorities/agencies the Company is in no way to judge the performance of these agencies. The bidder will need to comply with the observations of any Audit done by the company or its service providers and address all gaps as applicable. The company will not pay any additional charges for the same. The clause in the EOI remains unchanged.
17	B. SCOPE OF WORK: OBJECTIVE : 4. Design customer journeys and workflows	5		The bidder will be expected to conduct a voice of customer survey to understand the current customer expectations, issues and grievances.	Please elaborate it in details	Will be elaborated as part of the RFP subsequently.
18	B. SCOPE OF WORK: OBJECTIVE : 4. Design customer journeys and workflows	5		The bidder is expected to design customer journeys and workflows keeping in mind the customer experience at all times.	Please elaborate it in details	Will be elaborated as part of the RFP subsequently.
19	B. SCOPE OF WORK: OBJECTIVE : 6. Solution Build / Development	6		The bidder will be expected to develop / build the core application along with the web portal, mobile app and billing module including integration / interfacing with KYC tool, payment gateway, wallet, auction engine and any other third-party systems/plugins as required, contact centers, helpdesk and all Public Sector Banks	Please elaborate terms Core application	The core application is the master portal and also the integrations to the Banks' systems and other 3rd party systems as necessary. The details for the same will be shared as part of the RFP subsequently.
20	B. SCOPE OF WORK: OBJECTIVE : 9. Application Requirements A. PRE-AUCTION PROCESS : 1. User Management	7		Notification to the registered bidder about the opportunities	Please elaborate it in details	The system shall provide SMS/email notifications to registered bidders about future auctions. Will be elaborated as part of the RFP subsequently.

21	B. SCOPE OF WORK: OBJECTIVE : 9. Application Requirements A. PRE-AUCTION PROCESS : 2. Automated KYC plugin	7		Geotagging, Call records & Audit Trails.	Please elaborate Call Records	Will be elaborated as part of the RFP subsequently.
22	B. SCOPE OF WORK: OBJECTIVE : 9. Application Requirements B) BID AND AUCTION PROCESS	8		VI. The system will block the highest bidder's money only and release the amount of all the bidders immediately to their E-wallet without awaiting confirmation of Authorized Officer and bidders will be notified instantly through sms /email notification.	Maker and cheker both is required, dept user will login and make a process of EMD release process, Manual intervention is required by dept user for EMD release process, please conform on it,	system shall have the algorithm to release the EMD of the unsuccessful bidder to their wallet.
23	B. SCOPE OF WORK: OBJECTIVE : 9. Application Requirements C) POST AUCTION PROCESS	10		The entire e-auction system will be subject to regular audits and testing including IS Audits and VAPT. It is the responsibility of the successful bidder to comply with observations of such an Audit. The Auction Engine shall be STQC Certified	who will bear the cost of Audit	The bidder will need to comply with the observations of any Audit done by the company or its service providers and address all gaps as applicable. The company will not pay any additional charges for the same. The clause in the EOI remains unchanged.
24	B. SCOPE OF WORK: OBJECTIVE : 9. Application Requirements H) Marketing and publicity	10		3. Use of Digital marketing integration that uses digital media and platforms to promote products and services	Please elaborate it	master portal should have banners/marquees and company social media handles to be linked with the portal to publish new auctions. Will be elaborated as part of the RFP subsequently.
25	B. SCOPE OF WORK: OBJECTIVE : 9. Application Requirements J) Application Support	11		Selected Bidder shall extend application support covering L1, L2 and L3 services. For L2 and L3 Support, the bidder's resources shall be stationed at the Company's office for the initial period till the application stabilizes and post stabilization the same can be done remotely from the bidder's premises (in consultation and with written consent from the company)	How many service provider will be selected finally once closed RFP is evaluated	with one bidder as the prime system integrator who will be responsible for the ownership and execution of the project. He can tie up with other consortium members as per the specified eligibility criteria. However, the complete ownership and responsibility will be of the prime SI.

26	B. SCOPE OF WORK: (ii) Other Important Considerations	11		<p>1. E-AUCTION Solution and its related software/mobile applications/Websites/Dashboards etc. shall be the intellectual property of and shall be owned by PSB Alliance Private Limited The structure, organization, and code of the E-AUCTION Solution and its related software contain valuable processes and confidential information of the Company. Any form, database, or software that is altered, conceived, made, or developed in whole or in part of this Project during or as a result of company's relationship with the bidder shall become and remain the sole and exclusive property of the company. The bidder shall make no claim in the rights or ownership of any such form, database or software.</p>	<p>All the Intellectual Property Rights shall be the sole and exclusive property of the Bidder. We can provide irrevocable license software with Right use. Also, Any form, database, or software that is altered, conceived, made, or developed in whole or in part of this Project during or as a result of company's relationship with the bidder shall be the sole and exclusive property of the bidder.</p>	<p>The clause in the EOI remains unchanged. The company is not seeking the IP rights for the auction engine. payment gateway and KYC tools or any other 3rd party components.Please refer to CORRIGENDUM -1.</p>
27	B. SCOPE OF WORK: (ii) Other Important Considerations	11		<p>2. The bidder has to provide all necessary software and tools required for the development, deployment and maintenance of E-AUCTION Solution. These software and tools include but not limited to KYC tool, payment gateway, auction engine, OS, development tools, environmental software and Database Management Systems etc. The bidder has to quote for all software license requirements. All such licenses shall be procured in the name of the Company and the Company shall have the rights to use all such software and tools even after termination of contract with the bidder.</p>	<p>Bidder is capable to manage and maintain application which is developed as per RFP, bidder's current application is STQC certified which bear cost every 3 years to renew STQC certificate, why PSB alliance required ownership of all things like application of mobile/software/dshboard/website, data base, etc.. Bidder is not allowed to claim the ownership once contact with PSB alliance is over. please guide on it.</p>	<p>The clause in the EOI remains unchanged.</p>

28	G. INSTRUCTION TO THE BIDDERS:	19	<p>2. A pre-EOI meeting of the intending bidders will be held at 03:00 PM on 12TH AUGUST 2022 at PSB Alliance Private Limited, 4th Floor, Metro House, Mahatma Gandhi Road, Dhobi Talao, New Marine Lines Junction, Mumbai to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting.</p> <p>All communications regarding points requiring clarifications and any doubts shall be given in writing/ e-mail to the Contact persons mentioned elsewhere in this document by the intending bidders on or before 5ST AUGUST 2022 as per the pre-EOI query format in Annexure IX. No queries will be entertained after pre EOI meeting.</p> <p>Authorized representative of interested bidders shall be present during the scheduled time. The Company shall clarify the queries during the pre-EOI meeting and replies along with the queries shall be uploaded in the Company's website and no individual correspondence shall be made. No individual consultation shall be entertained.</p>	please confirm virtual meetin is allowed to attend instead of physical meeting	Pre-bid meeting was held on 12th august through video conferencing. Information was published on the company website.
29	C. ELIGIBILITY CRITERIA: a. ELIGIBILITY CRITERIA for SYSTEM INTEGRATOR Sr NO 02	12	<p>The Bidder should have a minimum annual turnover of Rs. 50 Crores per year during the last three financial years (2018-19, 2019-20 & 2020-21).</p> <p>In case of a wholly owned subsidiary, the net worth of parent/ holding company will be taken into consideration.</p>	Give Relaxation up to 25 CR annual turnover in last three financial years	Please refer to Corrigendum for the revised clause.

30	C. ELIGIBILITY CRITERIA: a. ELIGIBILITY CRITERIA for SYSTEM INTEGRATOR Sr NO 06	13		The bidder should have had the experience of developing and maintaining any 1 out the following below mentioned application like: 1. Web applications / Portal development 2. Payment Gateway/Switch Integration 3. Enterprise Service Bus 4. E-auction portals for at least one Scheduled Commercial Bank or a BFSI client both with at least 1000 branches. OR The bidder should have had the experience of developing and maintaining portals or web-based applications like web-portals with at least 5 lakh transactions per year for at least one PSU or government agency in India. On-going engagements for multi-year contracts (more than 1 year) will be considered if the solution is live in production and at least 1 year of maintenance / support has been completed post go-live. Else only completed engagement shall be considered.	Can you please elaborate what is meant 5 lakh transaction.	The clause in the EOI remains unchanged. Transactions refer to query / financial transactions
31	C. ELIGIBILITY CRITERIA: b. ELIGIBILITY CRITERIA for OEM/OSD	14		E AUCTION product/solution of the OEMS/OSD being offered for the proposed portal should have been implemented in at least two scheduled commercial banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients	can bidder do business tie up with OEMS/OSD to provide required solution as per RFP	Yes, a bidder can tie up for the same. However, the bidder will not be allowed to change the product later in the RFP stage.
32	C. ELIGIBILITY CRITERIA: b. ELIGIBILITY CRITERIA for OEM/OSD	14		E-KYC or Video-KYC product/solution of the OEMS/OSD being offered for the proposed portal should have been implemented in at least two scheduled commercial banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients	can bidder do business tie up with OEMS/OSD to provide required solution as per RFP	Yes, a bidder can tie up for the same. However, the bidder will not be allowed to change the product later in the RFP stage.
33	C. ELIGIBILITY CRITERIA: b. ELIGIBILITY CRITERIA for OEM/OSD	14		Payment Gateway product/solution of the OEMS/OSD being offered for the proposed portal should have been implemented in at least two scheduled commercial banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients.	can bidder do business tie up with OEMS/OSD to provide required solution as per RFP	Yes, a bidder can tie up for the same. However, the bidder will not be allowed to change the product later in the RFP stage.
34	-			general query	Either Wallet is used or Challan is used, both is not required, please confirm	Will be elaborated as part of the RFP subsequently.
35	-			General query	Mobile application will be developed for which activities, please elaborate the usage of mobile app	Will be elaborated as part of the RFP subsequently.

36	-			General query	Who will bear the cost of STQC audit once final application is developed and implemented as per RFP	Will be elaborated as part of the RFP subsequently.
37	-			General query	once bidder's contact is over and owbership is claimed by PSB alliance than in future who will bear the cost of STQC audit & its renewal cert for application which is developed and implemented (as per STQC rules, every few year website/application has to be STQC audited)	Will be clarified in the RFP subsequently.
38	G. INSTRUCTION TO THE BIDDERS:	19		2. A pre-EOI meeting of the intending bidders will be held at 03:00 PM on 12TH AUGUST 2022 at PSB Alliance Private Limited, 4th Floor, Metro House, Mahatma Gandhi Road, Dhobi Talao, New Marine Lines Junction, Mumbai to clarify any point/doubt raised by them in respect of this EOI.	Request you to conduct the pre-EOI meeting through Video Conferencing Mode	A pre-bid meeting was held on 12th august through video conferencing. Information was published on the company website.
39	ANNEXURE VII: ORGANIZATION CERTIFICATE FORMAT	33		All references must be accompanied by a customer letter on their letterhead, in the following format:	Request you to accept this on bidder's letter head. Similar details will be provided by Client on their letter head as per Client's format	The clause in the EOI remains unchanged.
40	b. ELIGIBILITY CRITERIA for OEM/OSD	14		<p>2 E-KYC or Video-KYC product/solution of the OEMS/OSD being offered for the proposed portal should have been implemented in at least two scheduled commercial banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients. Credential letters from clients, mentioning the details of the solution implemented. The letter should also clearly state that the solution is in use by the Banks and live in production.</p> <p>3 Payment Gateway product/solution of the OEMS/OSD being offered for the proposed portal should have been implemented in at least two scheduled commercial banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients. Credential letters from clients, mentioning the details of the solution implemented. The letter should also clearly state that the solution is in use by the Banks and live in production.</p>	<p>eKYC and Payment Gateway will be as a service.</p> <p>Therefore, would request that the service be directly procured by the PSB alliance and the eAuction portal should have the capability to integrate with these solutions.</p> <p>Also, would request to remove the ask for eKYC and Payment gateway from the solutions and eligibility criteria to be proposed in the EOI.</p>	The company envisages a single prime bidder to take complete ownership and end-to-end responsibility of the project. The prime bidder will need to Tie up with the service providers as needed to meet the overall scope of the EOI and RFP subsequently. The clause in the EOI remains unchanged.

41	G. INSTRUCTION TO THE BIDDERS	19		3. The Sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope with "Expression of Interest (EOI) for issuance of Request for Proposal (RFP) to provide end to end E-AUCTION solution in response to EOI PSBA/TENDER/EAUC/2022-23/002 dated 29TH JULY 2022". The EOI response should be dropped in the Tender Box kept at PSB Alliance Private Limited,	Request you to keep the EOI Submission through e-mail or online upload.	The bidder can courier the response documents to the Company at the address specified in the EOI. The Company is not responsible for any delays in transit or non-delivery of the documents at its address. In the event, the documents do not reach the Company in the physical format before the due date and time the bids of such bidders will be rejected. please refer CORRIGENDUM-2.
42	H. CHECKLIST	20		7. Soft Copy of EOI response in a Pen drive	Request you to keep the EOI Submission through e-mail or online upload.	The bidder can courier the response documents to the Company at the address specified in the EOI. The pen drive can also be part of the courier. The Company is not responsible for any delays in transit or non-delivery of the documents at its address. In the event, the documents do not reach the Company in the physical format before the due date and time the bids of such bidders will be rejected. Please refer CORRIGENDUM-2.
43	6	SI.5 (iii)		The bidder is expected to use all legally licensed software only for the purpose of this engagement. Open source which is completely supported by the OEM may be used by the bidder. However, use of such open-source software will have to be agreed by the Company post evaluating the OEM of such open source and their support facilities and commitments.	Request PSB to confirm their preferred application stack.	It is the responsibility of the bidder to procure and quote products to meet the scope of the EOI and RFP subsequently. All software quoted should be legal and supported even if the same is open source. The clause in the EOI remains unchanged.

44	8	SI B4		Bidder has an option to propose its own auction engine or third-party auction engine.	Request PSB to define the 'Transactions'	yes they can propose their own auction engine provided the same meets the eligibility conditions specified in the EOI.
45	13	SI. 6			Request PSB to specify the mechanism to conducting auctions	Will be provided as part of the detailed scope in the RFP subsequently.
46	14	SI.B2		E-KYC or Video-KYC product/solution of the OEMS/OSD being offered for the proposed portal should have been implemented in at least two scheduled commercial banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients	Do we need to disclose the information about the Service Provider of KYC tool is required at the EOI stage or RFP stage. Request PSB to confirm.	The E-KYC or V-Kyc tool will need to meet the eligibility condition as specified in the EOI and the documentary evidence for the same will also need to be attached for the same. This is not possible without disclosing the name of the tool or service provider. The bidder will not be allowed to change the product later in the RFP stage.
47	General Request			General Request	Request PSB to specify the Revenue Model for Service Provider.	The revenue model of the Company is something that the company will design for itself. The bidders are only service providers and IT partners to the company in its journey.
48	General Request			General Request	Request PSB to specify the Tenure of the Contract.	Currently, the contract period is envisaged for 5 years and the same will be clarified as part of the RFP subsequently.
49	C. Eligibility Criteria	12		2. The Bidder should have a minimum annual turnover of Rs. 50 Crores per year during the last three financial years (2018-19, 2019-20 & 2020-21. In case of a wholly owned subsidiary, the net worth of parent/ holding company will be taken into consideration.	We request to amend this Clause and to incorporate MSME clause for the last three financial years.	Please refer to Corrigendum for the revised clause.

50	C. Eligibility Criteria	14		7. Bidder needs to have the CMMI certification (Level 3 or above) valid as on date of EOI submission.	We request you to obtain the CMMI Level 3 Certificate within 3 months from the date of issuance of Purchase Order.	The bidder needs to submit a declaration clearly stating that the CMMI certification will be submitted at the time of the RFP submission. In the event at the time of submission of the RFP, the bidder is unable to provide the desired certification then the bid of such bidders will be rejected and will not be considered. The same has to be stated by bidders on their letterhead and signed by the competent authority.
51	C. Eligibility Criteria	12 & 13		5. The Bidder should be in the business of providing software design and development services to Government / PSU/BFSI clients. The bidder should have executed / completed a software development / implementation / build engagement having a single contract value of at least INR 2 crores in a Government / PSU/ BFSI client in India as on the date of EOI submission. On-going engagements for multi-year contracts (more than 1 year) will be considered if the solution is live in production and at least 1 year of maintenance / support has been completed post go-live. Else only completed engagement shall be considered.	We request you to amend this clause to from INR 2 Crores to INR 20 Lakhs	The clause in the EOI remains unchanged.
52	4	B (1)		Mobile app for e auction	Kindly clarify that, Using Mob app is only for notifying purpose or eAuction bidding also. If for bidding also, kindly elaborate the security aspect for login & data encryption.	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.
53	10	D (6)		Mobile App for notifying the bidders / buyers	Kindly clarify that, Using Mob app is only for notifying purpose or eAuction bidding also. If for bidding also, kindly elaborate the security aspect for login & data encryption.	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.

54	5	B (4)		The bidder will be expected to conduct a voice of customer survey to understand the current customer expectations, issues and grievances.	Kindly clarify that, what does mean the word “customer” in this context. Also, to do the survey, what are all the boundaries?	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.
55	5	B (4)		The bidder is expected to bring in best in class domestic and global experiences in re-designing customer journeys and workflows.	Kindly elaborate “global experiences in re-designing journeys and workflows”.	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.
56	6	B(6)		The bidder will be expected to develop / build the core application along with the web portal, mobile app and billing module including integration / interfacing with KYC tool, payment gateway, wallet, auction engine and any other third-party systems/plugins as required, contact centers, helpdesk and all Public Sector Banks	Kindly elaborate “Billing Module” & is the integration needs to be done with third party solution which are already existing, if so kindly share more details of the third party tools available or Do we need to design & develop the modules mentioned.	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.
57	7	9(A)2		Facial ID & Biometrics: Liveness check, Face match	Kindly clarify, whether this feature “Facial ID & Biometrics: Liveness check, Face match” is required as we are providing User Authentication through OTP / PKI / Email Verification. As the above mentioned features may not be suggested for auctioning process since this will contine only dynamic data.	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.
58	7	9(A)2		Geotagging, Call records & Audit Trails.	Kindly elaborate “Geotagging” call records. (this comes under support)	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.
59	8	9(B)4		Bidder has an option to propose its own auction engine or third-party auction engine	To bid third party auction engine, hope an agreement with the third party is enough for bidding purpose in this tenders or do we need any specific documents of third party.	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.

60	10	9(D3)6		Royalty Collection report,	Kindly elaborate the function "Royalty Collection report"	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage.
61	10	9(F)		The entire e-auction system will be subject to regular audits and testing including IS Audits and VAPT. It is the responsibility of the successful bidder to comply with observations of such an Audit. The Auction Engine shall be STQC Certified	Kindly confirm who will bear the audit cost.	The VAPT audits will be done by the Company / its service providers. The bidder will need to comply with the observations of any Audit done by the company or its service providers and address all gaps as applicable. The company will not pay any additional charges for the same. The clause in the EOI remains unchanged.
62	11	(II) 1 & 2		Other Important Considerations	Kindly confirm, whether the system needs to be implemented on "BOOT" module or any other module.	No, this is not a BOOT model. Payment terms and SLAs will be specified as part of the RFP subsequently.
63	12	(C)(a)2		The Bidder should have a minimum annual turnover of Rs. 50 Crores per year during the last three financial years (2018-19, 2019-20 & 2020-21).	We are the service providers of eProcurement solution to PSUs & Government departments in India. Because of the Pandemic (Covid 19), our turnover is drastically reduced. Hence we request your good selves to relax the minimum annual turnover to Average Rs 40 cr for the mentioned years (2018-19, 2019-20 & 2020-21).	Please refer to Corrigendum for the revised clause.
64	14	(C)(b)2		E-KYC or Video-KYC product/solution of the OEMS/OSD being offered for the proposed portal should have been implemented in at least two scheduled commercial banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients.	Kindly relax to one scheduled bank and having minimum 1000 branches to 500 branches	The clause in the EOI remains unchanged.
65	12 & 14			a. ELIGIBILITY CRITERIA for SYSTEM INTEGRATOR b. ELIGIBILITY CRITERIA for OEM/OSD	Kindly clarify, if, "Bidder response should be as a single bidder proposing its own end-to-end solution and services" then, the bidder needs to qualify in both the eligibility criteria OR any one of them.	Yes, a bidder can tie up for the same. However, the bidder will not be allowed to change the product later in the RFP stage.

66	16	(D2)2.2		Bidder response should be by proposing end-to-end solution by offering third party solutions and services. OR	Kindly clarify; does the prime bidder can use the credentials of the third party for eligibility who is providing solution?	Yes for the components mentioned in the EOI under the eligibility criteria for OEM / OSD.
67	16	(D2)2.3		Bidder response should be by proposing an end-to-end solution which can be a combination of his and third-party solutions and services	Kindly clarify; do the credentials of both parties will be accepted in this scenario.	Only for the components mentioned in the EOI under the eligibility criteria for OEM / OSD's.
68	Annexure 8			Point d - We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.	The language to be revised as follows: We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI in the past 3 years. No legal action is pending against us for any cause in any legal jurisdiction which may materially affect our ability to perform the services under this agreement.	EOI clause remains UNCHANGED.
69	B.SCOPE OF WORK:			IV. System should have seamless integration with the auction engine (to be provided	We understand Auction engine is out of scope of bidder, integration with Auction engine is in scope.	Yes, they can propose their own auction engine provided the same meets the eligibility conditions specified in the EOI. end to end solution is required .bidder can develop auction engine or can integrate with OEM auction provider.
70	B.SCOPE OF WORK:			The bidder will be responsible for end-to-end unit, integration, migration, regression, UAT and security testing.	We understand that the preparation of UAT environment with required build would be responsibility of the bidder, the actual UAT , preparation of UAT test cases, and go live approval would be responsibility of PSBA.	Detailed scope and specifications will be provided as part of the RFP subsequently. This is an EOI process to identify eligible bidders at this stage

71	F) Regular Audits and testing including IS Audits, VAPT		The entire e-auction system will be subject to regular audits and testing including IS Audits and VAPT. It is the responsibility of the successful bidder to comply with observations of such an Audit. The Auction Engine shall be STQC Certified.	2. For IS audits and VAPT, can we consider other competent agencies as an alternative to STQC .	The STQC guidelines are laid by the respective authorities/agencies.The Company is in no way to judge the performance of these agencies. The bidder will need to comply with the observations of any Audit done by the company or its service providers and address all gaps as applicable. The company will not pay any additional charges for the same. The clause in the EOI remains unchanged.
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