



**PSB Alliance** Private Limited

Promoted by Banks

**Expression of Interest (EOI)**

**for issuance of**

**Request for Proposal (RFP)**

**to provide**

**End to End E-AUCTION Solution**

(EOI REF.NO: PSBA/TENDER/EAUC/2022-23/002)

PSB Alliance Private Limited (herein after referred to as "Company") invites Expression of Interest (EOI) from experienced bidders with proven capabilities to design, develop, implement and manage the web applications and interfaces along with the necessary hardware, operating system, database, security infrastructure, network infrastructure and links on a cloud. For the purpose of this EOI the bidder will be the single point of contact for the Company and will be entirely responsible for the project including performance, availability and efficiency of the solutions.

|                                     |   |  |
|-------------------------------------|---|--|
| EOI Reference No                    | : | PSBA/TENDER/EAUC/2022-23/002   |
| Date of EOI Document                | : | 29 <sup>th</sup> July 2022   |
| Last Date for Submission of Queries | : | 5 <sup>th</sup> August 2022  |
| Date of Pre-EOI Meeting             | : | 12 <sup>th</sup> August 2022 3:00PM  |
| Last Date for Submission of EOI     | : | 26 <sup>th</sup> August 2022,3:00 PM   |
| Date of Opening of EOI              | : | 26 <sup>th</sup> August 2022,3:30 PM   |
| Issued By                           | : | Managing Director & CEO<br>PSB Alliance Private Limited  |
| -----                               |   |  |
| Contact Person                      | : | Prasad Parkhe  |
| Telephone                           | : | 02222030444 EXT.118  |
| Email                               | : | <a href="mailto:dsb.it2@psballiance.com">dsb.it2@psballiance.com</a><br><a href="mailto:admin@psballiance.com">admin@psballiance.com</a> |
|                                     |   |  |
|                                     |   |  |

The cost of EOI document is Rs. 10000 /-. The EOI document can be downloaded from Company's website <https://www.psballiance.com/tenders-and-notices.html>. The Bidder should pay the cost of the document by means of DD drawn on any scheduled Bank for Rs. 10000/- (INR Ten thousand only) in favor of PSB Alliance Private Limited, payable at Mumbai and enclose the same with EOI submission document.

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## **A. INTRODUCTION:**

"PSB Alliance Private Limited" (herein after referred to as the "Company") is an umbrella organization for all Public Sector Banks primarily focusing on delivering financial and non-financial banking services. This Company would drive this project on behalf of all the Public Sector Banks, providing them with a common platform with safe, secure, and efficient environment in a cost-effective manner.

As the Company has been created by the Public Sector Banks (PSB), it can act as an intermediary for all the PSBs and create a common applications/platform by drawing on the experience and inputs from these Banks and take advantage of the combined Scale of operations. This will help the PSBs to lower their cost of acquiring new business platforms/technologies and at the same time will benefit their customers to have access to the latest technology coupled with standard robust processes.

### **OBJECTIVE:**

The objective of this EOI is to shortlist eligible bidders with the requisite experience to whom a detailed Request for Proposal (it will be a closed RFP) would be floated for providing an end-to-end E-Auction Solution. Further details like scope of work, functional specification, technical details etc. would only be provided to the bidders selected through the EOI process.

## **B. SCOPE OF WORK:**

### **OBJECTIVE:**

The company is looking to engage the services of a reputed technology service provider who shall be responsible for developing an end-to-end E AUCTION Solution on a high availability technology architecture hosted on Cloud. 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. The technology developed shall be robust and flexible enough to support multiple plugins and service providers to cater to future requirements also.

The broad scope of work for the Bidder would include but not be limited to the following:

#### **1. Master web portal and mobile app for e auction.**

There will be a single uniform Master platform for all end users for:

- I. Property Search
- II. Register/Login
- III. EMD/WALLET Management.
- IV. System should have seamless integration with the auction engine (to be provided by the bidder) for bidding and auction.
- V. MIS
- VI. HELP AND SUPPORT

- VII. The look and feel of the website shall also be updated as per current market trends and shall be user friendly and fully secured to access, navigate, search and bid.

**2. Application Design**

- Design the overall web portal and core application architecture in terms of modules, components data structures etc.
- Design the overall application controls and security framework
- Document the high level and low-level solution design including security architecture and framework
- Identify and define the data and integration requirements
- Document and define the overall high-level and low-level data and integration strategy and architecture
- Document the data migration strategy wherever applicable.

**3. Design the Overall SDLC Methodology**

- The bidder will be responsible for defining and documenting the detailed Software Development Life Cycle (SDLC) methodology along with the procedures, approval matrix and templates that would be used across the project life cycle.
- Conduct training sessions for the Company's core team on the defined SDLC methodology and use of templates.
- The bidder will be responsible for defining and agreeing with the Company the TAT's, escalation matrix, SLA's, entry and exit criteria for each phase of the project.
- Agree and sign-off on the SDLC methodology.

**4. Design customer journeys and workflows**

- The Company envisages the E AUCTION solution to be completely digital offering the best-in-class customer experience.
- The bidder will be expected to conduct a voice of customer survey to understand the current customer expectations, issues and grievances.
- The bidder is expected to design customer journeys and workflows keeping in mind the customer experience at all times.
- The bidder is expected to bring in best in class domestic and global experiences in re-designing customer journeys and workflows.
- The bidder will need to design the customer experience UI / UX.
- The screen formats, workflows, designs etc. will need to be agreed by the Company before development and deployment.
- All design/ images/ tools required for deployment of the solution shall be provided by the selected bidder as part of the solution.

**5. Supply, install, customize and maintain Software and Infrastructure for Application build/ development, test, Production and DR**

- The bidder will be expected to supply, install, customize and maintain all software, data base, operating system software, hardware, network and security components as would be required to build, customize, commission and maintain the E AUCTION solution along with all integration for all environments such as development, test, production and DR.

- The application along with all necessary database, operating systems, hardware, and infrastructure will be housed on a public cloud infrastructure with a service provider approved by MeitY.
- 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.

## **6. Solution Build / Development**

- 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.
- The applications build must have all the necessary security and control features built in.
- The application should provide an open API framework and all services should be API enabled.
- The application coding should follow industry best practices and should be reviewed periodically by the Company for adherence to coding standards.
- The application built should be flexible and should be parameterized to the extent possible. Hard coding of any values should be strictly avoided.

## **7. Solution Testing**

- The bidder will be responsible for end-to-end unit, integration, migration, regression, UAT and security testing.
- The bidder will be responsible for developing the test strategy, entry / exit criteria, escalation matrix, TAT's, SLA's, test cases and templates to be used for testing
- The bidder will be expected to provide a test monitoring and defect capture tool
- The bidder will be required to support the Company's team during testing

## **8. Solution Rollout**

- The bidder will be responsible for rolling out the complete end-to-end solution as per the timelines specified by the Company.
- The bidder will be responsible to rectify any defects, bugs or errors that come up during and post roll out.
- All defects, bugs and errors should be documents and captured in a defect tracking system which will need to be provided by the bidder.
- Daily progress and defect tracking reports will need to be published by the bidder.

## **9. Application Requirements**

### **A. PRE-AUCTION PROCESS**

Pre-auction process will Include the following

#### **1. User Management**

User types:

- Bank user maker and checker

- PSB Admin
- Customer

- Single registration process from a single web portal.
- Configurable Registration Form
- Login: user login from a single web portal.
- Create the login Credentials while sharing the basic information
- Attach the relevant certificates / documents (Configurable)
- User Authentication through OTP / PKI / Email Verification
- Option to Collect registration fee, if any
- Notification to the registered bidder about the opportunities
- Access to e-Auction Document

## **2. Automated KYC plugin**

- KYC plugin will perform automated KYC validation.
- This plugin module may be developed or outsourced to third party service provider (OEM) who will provide tools for KYC validation automated process.
- Facial ID & Biometrics: Liveness check, Face match
- Fetch digitally signed and verified ID documents from AUTHORISED SOURCE eg. NSDL / UDIAI.
- ID documents classification, tamper prevention, OCR & verification.
- Geotagging, Call records & Audit Trails.
  - KYC validation shall meet the requirements /guidelines set forth by Government /Reserve Bank of India, CVC, or any other statutory body, and KYC validation process needs to be flexible to adopt to any change in requirements/applicable rules and regulations.

## **3. Search Core**

- Property Listing
- Search analytics
- Validations
- Security Module
- Advanced Listings Search Features: An advanced search for property listings will have the following features:
  - Auto Suggest Locations: For a property listings search, the most important search criteria, is the location.
  - The location field should accept an accurate search location, detailed right down to the zip code.
  - To auto suggest locations based on keywords entered by a user.
  - the search box will also provide spelling suggestions, like 'Did you mean...' for misspelled place names.
  - Broad Match Search: Usually, the keywords entered in the search criteria are matched exactly and search results are displayed. In a broad match search, not only the phrase is searched for, but also individual words, and close variations are also searched.
  - Fast Search: When searching through a large database of posted listings, providing an optimized and speedy search is the most important. A search server that uses indexing can substantially speed up a search query.
  - Instead of going through each and every document to find a word being searched, indexing links words to pages (similar to a glossary index in a book).
  - Assigning weights to parameters: Each parameter used for the search (e.g., location, price, etc), has priorities. For example, the location might be of the highest priority, thus it will drive the search results. Next might be price, and then the other factors. Each factor will have a weight that decides the priority.

- Search Location Suggestions: If the search criteria do not match any listing for a particular location, the search server would suggest nearby locations, based on recognized location data. If a database like Geo names is used, you can provide suggestions like: "Search for Properties Nearby: Location 1, Location 2, Location 3...", etc.
- Highly Scalable: For a PROPERTY website, new listings will be added frequently, thus the search server has to be highly scalable. The search engine servers have to be highly scalable. Assured scalability is provided by the use of advanced search engines (cluster indexes). To achieve this, need to automate the server to regularly index new content that comes on the site.
- Sorting and Filtering Options: The search results can be sorted not only based on the relevancy, but also based on the freshness of the listing. Thus, the most recent listings can be displayed first. Filtering options are also provided, such as price range filters, locality filters, etc.

#### **4. EMD management/wallet management**

- I. A system of global pre bid EMD concept shall be adopted.
- II. The bidder shall deposit the EMD amount in his wallet, without declaring the property against which such EMD shall be used.
- III. This gives the bidder the flexibility to bid on any property subject to it having the requisite EMD amount in his wallet.
- IV. It also prevents assimilation of information about prospective bidders for any property which assuage the fear of leakage of such information resulting in cartel formation or outside influence on the bidding.
- V. During auction, the EMD of the highest bidder gets blocked to the extent of the required EMD for the property. The moment the bidder gets out-bid, its EMD is released and the bidder may bid again for the same property or may use the amount in some other ongoing property auction.
- 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.

#### **5. Payment gateway plugin:**

Fully functional and always available Payment gateway plugin will perform all the payment related functions.

- I. All the payments towards e-Auction of properties are to be collected by the company and will be shared with the service provider.
- II. To facilitate the bidders for making payment of earnest money system if configured with both offline and online payment gateway.
- III. In case of offline payment bidders can select the Challan option from the system, on the selection of challan a system-generated challan copy would be displayed to bidders to download and pay by visiting any nearest bank branch.
- IV. In the case of online payment, bidders can select the Online Payment option from the payment gateway; here bidders can select the payment options like pay through cards (credit/debit) or Pay through Net Banking to make the payment of earnest money deposit.

#### **B) BID AND AUCTION PROCESS**

1. Bidders will login only to single uniform PSBA EAUCTION portal for searching listed property,
2. Properties to be auctioned will also be displayed on single uniform portal.
3. Interested bidders will be redirected to auction engine to participate in e-auction.
4. Bidder has an option to propose its own auction engine or third-party auction engine.

5. The auction timings will be as per the details provided by the respective banks. An auto extension may be decided during the development phase.
6. The bidders can increase the bid amount by minimum increment value or its multiple, during the auction.
7. The prevailing highest bid will be visible to the bidders but the name of the bidders won't appear anywhere during the auction.
8. All property ID's (lots) receiving at least one bid in the auction shall have a status 'Pending'; else the status will be 'No Bid'.
9. The AO can view the online bidding of a property authorized by the respective bank by logging-in on the PORTAL. After completion of auction, the AO shall declare his/her decision about approval or rejection of the H-1 bid(s) for property.
10. AO authenticates the decision online. On submission of the decision by the AO, the system should send an email /sms conveying the decision of the AO to the concerned bidder with a copy to the AO and respective bank.
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.
12. Confirmation of Auction – Option to be given for not to confirm the auction due to court order and EMD of unsuccessful Auction bidder be released. Many times, DRT assess order permitting to conduct auction, but not to confirm. Option to be provided to keep the Auction pending due to Court / DRT order by retaining the bid amount of successful bidder and release of bid amount of unsuccessful bidder.
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.

**c) POST AUCTION PROCESS**

1. Payments/refund approvals and wallet management will be handled at PSBA Master portal, with the payment gateway plugin.
2. MIS
  - a) The system will have all logs which will be sent to MIS module for reporting.
  - b) The MIS showing details of transfer (UTR No, Date, Amount etc) shall be made available with Admin/AO's login. A consolidated report of all transactions can be made available under MIS module.
  - c) MIS module will be designed for access to user-on-user role basis and need to know basis.
  - d) DASHBOARD will be provided for monitoring and reporting of all the auction-related activities.
    - i. Accepted Bid
    - ii. Rejected Bid
    - iii. Reason for rejection
    - iv. Bidder IP wise report
    - v. Bid log of the auction cycle
    - vi. Lot wise winning bidder
    - vii. Date & Time of the Final Bid Submission
    - viii. Comparison: Reserve price – H1 Price
    - ix. Gain attained in % / Value
    - x. Interested Bidders List

- xi. Consolidated Bid Bonds/ Commitment payments Report
- xii. Pre & Post Bid Collection Report: Successful Bidders
- xiii. Re-Payment report: Unsuccessful Bidders

**D) Integrated functions of Proposed e-Auction Platform**

1. Provision to map Department Hierarchy to the system, assigning rights to the designation.
2. Central Monitoring of the items put to auction & their payments
3. Integrated reports such as
  - i. Total registration of users
  - ii. E-Auction event wise bid history,
  - iii. Saving / Gain Report,
  - iv. EMD collection report,
  - v. EMD refund report,
  - vi. Royalty Collection report,
  - vii. Penalty report.
4. Integrated Payment Gateway for Auction Fees & EMD Collection, Refund Management & Payment to the suppliers
5. Integrated Workflow
6. Mobile App for notifying the bidders / buyers
7. All transactions can be tracked online in real time by the bidders / buyers i.e. Payment Successful / Unsuccessful / pending & also provision to download the receipt of the same

**E) Admin Control Panel**

All participating Banks will be provided with an Admin Panel of AO (Authorized Officers) at Head Office/Zone/Circle/Branch levels to perform following activities

- i. User Management back end
- ii. Upload Property listing
- iii. Search Analytics and listing back end
- iv. Approvals back end

**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.

**G) Security Management of entire e-auction activity**

The e-auction portal should be fully secured and should comply with the RBI and other regulatory authorities.

**H) Marketing and publicity**

1. Notifications through SMS/email and app to end users.
2. On portal publicity and notifications through Marquee / Banner.
3. Use of Digital marketing integration that uses digital media and platforms to promote products and services.

**I) Grievance Redressal**

1. A feature shall be available in the Customer portal for raising complaints. This shall be routed to an appropriate level depending upon the category of complaint.
2. The module driving this feature shall help in tracking, updating and reassigning the complaints.

3. The workflow enabler components within the E-AUCTION Solution are being leveraged to provide this capability.
4. Reports corresponding to complaints raised, closed in progress, etc. shall be available for appropriate user levels for proper tracking and redressal.

**J) Application Support**

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).

**K) Training**

1. The selected Bidder shall be responsible for providing training to different groups of users. Indicative (but not limited to) user groups are:
  - PSB Alliance Admin users
  - Bank Admin Users
  - Branch Users
  - On demand training for customers willing to participate in the auction
- ✓ The training shall be conducted during the initiation phase and later on an annual basis.
- ✓ The training may be conducted in online mode.
- ✓ User manuals, FAQs and training videos shall be the part of deliverables.
- ✓ A similar set of training materials shall also be considered for customers.
2. All the training material shall be made available online.

**(ii) Other Important Considerations**

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.
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.

**C. ELIGIBILITY CRITERIA:**

The Bidder who wishes to participate in EOI process should meet the following criteria

**a. ELIGIBILITY CRITERIA for SYSTEM INTEGRATOR**

| S. No. | Criteria  | (Proof of documents required / must be submitted)   |
|--------|---|---|
| 1      | The Bidder should be a company registered under Companies Act, 1956/2013; partnership firm registered under LLP Act, 2008. The Bidder should be registered for GST. It should not be individual/ proprietorship firm/ HUF etc.  | Copy of the certificate of Incorporation issued by the registrar of companies.  |
| 2      | The Bidder should have a minimum annual turnover of <b>Rs. 50 Crores</b> per year during the last three financial years (2018-19, 2019-20 & 2020-21).<br><br>In case of a wholly owned subsidiary, the net worth of parent/ holding company will be taken into consideration. | Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three financial years (2018-19, 2019-20 & 2020-21) should be submitted.   |
| 3      | The Bidder should have a positive net-worth in last three financial years (i.e., 2018-19, 2019-20 & 2020-21)  | Copies of the audited balance sheets of the company showing positive net-worth of the company for the consecutive last three financial years (2018-19, 2019-20 & 2020-21) should be submitted,  |
| 4      | Bidder should not have been black-listed by (the Central / any of the State Governments or any Financial Institutions in India as on date of EOI submission) any bank / institution in India.   | A self-declaration to this effect on the company's letterhead should be submitted.<br><br>Bidder has to submit a Declaration in the format as mentioned in Annexure VIII.   |
| 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                  | A copy of work order/ contract copy/ credential letter from the client clearly specifying the scope of the engagement and value of software development / build work done along with a self-declaration on the Company's letter head signed by the authorized signatory |

| S. No. | Criteria   | (Proof of documents required / must be submitted)   |
|--------|--|---|
|        | <p>value of at least INR 2 crores in a Government / PSU/ BFSI client in India as on the date of EOI submission.</p> <p>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.</p>   | <p>stating the completion of the said project to be furnished by the Bidder.</p>  |
| 6      | <p>The bidder should have had the experience of developing and maintaining any 1 out the following below mentioned application like:</p> <ol style="list-style-type: none"> <li>1. Web applications / Portal development</li> <li>2. Payment Gateway/Switch Integration</li> <li>3. Enterprise Service Bus</li> <li>4. E-auction portals</li> </ol> <p>for at least one Scheduled Commercial Bank or a BFSI client both with at least 1000 branches.</p> <p>OR</p> <p>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.</p> <p>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.</p> | <p>A copy of work order/ contract copy/ credential letter from the client clearly specifying the scope of the engagement and the number of transactions per year along with a self- declaration on the Company's letter head signed by the authorized signatory stating the developing and maintaining of the said project to be furnished by the bidder.</p> |

| S. No. | Criteria   | (Proof of documents required / must be submitted)   |
|--------|--|---|
| 7      | Bidder needs to have the CMMI certification (Level 3 or above) valid as on date of EOI submission  | Valid copy of the certificate   |
| 8      | The Bidder should have neither failed to perform on any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates /Group Companies/member firms, nor from any project or agreement nor had any agreement terminated for breach of agreement | A self-declaration to be furnished by the Bidder on the Company's letterhead signed by the authorized signatory for the same. |

## b. ELIGIBILITY CRITERIA for OEM/OSD

| S. No. | Criteria  | (Proof of documents required / must be submitted)  |
|--------|---|--|
| 1      | 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.          | 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. |
| 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. |
| 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. |

**Note: Based on the scope provided in the EOI the bidder is free to propose any additional solutions from the OEM's / OSD's apart from what has been mandated above. In the event the bidder is proposing any additional solutions from OEM's / OSD's then the bidder is requested to provide the details of such solutions as part of their response to the EOI. Any such additional solutions recommended should be accompanied along with the relevant credential letters from at least two scheduled commercial banks in India having a minimum of 1000 branches and the letters should clearly state that the solution is being used by the Banks and live in production.**

Non-compliance of any of the above criteria would lead to direct rejection of the bidder. The bidders are expected to note that they should submit sufficient documentary evidence to ensure they comply to the criteria specified in the table above. Scheduled commercial banks specified above do not include RRB's and cooperative Bank. The Company reserves the right to make independent enquiries regarding the veracity of the claims made by the Bidders regarding their eligibility. During the entire process in case, it is found that the Bidder does not fulfill the requisite criteria, or ceases to fulfill any one or more of the criteria prescribed herein, or had given any false or misleading representation /declaration about its eligibility, the Company shall be at liberty to forthwith terminate further engagement with such Bidder at whatsoever stage the process might be without any notice and also initiate such legal action against the Bidder as deemed appropriate.

#### 1.1. Application Fees:

All bidders will have to submit the following and only those proposals with the application fee will be considered for Eligibility Criteria evaluation:

|   |  |  |
|---|--|--|
| 1 | Application fees of Rs. 10,000/-<br>Non-refundable | The application can be downloaded from PSB Alliance Private Limited website. Application fee of Rs. 10,000/- is to be submitted along with the EOI by way of DD. |
|---|--|--|

#### 1.2. Important Instructions:

- a. The Bidder should ensure submission of all the required documents in support of eligibility criteria.
- b. Disclaimer

Response to the EOI does not guarantee that the assignment will be awarded to the bidder. Company reserves the right to select eligible bidder at its sole discretion.

The Company reserves the right to terminate the EOI process at any time and makes no commitments, either implied or otherwise, that this process will result in a business relationship with any bidder or any Shortlisted Bidder

The Company reserves the right at any time, in its sole discretion, to accept any or all responses in whole or in part, negotiate with any bidder, or cancel this EOI (in part or in its entirety) in the event the Company determines that it is in its best interest to do so.

The RFP will only be shared with those Bidders who qualify the Eligibility Criteria evaluation in pursuance of this EOI conducted by the Company.

## **D. TERMS OF REFERENCE:**

### **1. Definitions:**

**Bidder:** Bidder is defined as the bidder providing the response to this EOI

**Shortlisted Bidder:** The bidder who qualifies the eligibility criteria and is shortlisted for post evaluation by the Company for the purpose of floating the detailed RFP.

**Selected Bidder:** Shortlisted bidder who is finally selected and will be contracted with the Company to provide the SOLUTION post the detailed RFP evaluation by the Company.

### **2. Permitted Options:**

2.1. Bidder response should be as a single bidder proposing its own end-to-end solution and services OR

2.2. Bidder response should be by proposing end-to-end solution by offering third party solutions and services. OR

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.

### **3. Conditions:**

- The Bidder should take overall responsibility for all the deliverables as part of this EOI response.
- Following References of Bidder will be considered for eligibility and evaluation. The documents required are
  - Latest certificate issued on organization letterhead (certificate date should be post EOI release date)
  - The certificate should be as per Annexure VII

In addition to the latest certificate the bidder has to provide

- Copy of Contract or Copy of Purchase order for the purpose of verification for each of the product/service implemented
- Client contact details i.e., Person Name, Contact Numbers, e-mail and year of implementation. The company may take the feedback from the references as per Company's discretion.
- The Bidder Experience gained by doing sub-contracting work and/or by providing manpower will not be considered as valid experience.
- The Bidder should submit valid industry certifications for the Bidder organization wherever applicable in terms of Process maturity, Product security, Product Architecture, Quality, etc.

### **4. The Bidder must furnish**

The names and details of the bidder by whom the project will be carried out as per Annexure II.

5. The Bidder will be the single point of contact/reference to the Company. The Company will enter into agreement with the finally selected System Integrator only.

6. The Bidder for this EOI can submit only one response. However, the bidder can propose multiple options in their response for the SOLUTION required for the Company. Each option proposed needs to meet the eligibility criteria individually as laid out in the EOI. Documentary evidences for the product/Services implementations have to be submitted for the individual product/s proposed separately.

7. The Bidder should submit a detailed summary of the understanding of the Company's requirements as per this EOI, bidder's capabilities including, product description in respect of the SOLUTION including methodology of implementation (Max.10 Pages).

#### **E. GENERAL TERMS AND CONDITIONS:**

1. Only those bids where application fee is paid and documents are furnished as required and as per the procedure alone will be taken up for evaluation.
2. Only the bidders who have complied with the Eligibility Criteria (**Section C** Eligibility table) will be shortlisted for issuance of **Request for Proposal (RFP) for end-to-end E-auction project** as and when decided and released by the Company.
3. The Company reserves the right to accept / reject any or all EOI received in response to this advertisement without assigning any reasons, whatsoever at any stage of the process without any liability whatsoever.
4. Company reserves the right to remove any shortlisted bidder or all shortlisted bidders without assigning any reason whatsoever. The decision taken by the Company shall be final and no representation or correspondence in this regard shall be entertained.
5. By responding to the EOI, the bidders are stating unconditional acceptance of the terms and conditions as laid out by the Company in the EOI and agreeing to submit the bid in response to the detailed RFP to be released for the purpose of the E-Auction project. The bidders understand that the entire cost for participation in the EOI, submission of bid, and participation in the subsequent evaluation process of the System Integrator will be borne by them.
6. The shortlisted bidders will be required to participate in the evaluation process of the System Integrator including providing presentations and responding to the detailed RFP to be floated.
7. EOI responses received after the deadline for lodgment of EOIs at the address mentioned will not be accepted by the Company and hence bidders are advised to submit their responses within the stipulated time and no excuses / reasons for delay will be accepted by the Company
8. Company will notify the Respondents in writing about the outcome of the EOI evaluation process, including whether the Respondent's EOI response has been accepted or rejected. Company is not obliged to provide any reasons for any such acceptance or rejection.
9. Any form of canvassing/lobbying/influence/query regarding shortlisting, status etc. may lead to a disqualification of the Bidder.
10. The Company reserves the right to vary the time frame at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Any variation in time frame shall be displayed on the website of the company.
11. The time schedule will be strictly followed. Interested parties are expected to adhere to these timelines. However, the Company reserves the right to change the aforementioned timelines.
12. Unless expressly overridden by the specific agreement to be entered into between the Company and the Bidder, the EOI document shall be the governing document for arrangement between the Company and the Bidder in the interim.
13. Preliminary Scrutiny – The Company will scrutinize the EOI response to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Company may, at its discretion, waive any minor non-conformity or any minor deficiency in the EOI response. This shall be binding on all Bidders and the Company reserves the right for such waivers and the Company's decision in the matter will be final.

14. Clarification of EOI response – To assist in the scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek from all or any Bidder's for clarification of their offer. The Company has the right to disqualify the Bidders whose clarification is found not suitable to the proposed project.
15. Erasures or Alterations – The EOI response containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the EOI response.
16. Bidder presentation – Bidders are required to make presentations to the Company, as part of the final evaluation in accordance with the responses given for the identified requirements. The Company will communicate a date and time to the Bidder any time after the last date for submission of response to the EOI. The claims and representation made, as well as the assurances given by the Bidder during their presentation shall be deemed to be part of the EOI response of the respective Bidder.
17. If the Company is not satisfied with the technical specifications as specified in the EOI document and observes major deviations, the Bidder will have to submit the clarification within 3 working days from the day it was conveyed to the Bidder regarding the same.
18. The Company reserves its right to modify, clarify or elaborate any clause, or portion of this EOI, or terms and conditions given in this EOI in the event a need is felt for the same to bring clarity about the purpose of this EOI, or to remove /clarify any doubt, discrepancy or clerical error in this EOI and decision of the Company shall be final and binding on all concerned.

#### **F. SHORT LISTING PROCEDURE:**

The bidders will be shortlisted as per the following process:

1. Only those bidders who are eligible as per **Section C** Eligibility table are eligible for SHORTLISTING. Bidders have to submit their EOI as per the format and with documents detailed in checklist as per **Section H**.
2. Bidders satisfying the eligibility criteria will be shortlisted by the Company after due scrutiny and evaluation of documents submitted by them.
3. The shortlisted bidders are required to participate in the discussions and make demonstration / presentations of their products/approach for Implementation of the solution as and when required by the Company. The presentation, materials etc. presented/submitted before the Company will become the property of the Company.
4. If at any time it is found that information provided in the response for shortlisting is false / incorrect, the Company may at its discretion disqualify such bidder/s from the shortlist without giving any notice.
5. During the shortlisted period, the Company will prepare and float a detailed RFP amongst the shortlisted bidders and conduct a detailed evaluation along with their consultants/representative.
6. The company will float a detailed RFP to shortlisted bidders.

#### **G. INSTRUCTION TO THE BIDDERS:**

1. The response should be submitted in a structured format as per the checklist appended and it should be paginated. Each page of the application should be signed by person/s on behalf of the organization having necessary authorization / Power of Attorney to do so, duly affixing the company seal. A copy of Power of Attorney or Authorization Letter from the company should be furnished along with the EOI.

2. A pre-EOI meeting of the intending bidders will be held at 03:00 PM on 12<sup>TH</sup> 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. 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 **5<sup>ST</sup> AUGUST 2022 as per the pre-EOI query format in Annexure IX**. No queries will be entertained after pre EOI meeting. 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.
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 29<sup>TH</sup> JULY 2022"**. The EOI response should be dropped in the Tender Box kept at PSB Alliance Private Limited, 4th Floor, Metro House, Mahatma Gandhi Road, Dhobi Talao, New Marine Lines Junction, Mumbai, on or before 03:00 PM, 26<sup>th</sup> AUGUST 2022. The response to the EOI should be addressed to:

Managing Director & CEO  
PSB Alliance Pvt. Ltd.  
4<sup>th</sup> Floor, Metro House,  
Mahatma Gandhi Road, Dhobi Talao,  
New Marine Lines Junction,  
Mumbai, Maharashtra 400020

Only those bids which are deposited in the tender box within the stipulated time mentioned above will be considered for opening.

4. The responses will be opened in the presence of the bidders, who may be present, at 3:30 PM **on 26<sup>th</sup> AUGUST 2022** at PSB Alliance Private Limited, 4th Floor, Metro House, Mahatma Gandhi Road, Dhobi Talao, New Marine Lines Junction, Mumbai. The bidder's authorized representative may be present during the response opening at our office address mentioned above well in time along with the authorization letter from the company as per Annexure V. The bidders may note that no further notice in this regard will be given and in case bidder /s fail to be present on the day of the response opening, it will be deemed that bidder is not interested in participating in the response opening process and Company shall proceed with opening of the EOI responses. Further, in case the Company does not function on the aforesaid date due to unforeseen circumstances or Holiday, then the EOI will be accepted up to 03:00 PM on the immediate next working day and EOIs will be opened at 03:30 PM at the same venue on the same day.
5. The Expression of Interest is not an offer by PSB Alliance Private Limited to **provide end to end E-Auction solution** but an invitation to get the response from the interested bidders for short listing the bidders for E-Auction project. No contractual obligations whatsoever shall arise from the Expression of Interest process.
6. No offer can be modified or withdrawn by a bidder after submission of EOI/s.
7. EOI/s submitted without application fee will be rejected.

8. The Company may modify the EOI by issuing addenda for any reason, at any time prior to final date of submission of response to EOI. Any addendum to EOI shall be part and parcel of the original EOI document. The addenda shall be uploaded in the Company's website and the same will be binding on the bidders.
9. During the process of scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek clarifications from all bidders/any of the bidders on the offer made by them. The request for such clarifications and the bidder's response will necessarily be in writing and it should be submitted within the time stipulated by the Company.
10. Bidders have to submit the softcopy of EOI response in a USB DRIVE, which is super scribed as "**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 29<sup>TH</sup> JULY 2022**". In case of any mismatch between the softcopy and hardcopy of the EOI response, the hardcopy of EOI response will be treated as valid response and relied upon.
11. Jurisdiction of the Court-The jurisdiction of the Court is Mumbai
12. Confidentiality of the Document:  
This document is meant for the exclusive purpose of bidding as per the terms, conditions and specifications indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

#### **H. CHECKLIST:**

Interested bidder / s conforming to the above requirements may respond to the EOI and submit their response along with the following:

1. A Demand Draft for Rs. 10,000/- (non-refundable) by way of Demand Draft favoring PSB Alliance Private Limited payable at Mumbai towards application fee.
2. Covering Letter Format as per **Annexure I**
3. Bidder Profile as per **Annexure II**
4. EOI format as per **Annexure VI**
5. Summary of the understanding of the Company's requirement by the bidder as described in point no 7 under section Terms of Reference (Maximum 10 pages)
6. List of Bidder's major customers where the solution is running as per **Annexure III**
7. Soft Copy of EOI response in a Pen drive
8. All other documents to support the eligibility criteria like audited balance sheet, PL account etc. As per **Annexure IV**
9. Organization Certificate as per **Annexure VII**
10. Copy of Power of Attorney or Authorization letter from the Company for the Authorized signatory.
11. Undertaking as per **Annexure VIII.**
12. EOI opening authorization letter format to be brought at the time of opening of EOI, as per **Annexure VIII.**

All EOI responses should be arranged in the above serial order and submitted.

**ANNEXURES**

**ANNEXURE I: COVERING LETTER FORMAT**

EOI Reference No: PSBA/TENDER/EAUCT/2022-23/002

Date:

To  
Managing Director & CEO  
PSB Alliance Pvt. Ltd.  
Metro House, Mumbai

Dear Sir,

**EOI Ref: PSBA/TENDER/EAUC/2022-23/002 Dated: 29TH JULY 2022**

Having examined the EOI document including all Annexure's, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to shortlist our company to supply, install, implement, integrate, maintain and support the SOLUTION in conformity with the intent of said EOI.

If we are shortlisted, we undertake to participate in the detailed RFP process

**For design, develop, implement and manage end to end E-Auction solution to the Company within the given period.**

- We enclose a Demand Draft for **Rs. 10,000 (Rupees Ten Thousand Only)** in favor of PSB Alliance Private Limited as application fee.
- .
- We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.
- We will ensure due participation, support and physical involvement of our team during the E-Auction Project, as applicable.
- We agree that unless expressly overridden by any specific agreement to be entered into between the Company and the Bidder, this EOI document shall be the governing document for arrangement between the Company and the Bidder in the interim.
- We agree to submit the copies of the back-to-back agreements to the Company if requested.

Our PAN number for Income Tax is \_\_\_\_\_.

We are registered with the GST authorities and our registration numbers are as follows.

GST Registration Number is \_\_\_\_\_.

**Our Bank Details:**

Name and style of Bank account :

Name of the Bank and Branch Address :

Account Number :

IFS Code :

We accept all the Instructions and Terms and Conditions of the subject EOI.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

Signature \_\_\_\_\_

**(Signature of the Authorized Signatory with date & seal)**

**Name** :

**Designation** :

**Organization Name** :

**ANNEXURE II: BIDDER DETAILS**

EOI Reference No: PSBA/TENDER/EAUC/2022-23/002

Date:

To  
 Managing Director & CEO  
 PSB Alliance Pvt. Ltd.  
 Metro House, Mumbai

**EOI Ref: PSBA/TENDER/EAUC/2022-23/002 Dated: 29TH JULY 2022****THE BIDDER PROFILE**

| <b>Sl. No.</b> | <b>Particulars</b>  | <b>Details</b>          |
|----------------|---|-------------------------|
| 1              | Name of the Bidder  |                         |
| 2              | Address of Head Office/Registered Office  |                         |
|                | Telephone number  |                         |
|                | Fax number  |                         |
|                | E-mail Address  |                         |
|                | Website address of the Company  |                         |
|                | Key person (s) with contact details   |                         |
| 3              | Address of <b>Mumbai Office</b>   |                         |
|                | Telephone number  |                         |
|                | Fax number  |                         |
|                | Email Address   |                         |
|                | Website address of the Company  |                         |
|                | Key person (s) with contact details   |                         |
| 4              | Authorized Official with Name, Designation, Contact Phone No./Mobile No. / FAX No. etc. for the EOI       |                         |
| 5              | Product(s) / service(s) proposed  |                         |
| 6              | Number of years of experience in providing Call Centre / Web Portal / Banking Mobile App related solution |                         |
| 7              | Enclose copies of Income Tax registration and last Income Tax clearance certificate                       | Please mention page no. |

**We hereby confirm our adherence as per terms and conditions of the EOI and for the equipment and services proposed against this EOI, and hereby undertake to support the obligations as set out in the EOI in respect of such information, documents, equipment's and services proposed. We also confirm that we will be able to support the Project in Mumbai as applicable.**

**We hereby declare that the information submitted above is true to the best of our knowledge. We understand that if any discrepancy is found in the information submitted by us, our tender is liable to be rejected.**

**Signature of Bidder**

**ANNEXURE III: LIST OF MAJOR CUSTOMERS**

EOI Ref: No.

Name of Bidder:

LIST OF MAJOR CUSTOMERS WHERE THE BIDDER HAS PROVIDED THE SOLUTION (Web applications / Portal development/Payment Gateway/Switch Integration/Enterprise Service Bus/E-auction portals)

| Sl. No. | Name and complete Postal Address of the Customer: | Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer) | Mention year of implementation (including commencement and completion date) | Whether reference Letter Enclosed | Status of implementation (Yet to begin, In progress, Completed) |
|---------|---|--|---|-----------------------------------|---|
| 1       | 2   | 4  | 5   | 6                                 | 7   |

**(Enclose necessary documentary proof)**

**Signature of the Authorized Signatory with date & seal**

**Note:** The bidder should submit the above declaration separately.

The table should be prepared in an easily readable Microsoft Excel format.

**ANNEXURE IV: DECLARATION OF TURNOVER AND NETWORTH**

EOI Ref: No.

Name of Bidder:

| Sl no | Financial Year | Turnover<br>(Rs. In Crores) | Profit Before Tax<br>& Depreciation<br>(Rs. In Crores) | Net<br>Profit/Loss<br>(Rs. In<br>Crore) | Tangible<br>(Rs. In Crores) | Net<br>Worth |
|-------|----------------|-----------------------------|--|---|-----------------------------|--------------|
| 1     | 2018-19        |                             |  |   |                             |              |
| 2     | 2019-20        |                             |  |   |                             |              |
| 3     | 2020-21        |                             |  |   |                             |              |

**(Enclose necessary documentary proof)**

**Signature of the Authorized Signatory with date & seal**

**Note:** The bidder should submit the above declaration separately.

The table should be prepared in an easily readable Microsoft Excel format.

**ANNEXURE V: AUTHORIZATION LETTER FORMAT**  
**(To be brought at the time of opening of Bids)**

EOI Reference No: PSBA/TENDER/EAUC/2022-23/002

Date:

To

Managing Director & CEO  
PSB Alliance Pvt. Ltd.  
Metro House, Mumbai

SUB: Authorization Letter for attending the EOI Opening

REF: YOUR EOI NO: PSBA/TENDER/EAUC/2022-23/002 Dated 29th July 2022

This has reference to your above EOI for Short listing of bidders for E-Auction Solution.

Mr./Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the response opening of the above EOI NO: PSBA/TENDER/EAUC/2022-23/002 dated 26th August 2022 on \_\_\_\_\_ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

\_\_\_\_\_

Signature of Authorizing Authority

\_\_\_\_\_

Signature

of

Attesting

Authority

\_\_\_\_\_

Name of Authorizing Authority

**ANNEXURE VI: FORMAT FOR THE SUBMISSION OF THE EOI**

| <b>S. No.</b> | <b>Criteria</b>   | <b>(Proof of documents required / must be submitted)</b>   | <b>Compliance To Criteria (Yes/No)</b> | <b>Details of Documents Submitted</b> |
|---------------|---|--|--|---------------------------------------|
| 1             | The Bidder should be a company registered under Companies Act, 1956 and Companies Act 2013 / partnership Bidder registered under LLP Act, 2008. The Bidder should be registered for GST. It should not be individual/ proprietorship firm/ HUF etc. | Copy of the certificate of Incorporation issued by the registrar of companies.   |  |                                       |
| 2             | The Bidder should have a minimum annual turnover of <b>Rs. 50 Crores</b> per year during the last three financial years (2018-19, 2019-20 & 2020-21).   | Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three financial years (2018- |  |                                       |

| S. No. | Criteria  | (Proof of documents required / must be submitted)  | Compliance To Criteria (Yes/No) | Details of Documents Submitted |
|--------|---|--|---------------------------------|--------------------------------|
|        | In case of a wholly owned subsidiary, the net worth of parent/ holding company will be taken into consideration.  | 19, 2019-20 & 2020-21) should be submitted.  |                                 |                                |
| 3      | The Bidder should have a positive net-worth in last three financial years (i.e., 2018-19, 2019-20 & 2020-21)  | Copies of the audited balance sheets of the company showing positive net-worth of the company for the consecutive last three financial years (2018-19, 2019-20 & 2020-21) should be submitted, |                                 |                                |
| 4      | Bidder should not have been black-listed by (the Central / any of the State Governments or any Financial Institutions in India as on date of EOI submission) any bank / institution in India. | Self-declaration to this effect on the company's letter head should be submitted.<br><br>Bidder has to submit a Declaration in the format as mentioned in the Annexure – VIII.                 |                                 |                                |
| 5      | The Bidder should be in business of providing software design and development services to Government / PSU/BFSI clients. The bidder should have executed / completed a                        | A copy of work order/ contract copy/ credential letter from the client clearly specifying the scope of the engagement  |                                 |                                |

| S. No. | Criteria   | (Proof of documents required / must be submitted)   | Compliance To Criteria (Yes/No) | Details of Documents Submitted |
|--------|--|---|---------------------------------|--------------------------------|
|        | <p>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.</p> <p>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.</p> | <p>and value of software development / build work done along with a self- declaration on the Company's letter head signed by the authorized signatory stating the completion of the said project to be furnished by the Bidder.</p> |                                 |                                |
| 6      | <p>The bidder should have had the experience of developing and maintaining any 1 out the following below mentioned application like:</p> <ol style="list-style-type: none"> <li>1. Web applications / Portal development</li> <li>2. Payment Gateway/Switch Integration</li> <li>3. Enterprise Service Bus</li> </ol>  | <p>A copy of work order/ contract copy/ credential letter from the client clearly specifying the scope of the engagement and the number of transaction / years along with a self-declaration on the Company's letter</p>            |                                 |                                |

| S. No. | Criteria   | (Proof of documents required / must be submitted)  | Compliance To Criteria (Yes/No) | Details of Documents Submitted |
|--------|--|--|---------------------------------|--------------------------------|
|        | <p>4. E-auction portals for at least one Scheduled Commercial Bank or a BFSI client both with at least 1000 branches.</p> <p>OR</p> <p>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.</p> | <p>head signed by the authorized signatory stating the completion of the said project to be furnished by the Bidder.</p> |                                 |                                |
| 7      | <p>Bidder needs to have the CMMI certification (Level 3 or above) valid as on date of EOI submission</p>   | <p>Copy of the certificate</p>   |                                 |                                |
| 8      | <p>The Bidder should have neither failed to perform</p>  | <p>A self-declaration to be furnished by the</p>   |                                 |                                |

| S. No. | Criteria  | (Proof of documents required / must be submitted)  | Compliance To Criteria (Yes/No) | Details of Documents Submitted |
|--------|---|--|---------------------------------|--------------------------------|
|        | on any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates /Group Companies/member firms, nor from any project or agreement nor had any agreement terminated for breach of agreement | Bidder on the Company's letter head signed by the authorized signatory for the same.   |                                 |                                |
| 9      | 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.  | 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. |                                 |                                |
| 10     | 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   | Credential letters from clients, mentioning the details of the solution implemented. The letter should also clearly state that the solution is   |                                 |                                |

| S. No. | Criteria   | (Proof of documents required / must be submitted)  | Compliance To Criteria (Yes/No) | Details of Documents Submitted |
|--------|--|--|---------------------------------|--------------------------------|
|        | banks/BFSI in India having a minimum of 1000 branches. The solution must be live and in use by the clients.  | in use by the Banks and live in production.  |                                 |                                |
| 11     | 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. |                                 |                                |

**ANNEXURE VII: ORGANIZATION CERTIFICATE FORMAT**

All references must be accompanied by a customer letter on their letterhead, in the following format:

EOI Reference No: PSBA/TENDER/EAUC/2022-23/002

Date:

To  
Managing Director & CEO  
PSB Alliance Pvt. Ltd.  
Metro House, Mumbai

Dear Sir,

Subject: Certificate for Proof of Work done by \_\_\_\_\_ (Bidder Name) for providing E-Auction solution/ Web applications / Portal development/Payment Gateway/Switch Integration/Enterprise Service Bus/E-auction portals.

This is to certify that M/s. \_\_\_\_\_ has Implemented the

\_\_\_\_\_ solution / product / tool / application since

\_\_\_\_\_, 20\_\_ and it is currently running in our organization.

Yours Faithfully,

Authorized Signatories

(Name & Designation, Seal of the firm)

**ANNEXURE VIII: UNDERTAKING TO BE GIVEN BY THE BIDDER**

EOI Reference No.: PSBA/TENDER/EAUC/2022-23/002

Date:

To

Managing Director & CEO  
PSB Alliance Pvt. Ltd.  
Metro House, Mumbai

Dear Sir,

Sub: Expression of Interest (EOI) for providing E-Auction solution by \_\_\_\_\_ (Bidder Name)

- a. We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understand the eligibility criteria and fulfil the same.
- b. We further confirm that all the information as per requirement of the Company have been included in our response.
- c. Further, we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Company. We understand that any deviation may result in disqualification of our response.
- 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.

(Signature & the capacity of the person duly authorized to sign the EOI for and on behalf of the Bidder Company)

**ANNEXURE IX: PRE-EOI QUERY FORMAT**

Bidder Name:

Contact Details:

| <b>Sr. No</b> | <b>Section Ref.</b> | <b>Page No.</b> | <b>EOI Text</b> | <b>Clarification Sought by Bidder</b> |
|---------------|---------------------|-----------------|-----------------|---------------------------------------|
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Bidder Authorized Authority's Name and Signature