



**Sub: Empanelment of Agencies for conducting E-Auction Sale under SARFAESI Act - Reg**

With reference to the above captioned, it is proposed to empanel an agency that are conducting E-Auction Sale of immovable properties. At present, there is no agency / service provider empaneled with us. Hence, we may advertise in our website to invite expression of interest in this regard.

**1. Objectives:**

Repco Home Finance Limited (hereinafter called as “Company”) invites proposal from experienced and eligible entities (hereinafter referred to as “Agency”).

- 1.1 In order to save cost and time, achieve process efficiencies and maintain transparency, fairness and equal opportunity in auction / tendering processes of procurement, Company intends to move from its current physical auction to online e-Auction, by availing the services of an e-Auction service provider.
- 1.2 The company also wants to use the service provider’s infrastructure viz., Web portal, Hardware, Software, Connectivity, Training and other Services for managing and conducting the e-auction events.
- 1.3 The Service Provider should act as a System Integrator for providing solution for the company’s e-Auction, included but not limited to design and host fully secured Internet web based interface in India for conducting e-Auction events on behalf of the company and as per the Company’s requirements. Company has the sole discretion to conduct the e-Auction events.
- 1.4 Offers are invited from reputed agency for appointment of application services provider for e-auction services on contract basis.

**2. Eligibility Criteria:**

Only those Agencies who fulfill the following criteria are eligible to respond to the EOI. Document/s in support of eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the agencies who do not fulfill any of the following eligibility criteria are liable to be rejected.

- 2.1. The agency should be a company registered in India as per Company's Act and having conducted its business in India for last 3 years. (Certificate of incorporation is to be submitted).
- 2.2. The Agency should provide satisfactory performance certificates from minimum two Government Organizations/PSUs/PSBs/NBFCs currently utilizing the e-Auction platform. Reference should be submitted along with performance certificates.
- 2.4 The e-auction solution proposed by the agency and related system should conform to the requirements of the IT act 2000, amended IT act 2008 (Recent Copy of Certificate should be attached showing the validity period).
- 2.5 The Agency should not have been black listed by any organization elsewhere for a period of 5 years preceding the date of submission of bids.

### **3. Broad Scope of Work:**

The scope of work shall cover enabling of hosted solution for e-Auction of any properties for Company.

- 3.1. Agency should have own Hardware, Software, connectivity and expertise in conducting e-Tendering in online.
- 3.2. Agency should ensure the existence of adequate and secure infrastructure including firewall, intrusion detection, Prevention systems etc. The system shall be scalable and shall permit expansion of both the capacity and functionality.
- 3.3. Data shall be encrypted and stored in secured format. Within 10 days of completion of every quarter, the data pertaining to Company shall be submitted in a separate CD. Further, bidder has to provide data pertaining to all the events conducted on the website during contract period should be made available to the company within 7 days prior to end of the contract period.

- 3.4. The vendor should be able to provide solutions i.e. e-Auction separately without dependency on any other agency. Company may utilize one or all solutions as per requirement of the company.
- 3.5. The selected Agency shall appoint a single point of contact with whom COMPANY will deal for any activity pertaining to the requirements plus escalation matrix.
- 3.9. Agency should provide training to all qualified bidders on participation in online bidding as well as on use of comprehensive use of online bidding tool and obtain confirmation to this effect from bidders and provide dedicated Help-line during Events. The Agency should note that no additional charges are payable for training the bidders for each event.
- 3.10. The Agency shall also provide periodic Training to Company's Recovery / Technical Team (Minimum of 5) on administering, monitoring, supervising and usage of the e-auction solution provided by the Agency by conducting mock events.
- 3.11. The company should be able to generate all the essential reports required for analysis of the online bidding as well as historical data comprising of Bid history, suppliers login data, compliance statement, online bidding summary and price breakups etc. In case of dispute in e-auction, agency has to provide all the required information/data/log reports/audit trails and all other relevant information of the event.
- 3.12. Support and Help desk services on connectivity & other technical issues while conducting the on-line tender events at Repco Home Finance offices.
- 3.13. The Agency should provide support at the Authorised Offices of the Company during the event for smooth completion of e-Tendering (e- Auction) events.
- 3.14. The Agency should allow Company to add multiple items for bidding depending on the type / place of property.
- 3.15. Bidders participating in tender shall be given system generated user ids and passwords. The bidder should be able to log in to the system from anywhere via internet and submit their response/bids. The highest bid

at the particular moment will be displayed on the screens of all the participants. A bidder participant should not be able to see other participants' bids but at the Company's end detailed inputs of all the bidders should be displayed. The final results will be based on the highest price amongst all the bidders.

3.16. Agency shall comply with the Company's internal audit requirement as well as third-party external auditors for conducting periodical audit.

3.17. Expected facilities for full life cycle of Auction

- a) Creation of Requirement
- b) Creation of Tender document online
- c) Cancel/Re-invite Tender
- d) Approve Tender online
- e) Create Bidding formats
- f) Mapping the selected business rules on to the online bidding package.
- g) Centralized Registration of Bidders/ Purchasers
- h) Uploading of Tenders
- i) Downloading of Tenders by prospective Purchasers
- j) Pre-Bid Queries
- k) Facility for online Pre-Bid Meetings
- l) Publish Minutes of Pre-Bid Meeting
- m) Publish replies to the Pre-Bid Queries
- n) Submit Bids Online
- o) Upload attachments to Tender
- p) Technical Evaluation
- q) Commercial Bid Opening
- r) Commercial evaluation
- s) E-Auction
- t) Tracking and displaying the Auction results
- u) Publish Tender Results
- v) Award of Contract
- w) Purchase Order
- x) Management Information System (MIS)
- y) Audit Trail

#### **4. Cost of Bidding:**

The Agency shall bear all the costs associated with the preparation and submission of its bid and the company, shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## **5. Validity Period:**

The term of the contract will be initially for a period of 1 year from the date of acceptance and/or signing the contract between the company and the agency & renewable for the further period of 1 year. The contract is renewable at the sole discretion of the company and based on the performance of the agency during the contract period.

## **6. Language of Bid**

The language of the bid response and any communication with the company must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

## **7. Instructions for Bid Submission/ EMD:**

As per terms and conditions mentioned in the Auction Sale Notice will be evaluated at the time of signing the contract between the company and the agency.

## **8. Payment Terms:**

Payment shall be made by the company at contracted rates on completion of each event within 30 days from the date of receipt of invoice subject to signing the agreement. No advance payment will be released.

## **9. Termination of Contract:**

The Company reserves its right to cancel the contract at any time by assigning appropriate reasons and recover expenditure incurred by the Company in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

- 9.1. Delay in delivery of e-auction service in the specified period.
- 9.2. Serious discrepancies noted in the inspection.
- 9.3. Breaches in the terms and conditions of the Order.

## **Selection Process may be as below:**

1. The process of selection of agencies for empanelment at RHFL will be a two stage one. The first stage will involve scrutiny of applications received, by a team constituted for the purpose to assess adherence to eligibility criteria.
2. The short-listed agencies will then be called to make a presentation before the Committee at a pre-fixed date detailing the Profile, experience, capability, creative ideas, strategy, area of operation, etc. of the Agency.
3. RHFL reserves the right to accept/reject any/all of the applications without assigning any reason thereof.
4. The decision of RHFL in the selection of agencies will be final and binding.