

Tender Number: PSBA/RFP/EAUC/2022-23/009 Dated 31/03/2023
Corrigendum 4 Dated 02.05.2023



PSB Alliance Private Limited

Promoted by Banks

Request for Proposal for Supply, Installation & Maintenance of End-to-End E-AUCTION Solution

(RFP Ref. No. PSBA/RFP/EAUC/2022-23/009 Dated 31/03/2023)

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Corrigendum – 4 Request for Proposal for Supply, Installation & Maintenance of End-to-End E-AUCTION Solution

In reference to our RFP for Supply, Installation & Maintenance of End-to-End E-Auction Solution vide Tender No. PSBA/RFP/EAUC/2022-23/009 dated 31.03.2023

Kindly be guided by the clarification and changes to clauses.

Section 1: Modification in RFP Clauses

#	Clause Reference	Original Clause	Revised Clause
1.	Section 5.30: Payment Terms	Entire Section	Please refer Section 2 of this document for revised Payment Terms
2.	Appendix 2- Commercial Bill of Material	Entire Section	Please refer Section 3 of this document for revised Appendix 2- Commercial Bill of Material

Section 2: Payment terms

The term of the contract will be five (5) years. The Bidder must accept the payment terms proposed by the Company as proposed in this section.

The scope of work is divided into different areas and the payment would be linked to delivery and acceptance. All/any payments will be made subject to LD / penalty / compliance of Service Levels defined in the RFP document.

Procedure for claiming payments:

The Bidder's requests for payment shall be made to the Company in writing accompanied by Original Invoice detailing the systems, software delivered, installed and accepted by the Company.

The invoices and other documents are to be duly authenticated by Bidder.

On receiving each payment, the Bidder shall submit a stamped receipt for the payment received including TDS. The payment after deducting applicable TDS will be released by the Company. All payments will be made only by electronic transfer of funds either by NEFT or RTGS. The Bidder therefore has to furnish the Company account number to where the funds have to be transferred for effecting payments.

The bidder needs to ensure they meet the technical specifications as needed to meet the overall requirements of the RFP and service delivery. For meeting the overall requirements of the RFP and specifications the bidder may choose to offer 3rd party software products for Application Performance Monitoring, Chatbots, etc.. The bidder is free to offer such 3rd party technical products as a software license product or as part of the IaaS offering provided such products meet the specifications as laid out in Appendix B: Technical Specifications. In the event the same is being offered as a software license the same will need to be costed for in the software cost sheet along with ATS from year 2 onwards.

In the event the same is being offered as a IaaS offering then there will be no software / ATS cost that needs to be factored in. The same will be part of the IaaS cost. In no event the cost should be factored at 2 places.

Payments as per the schedule given below will be released only on acceptance of the order and on signing the agreement/contract by the selected bidder and also on submission of performance guarantee through Bank Guarantee.

Deliverable	% of Payment	Criteria
Software Cost (If applicable)	70%	On Delivery of Licenses for the respective site
	20%	On Installation of Licenses for the respective site
	10%	On Implementation of the solution & Sign off for the respective site.
SaaS Charges	Monthly in arrear	The payment will be paid in arrears at the end of every month
Cloud Charges (IaaS) & Contact Centre Infrastructure	Monthly in arrears	Payment will be made monthly in arrears as per the cloud cost (IaaS) quoted in the Bill of Material. Please note that the company will pay no additional IaaS cloud charges up to 10% increase in the transactions stated in the above table. However, if the total count of transactions increases over & above 10% of the total transactions stated in the above table then the additional IaaS cloud charges would be paid on prorata basis in arrears at the end of the month
Service Rate Card	In arrear	Will be paid on actuals post-completion & delivery of desired service(s)
Implementation & Integration Cost	100%	On successful implementation & integration of the solution
ATS	Annually in advance	ATS shall commence on completion of warranty period of one year. ATS will be payable annually in Advance in the event the bidder provides a Bank Guarantee (BG) equivalent to the Amount of advance paid for that year. The BG should be valid for period of 12 months with a claim of additional 6 months in case of an advance. else Payment will be made quarterly in arrears
FM-Manpower Cost (Project Manager, L1, L2, L3)	Monthly in arrear	The payment will be paid in arrears at the end of every month
FM – Contact centre Resources	Monthly in arrear	The payment will be paid in arrears at the end of every month. Monthly Payment = Total Amount / 12 for that particular year.
IVR Cost	Monthly in arrear	The payment will be paid in arrears at the end of every month.
Training	In arrear	Will be paid in arrears on Completion of respective training and submission of feedback by participants to the Company
Escrow Cost	Annually in advance	Will be paid annually in advance on submission of proof of code deposit to escrow agent (as needed)
Other Cost	In arrear	Will be paid in arrears on Completion of respective services.
E AUCTION solution-Development & Implementation	20%	SRS sign-off for the respective solution
	20%	Installation of Solution on cloud environment for the respective solution

Deliverable	% of Payment	Criteria
including portal application, mobile application, passwordless authentication, APM, API gateway and call flow, speech implementation, security, chatbot, reporting and integration	25%	UAT sign-off for the respective solution
	25%	Go-Live for the respective solution
	10%	1 month from Go-Live for the respective solution

The Company shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount has become due and payable under this RFP and subsequent agreement.

Any objection/dispute to the amounts invoiced in the bill or any other component of the bill shall be raised by the Company within 21 days from the date of receipt of the invoice, only in exceptional circumstances will Company raise a dispute beyond 21 days. The Bidder is required to provide clarification on the disputes within 14 days of the dispute being highlighted by the Company. In case of a Disagreement/dispute between the Company and the bidder exists even after receiving the clarifications such disputes can be dealt with as per contract provisions.

Upon settlement of disputes with respect to any disputed invoice(s), the Company will make payment within thirty (30) Days of the settlement of such disputes.

All out-of-pocket expenses, traveling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc.

The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid/reimbursed on an actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the Company. The entire benefits/burden, arising out of fall / increase taxes, duties or any other reason, must be passed on to Company as a benefit/burden. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, increase in customs duty. The Company will not pay any out-of-pocket expenses. Any benefit due to a fall in prices will need to be discussed and passed on to the Company.

Section 3: Revised Appendix 2- Commercial Bill of Material

Revised Appendix 2: Commercial Bill of Material is attached as a separate file

Note: All other clauses, criteria and terms and conditions in the RFP remain unchanged.

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