Applicant's Request for clarification (Pre bid Meeting) with PFRDA's comments

S.No	Bidding Document Reference	Content of RFP requiring	Points of clarification	Name of Entity	PFRDA's Comments
1	Clause 1.2.2 – a) 4. Role of CRA – Page number 10)	Receive instructions from subscribers through CRA System / NPSCAN; aggregating instructions received from subscribers (through nodal office*) and transmitting such instructions to appointed Trustee Bank, Annuity Service Providers and Pension Fund Managers. i. NPSCAN shall be a web based 'NPS Contribution Accounting Network' to be developed by the CRA to maintain accounts of Government subscribers. PAOs access NPSCAN for uploading subscriber contribution file, updating various types of request of subscribers such as change in subscriber details, change in scheme preference, switch, withdrawal etc. From technical perspective, all Government transactions are recorded/requested on NPSCAN and then replicated (almost real time) on CRA system, for execution of those transactions. ii. NPSCAN will be used by the CG and SG sectors to access reports on compliance by nodal offices regarding mandatory contributions by Government subscribers under their jurisdiction apart from contribution upload, PRAN Generation etc.	CRA is a central recordkeeping agency which will maintain all the records of the nodal offices and subscriber along with their contribution details and the investment details. Further CRA is the single entity interacting with all the stakeholders. In such scenario the need for another system (NPSCAN) needs more clarity. As we understand from the RFP that NPSCAN is only accessed by the Government nodal offices and not by PoPs. Having NPSCAN as a separate system will result into duplication of efforts and will also lead to additional cost in terms of both Capex (software development and hardware cost) and Opex (maintenance cost) which will directly impact the overall cost. Whereas all the functions of NPSCAN can be carried out through the a single CRA system in a much more effective manner. Hence we would like to recommended PFRDA to relook into the requirement of NPSCAN or allow the bidder to propose their own architecture inline with the regulation and roles and responsibility of CRA. The recommendation will also make CRA more meaningful as in the current context there are two recordkeeping systems.	Wipro	NPSCAN system is supposed to take care of the Govt. nodal offices through a login ID and password without the requirement of a digital signature unlike the regular POP/Aggregators (intermediaries) who access the CRA system. Also, at present the Govt. subscribers form bulk of the subscriber base and it was thought that it would be better to have the system separately. Also, it may be noted that the data fed in the NPSCAN by the Govt. nodal offices is transferred to the CRA system after the updation and validation of the records in NPSCAN. The Govt. nodal offices who enter the data in NPSCAN have different structures in Central and State Governments and also within state governments. However, if the CRA is confident of taking care of all the issues in one integrated system, we do not have any objection to the same provided security and all other related issues are dealt with by the CRA.
2	As per clause 4.i (Page - 10)	NPSCAN shall be a web based 'NPS Contribution Accounting Network' to be developed by the CRA to maintain accounts of Government subscribers.	We request you to kindly provide us with the details of technology the NPSCAN system will be built on and how many are the concurrent users for the same.	SHICL	The technology to be adopted for NPSCAN sysem shall be an open source software and of the latest technolgoical configuration. The data through this shall be capable of movement between CRA system and NPSCAN and also between CRA to CRA. However, the CRA can decide about the technology to be adopted with due regard to the above. Regarding the number of concurrent users it depends on the salary disbursement cycle of the respective government agency. However, it may be noted that the number of nodal offices registered in the present CRA system is 9,000 (approximately).

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3	1.2.2a) Point 7 Page 11	CRAs would periodically provide a consolidated Statement of Transaction(SOT) to each subscriber and discharge such other duties and functions as may be determined by the guidelines, directions and regulations issued by the PFRDA from time to time. SOT would be customised to sector specific requirement and details including making the same available inregional languages.	Which information pertaining to individual subscriber needs to be consolidated in SOT, in addition to Tier 1 and Tier 2 accounts? In case of SOT in regional language whether Arabic numerals (English) systems can be used to represent numbers? Should SOT be in physical mode only or whether an option to receive SOT in either physical/electronic mode can be given ?	CDSL	The additional information pertains to issues like nomination, contact details etc. Currently, Engligh and Hindi languages are to be adopted for SOT and in future based on the requirement regional languages have to be used. Regarding number system the would be as per the British/English numerals. The physical and electronic mode are both allowed. However, the physical mode shall prevail unless the subscriber opts to have an electronic copy and not physical copy.
4	As per clause 8 (Page - 11)	The CRAs to provide web based access to PFRDA and other service providers like Trustee Bank, Government departments, Pension Fund Managers, Point of Presence (POP), Aggregators and Annuity Service Providers.	We request you to kindly provide details of number of users from all said stakeholders will access the CRA system.	SHICL	The full details can be provided at the time of appointing the CRA. However, the information pertianing to number of subscribers, nodal offices, TB, PFMs etc is available on PFRDA & NPS Trust websites.
5	1.2.2a) Point 12 Page 11	Provide a centralised Grievance Management System which is a platform where grievances are forwarded to the concerned entity and resolution status is updated. The grievance management and resolution shall be as per the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015	Whether each CRA would handle its own subscriber grievance or whether the centralisation would be across CRAs.	CDSL	Each CRA would have its own CGMS and handle/resolve its own subscriber grievance unless there is a mutual agreement between the CRAs to have a single CGMS platform whose operation, maintenance and control would be as per the agreement between them and which is to be approved by NPST/PFRDA before such an integration takes place.
	1.2.2a) Point 12 Page 11		Whether an option to forward grievances received from the subscriber of other CRA , if any, to the other CRA needs to be provided.	CDSL	Yes
6	Point 13-Page 11	Provide a periodic and ad-hoc MIS to PFRDA (on the CRA system as well as through other communications), State Governments and Dept. of Financial Services, Ministry of Finance. Also provide a Dashboard view to the Oversight offices like PrAO, DTA, PoP and Aggregator etc, as per the advises/directions of PFRDA from time to time and which would offer material information to facilitate effective	How many MIS reports are generated by the existing CRA system ?	CDSL	This can be shared with the selected applicant at the time of issuance of certificate of registration. However, the reports, information required from CRA can be seen in the PFRDA(Central Recordkeepeing Agency) Regulations, 2015 at regulation no 19. Also, the other PFRDA regulations also throw light on this requirement.

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7	As per clause no.15 (Page - 11)	CRAs to conduct periodic orientation and other training programs across locations including training programs for all stakeholders for understanding the CRA system and its implementation on an ongoing basis for all nodal offices.	We request to kindly provide details of locations where the training to be conducted. What would be batch size? Who would bear the expenses in this regard.	SHICL	The training is for buidling awareness about the NPS system being provided by CRA and also for capacity building generally for NPS. The expenses have to be borne by the CRA and the number of trainings required depends on the number of nodal offices that they are serviciing, the number of subscribers they have etc., and also depending on the guidelines issued, if any by PFRDA.
8	1.2.2a) Point 16 Page 11	Create and establish facilitation centers network across country (at least in all major cities).	The major role of CRA-FC is PRAN generation which is a one-time activity. In the current scenario almost all the Central Government and State Government employees are registered and issued with PRAN card. Hence creating and establishing a FC in all major cities will not be financially feasible for the new CRA. It is requested that bidder may be allowed to outsources this activity to existing entities for providing FC service instead of establishing new setup. Further, we also request PFRDA is they could provide some insight on the cities which needs to be covered.	Wipro	The requirement for the CRA is to make available the access to CRA services throught the country preferably by themselves. If the same is outsourced, the responsibility & accountability for any deviation from the guidelines in any of the relevant parameters would be that of CRA and not that of outsourced entity.
9	As per clause 16 (Page - 11)	Create and establish facilitation centers network across country (at least in all major cities).	Kindly provide a tentative list of all major cities where the CRA has to set up the facilitation centers.	SHICL	Such centers have to be identified by the selected bidder basing on his business plan in consultation with the Authroity/NPS Trust. However, in general there shall be access to CRA services to all the subscribers through out the country.
10	1.2.2a) Point 21 Page 12	Development of functionality for Swavalamban implementation and monitoring.	Are we still required to develop functionality for Swavalamban scheme considering the fact that APY has taken over Swavalamban scheme.	Wipro	Yes and also it may be noted that the requirement also is for all government schemes like APY. This is mainly because technically there can be suscribers who wish to continue with Swavalamban scheme and not opting for APY.
11	1.2.2 Point 26- Page 12	Sector specific checks and balances to avoid duplication.	What is meant by Sector Specific checks and balances	CDSL	Checks and balances are required to provide sector wise, data should be accurately without any overlap.

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12	Clause 1.2.2 – a) 36. Page no. 13	Migration of data from one CRA to another.	Please give details of the data to be migrated	Wipro	This need to be designed and developed by the new incumbent as it is envisaged that there could be subscribers/Govts who would like to shift to any other CRA in due course of time. The shifting for such subscribers, no. of times one can shift or period available for a subscriber for shifting would be as per the guidelines of PFRDA which would be issued in due course of time after taking care of interests of all the concerned. The details primarily pertain to the NPS registration particulars of the subscriber, transaction details, mapped nodal office detals etc.,
13	Clause 1.2.2 – a) 37. Page no. 13	Digitisation of paper documents as required by the NPS system.	We request more clarity here in terms of type of document and the quantity of the same.	Wipro	The paper documents would involve the registration and exit related application forms and documents attached therewith (KYC etc). The quantity would depend on the subscribers opting for the CRA and CRAs business plan.
14	Clause 1.2.2 – a) 39. Role of CRA – Page number 13)	Setting up call centre to provide support to subscribers of the NPS and upgrading the facilities to meet customer expectations and for regulatory support.	We would like to know if there is any criteria in terms minimum number of seats for NPS call center. Also what is the expectation from the bidder under regulatory support.	Wipro	There is no minimum number but it shall support the subscriber base. If there are complaints to the Regulator that the services are not duly available, it may ask for enhancement of availability of such service. Overall, the issue depends on the overall business plan of the bidder and his outreach strategy. The primary intention shall be to attend to the calls of all subscribers within the given period of time as stipulated by the Regulator.
15	As per clause 39 (Page - 13)	There is provision of Setting up call centre to provide support to subscribers of the NPS and upgrading the facilities to meet customer expectations and for regulatory support.	Kindly provide details of location where CRA has to set up the call center and who would provide the premises for the said purpose? Can the call centre services be sourced from third party?	SHICL	The entire cost of the call centre has to be borne by the CRA. Regarding the sourcing to third party, the same can be taken up as a business call.
16	1.2.2 Point 46 –Page 14	Providing an electronic/web based platform for online subscriber registration and maintenance activity for the NPS and other accounts either directly or through NPS Trust.	In case of online registrations, whether the subscriber's signature can be captured through e-sign or digital signature?	CDSL	The electronic signature shall be as per the rules stipulated in IT act

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17	1.2.5 and 1.2.6- Page 14	Point of Presence (PoPs) Aggregators	If POPs/Aggregators are common across CRAs would a re-registration by existing POP/Aggregator be needed	CDSL	Registration in CRA system is for the purpose of identifying the intermediary. The regulatory registration is different from this aspect. However, for operational uniformity in the numbering system for intermediaries, regulator can issue suitable guideline.
18	1.2.8-Page 15	Custodian	Is the custodian permitted to hold Tier I account with one CRA and Tier II account with other CRA	CDSL	The tier I and Tier II account shall be with one CRA only.
19	2.1.1 a)- Page 19	Directory Server: The system is expected to have a single sign on. The directory server is to facilitate this function and allow for Single sign on services.	Could you elaborate on single sign on concept Would it be applicable for only subscriber or POS as well.	CDSL	This shall be applicable for all stakeholders. The single sign is to ensure that with one single sign in the stakeholder shall be able to access the various functions under the CRA system.
20	2.1.1c – Page 20	Preparation of Data Migration (Transfer) strategy o Data Migration (Transfer) for interoperability	Whether PRAN is portable across CRAs?	CDSL	Yes
			How do we ensure uniqueness of PRAN across the two CRAs?	CDSL	A system needs to be devised by both the CRAs in consultation with each other and basing on the tool technologies available.
			In case PRAN is shifting from one CRA to another, how would the documentation be handled?	CDSL	As above.
			How would the CRA Id be integrated if the PRAN is to remain the same across CRAs?	CDSL	As above.
			What data is expected to be migrated/transferred?	CDSL	Refer to query at Serial no 12
			What would interoperability entail	CDSL	Migration of data and other related activities in a seamless manner
21	As per clause 2.1.3 (Page - 25)	Infrastructure Architecture	Are there any restrictions on hosting the data center and / or the DR site with a service provider	SHICL	The data center and DRS shall be in such places as is the industry norm based on the seismic and other zone parameters. Further details are already provided in the RFP and CRA regulations.
22	2.1.3 (h) Page no. 28	The requirement of bandwidth should be assessed and proposed by the applicant in tune with the requirements taking into consideration the various redundancy mechanisms required to maintain service level compliance and uptime needs as discussed in this RFP document.	Could you please let us know the initial bandwidth required.	UTIITSL	The bandwidth requirement is to be decided by the incumbent basing on their business plan and it has to ensure that the services are available on tap to all customers seamlessly.
23	2.1.8-Page 36	PFRDA expects the applicant to create a separate unit/entity within existing management structure exclusively for the operations of CRA	If the applicant is handling the operations as a separate unit, can it be seamlessly moved as a separate company at a later point in time	CDSL	Can be examined at that point of time.

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24	2.1.8 a)Page 38	Applicant should submit complete documentation on workflows to PFRDA before start of implementation. This would require applicant to implement quality improvement /monitoring systems	Can the existing system workflows be shared with the selected applicant?	CDSL	The incumbent is to expected to design the workflow basing on the technical expertise he has and the busines plan/strategy.
25	Page No – 40 Section 2.2	Allocation of Business between CRAs	In the event a subscriber holds a Tier-I account with existing CRA, will he have the option to open only Tier-II account with the second CRA	Karvy	Tier-I and Tier-II have to be with one CRA only
26	Page 42, 3.1 Functional Requirements	The CRA system shall be compatible for data sharing or migration or interoperability between the existing CRA system and itself.	Please, clarify the existing CRA (NSDL) system (Hardware ,Software, Database)	UTIITSL	The RFP provides the broad description of the CRA system and which is also common to the existing CRA. The operational details can be discussed at a future point of time between the selected CRA and existing CRA on the modalities.
27	3.2-Page 43	Functional Description	Can Value added services be implemented in phase 2	CDSL	Has to be strictly as per RFP terms.
28	Page 46, Point c	The PRAN card along with other information through an NPS kit (information on PFMs, Schemes, Grievance escalation procedure, contact information, frequency of switching etc.) should be sent to departments. Subsequently, the cards will be handed over by departments to the respective subscribers. I-PIN and T-PIN should be provided to all the subscribers within ten days of opening of PRAN account.	As per our understanding it is CRA's responsibility to issue and dispatch PRAN card to the respective subscribers. If yes, who will bear the cost? Please, clarify	UTIITSL	All the costs have to be borne by the CRA.
29	3.4.4(i)-Page 52	Services from CRA to Annuity Service Provider Collection of physical application forms from the subscribers and forwarding them to ASP.	Can soft copies of physical application forms be forwarded electronically to ASP?	CDSL	It is required and also the physical forms need to be sent to ASP as of now.
			Can we recover the charges from the ASP?	CDSL	CRA has to bear the expenses.
30	Page 59, 5.1 Deliverables	Setting up of Data Centre, Disaster Recovery Centre.	Please, clarify whether you have any preferred location for setting up DC & DR or bidder can propose their own DC&DR or Third party service of DC facility can be taken.	UTIITSL	The requirements for the subject matter as stipulated in RFP and CRA regulations needs to be followed.
31	Page no. 66, Clause 6.8 Content of RFP Documents	The applicant has to submit an application in the prescribed format along with a non-refundable application fee, of rupees 10,00,000/- ten lakh shall be paid by an applicant along with its application to the Authority payable at New Delhi.	Request you to kindly make application fee refundable	UTIITSL	This is as per PFRDA (Centralrecord keeping regulations) 2015 and can't be altered.
32	Clause number 6.8 Application Fee and other information – a) (Page 66)	The bid must be accompanied with non – refundable application fee of Rs.10,00,000.00 (Rupees Ten Lakhs only) by the way of a Demand Draft drawn in favor of Pension Fund Regulatory and Development Authority payable at New Delhi	We would like to request that a non-refundable application fee of Rs 10 Lakhs is a very high amount and the same needs to be reduced to a reasonable figure.	Wipro	This is as per PFRDA (Centralrecord keeping regulations) 2015 and can't be altered.

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33	As per clause 6.8 (Page - 66)	Application fee is Rs. 10 Lacs. It is non-refundable fee.	It is on the higher side. We request you to kindly reduce it or make it as refundable amount.	SHICL	This is as per PFRDA (Centralrecord keeping regulations) 2015 and can't be altered.
34	As per clause 6.10 (Page - 67)	Qualification Criteria	StockHolding is Custodian and POP in NPS architect. There is no conflict of interest. Is StockHolding eligible to participate in the RFP for Second CRA.	SHICL	As per the eligibility criteria, if Stockholding is registered as an intermediary and working as POP/custodian shall not be eligible to participate in selection of CRA.
35	6.10 Qualification Criteria	The applicant should have minimum Tangible net worth of Rs.100 crores as on the last day of the preceding financial year, and the applicant should have demonstrated experience in developing and managing technology based central administration and recordkeeping system;	Please, clarify whether this 100 crore from one project of developing and managing technology based central administration and recordkeeping system; OR 100 Crore is the total net worth of the company.	UTIITSL	Networth criteria is for the entity submitting the application.
36	Clause 6.10 – 3 Net worth (Page 67)	The applicant should have minimum Tangible net worth of Rs.100 crores as on the last day of the preceding financial year, and the applicant should have demonstrated experience in developing and managing technology based central administration and recordkeeping system;	Net worth of Rs 100 Crores is very small amount. PFRDA may consider to increase the same to a suitable figure.	Wipro	As per RFP terms.
37	Clause 6.10 – 6 – Recordkeeping exp (Page 67)	The applicant should have experience of at least 5 years with central recordkeeping and administration functions,	We request you to consider the number of years of exp from 5 to 3. The same will be in line with the subsequent clause 6.10.7.	Wipro	As per RFP terms.
38	Clause 6.10 – 9 – CMMI certification (Page 67)	The applicant should have minimum CMMI level 3 certification for the services or should acquire the same within 12 months of commencement of commercial operations.	If the certification requirement is a mandatory qualification criteria then it should be there with the bidder max on the date of submission of bid. Since consequences of bidder failing to obtain the certification within the period of 12 months are not defined in the RFP. The clause should be modified as – "The applicant should have minimum CMMI level 3 certification for the services as on the date of submission of the proposal."	Wipro	As per RFP terms.
39	As per clause 10 of the Qualification criteria (Page - 67)	A direct or indirect cross holding by any intermediary or its sponsor under the central recordkeeping agency should be less than forty percent of the paid up capital.	IFCI holds more than 40% of paid up capital of StockHolding. Does it have any implication on eligibility criteria of StockHolding to participate in CRA RFP?	SHICL	The holding of IFCI in Stockholding more than 40% of paid up capital may not have any implications on eligibility criteria for CRA as long as IFCI is not an intermediary or sponsor under NPS system. However, in any case the entity applying for CRA shall comply with the criteria "a direct or indirect cross holding by any intermediary or its sponsor under central recordkeeping agency should be less than forty percent of the paid up capital".

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40	Page 68 7.1	7.1 Bid Submission Format The applicant shall submit a sealed cover consisting of two (2) copies of all the bid documents and 1 soft copy on CD ROM/any other portable medium.	We understand that only technical documents need to be submitted in CD form along with the hard copy (excluding financial bid). Please, clarify	UTIITSL	As per RFP terms.
41	Page No – 72 Section 7.4	Commercial proposal format	Can bidder submit volume (number of accounts) based pricing model	Karvy	No, as otherwise comparison between different prospective bidders would not be possible.
42	Page 75, 8.6.3 Evaluation of Commercial Bid	Financial Format Charges per Transaction (NPS regular & NPS lite)	Please, provide an estimate for no. transactions / documents to be processed per day?	UTIITSL	The applicant has to decide the same basing on their business plan / strategy.
43	Page 87 point 3	Annexure IV: Format for Prequalification Criteria details Duly certified Net worth Certificate issued by a Chartered Accountant and self certification from CEO of the applicant.	Annexure IV: Format for Prequalification Criteria details Duly certified Net worth Certificate issued by a Chartered Accountant and self certification from CEO of the applicant.	UTIITSL	Format to be decided by the CA but it has to clearly show the networth and details.
44	Page 90, Annexure V: Format for Commercial Quotation	The PRAN Account opening charges (a) in the above table shall not exceed Rs. 45, Annual PRAN account maintenance charges (b) shall not exceed Rs. 170 and Charges per transaction(c) shall not exceed Rs.3.50ps. The charges for NPS Lite will be as under:(a) PRAN account opening charges – shall not exceed 50 % of PRAN account opening charges of NPS Regular subject to maximum Rs.15/- b) Annual PRAN account maintenance charges – shall not exceed 25 % of Annual PRAN account maintenance charges of NPS Regular subject to maximum Rs.40/- c) Transaction Charges – There will be no transaction charges under NPS lite/Swavlamban/ APY.	Please clarify this point	UTIITSL	These are the ceiling rates for respective narrations. The applicant has to quote below these rates basing on their busines plan / strategy and pricing methodology.
45	Page 93, Annexure VIII: Format for Bill of Material	Format for Bill of Material	As per our understanding the rates of items listed in bill of material is not a part of financial bid. Please, clarify	UTIITSL	Yes
46	Annexure IX (Page - 94)	Format for Resume	Kindly clarify.	SHICL	This is for key personnel proposed to be engaged by CRA for its operations.

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47	Page 97	Annexure XII: Technical Evaluation Parameters	Please, clarify what supporting documents are required to support track record and experience.	UTIITSL	The applicant has to provide these documents which in his opinion evidence their experience and track record.
48	General		Are all the functionalities mentioned in the RFP being provided by existing CRA. If not, which ones are pending development. Would the file formats be common	CDSL	The file formats need not be common but shall provide the required output in terms of requirement. The functionalities provided in this RFP are for the second CRA which is being set up now.
49	General		Could you share the indicative business volumes like Average daily contributions per day/month end and average peak volumes on top 5 days of the month.etc	CDSL	This shall be as per the business plan / strategy of the applicant.
50	New Clause	Consortium/Joint Venture	RFP is silent on whether bidders can form consortiums or joint venture for the purpose of bidding for the second CRA. We would request PFRDA to provide necessary clarity on the same. Also, if consortium is allowed then credential of both the partners shall be considered for the pre-qualification and technical evaluation criteria.	Wipro	The eligibility criteria does not prohibit a JV/Consortium from applying for the second CRA. However, the final applicant has to meet the eligibility criteria as stipulated in the RFP.
51	SLA's for Application, Hardware and Network	SLA requirements of the Application, Hardware and Network is provided separately and individually	Rather than having individual SLA for hardware, application and Network etc, PFRDA should look for overall SLA's.	Wipro	It has to be as per the RFP terms.
52	General query	PRAN specification and Dispatch	Please, provide the specifications required for PRAN plastic card. pls provide clarity on dispatching of the card as there is some ambiguity on page 10 point number 3 and page 46 point c	UTIITSL	The specifications would be shared with new incumbent in due course and the same are on the lines of the PAN card issued by Income Tax authorities or as per the the specification being followed by existing PRAN card being issued by the present CRA. The dispatch of PRAN card is to be undertaken by the CRA at its expense and as per the directions/guideline/stipulation of PFRDA which could differ from sector to sector of the subscribers.
53	General Query	Page 94, Annexure IX: Format for Resume	Please clarify qualification and experience of IT staff & support staff that are required to be deployed. And how many CVs we need to include for each of the position/level.	UTIITSL	Please refer to sl no 7 page 70 of RFP
54	General Query		Please, clarify who will bear the cost of setting up new infrastructure(DC/DR/call centre/ backup office)	UTIITSL	The applicant.

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55	General Query		What will be initial call centre/support centre size with number of seats or operators? Also, Please clarify if these call centre will provide phone and email support?	UTIITSL	Please refer to point no 14 & 15 of this document.
56	General Query		Please, confirm if CRA will setup and implement at its own locations or at partners locations as well?	UTIITSL	The asset needs to be owned by CRA.
57	General Query		Please reconsider the project schedule - as the kind of activities and functionalities of the application and whole systems is concerned it requires more time.	UTIITSL	As per the RFP terms.
58	General Query		Request to kindly extend the bid submission date for additional 2 weeks in order to propose you with better solution	UTIITSL	As per RFP terms.
59	General Query		Please provide the details of last here years statistics for the PRAN generation and subscriber base	UTIITSL	Available in public domain on PFRDA / NPS Trust website.
60	General Query		Please reconsider the project schedule - as the kind of activities and functionalities of the application and whole systems is concerned it requires more time.	UTIITSL	As per the RFP terms.
61	Clause 1.2.2 – a) 3. Role of CRA – Page number 10)	CRAs would permanently maintain the complete records of all registered subscribers with respect to their demographic details, contribution, scheme preference and units allocation. Further, CRAs would maintain the scanned copies of subscriber registration forms and related KYC documents etc.	What will be requirement for retntion of physical copies?	CAMS	This shall be in line with PMLA (Retention of Records) rules.
62	1.2.2a) Point 7 Page 11	SOT would be customised to sector specific requirement and details including making the same available inregional languages.	What are the regional languages required to be suported?	CAMS	Please refer to point no 3 of this document.
63	Clause 1.2.2 – a) 36. Page no. 13	Migration of data from one CRA to another.	What are the eventualities in which such migration would be required?	CAMS	When the subscriber or employer decides to shift from one CRA to another or any other regulatory prescription.
64	2.1.1 a), b) and c)	Applicant sub architecture; Data Management sub - architecture; Data management framework requirements	Whether software tools/ monitoring utilities / application development / data base/ directory/ mail / messaging server be open source or licensed products?	CAMS	The applicant has to decide the technology and platform which best suits the purpose with a view to enhance the subscriber experience as provided in the RFP. The asset so developed would be a regulated asset as stipulated in the PFRDA (Centralrecord keeping agency) Regulations, 2015
65	2.1.3 a Page 25	In case the applicant proposes to use an existing infrastructure then segregation, security and integrity of the data must be ensured.	Do we need to have perimeter level nwtwork segregation apart from segregated hardware, different network segments and databases?	CAMS	The assets so created shall be clearly identifiable as these become regualted assets in terms of PFRDA (Centralrecord keeping agency) Regulations, 2015

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66	2.2.2 - Page 40	Allocation of Business between the existing and second CRA?	a) Will the existing PRAN no. be retained? b) How CRA identifier is proposed to be built in PRAN numbering convention for faciliting unique identification to various stakeholders?	CAMS	a)Yes, it has to be retained. b) A system needs to be devised by both the CRAs in consultation with each other and basing on the tool technologies available and in consultation with NPS Trust/PFRDA.
67	3.2 (1) Page 44	Generate PRA Numbers for new subscribers	a) How this is proposed to facilitate unique identification of CRA relationship? b) Will it be from pre alloted serial numbers for each CRA?	CAMS	A system needs to be devised by both the CRAs in consultation with each other and basing on the tool technologies available and in consultation with NPS Trust/PFRDA.
68	3.2, Page 46	The applicant should assess the requirements of CRA incorporating in it the functional requirements of NPSCAN also.	Descriptive functional requirements of NPSCAN module may be provided	CAMS	NPSCAN system is supposed to take care of the Govt. nodal offices through a login ID and password without the requirement of a digital signature unlike the regular POP/Aggregators (intermediaries) who access the CRA system. Also, at present the Govt. subscribers form bulk of the subscriber base and it was thought that it would be better to have the system separately. Also, it may be noted that the data fed in the NPSCAN by the Govt. nodal offices is transferred to the CRA system after the updation and validation of the records in NPSCAN. The Govt. nodal offices who enter the data in NPSCAN have different structures in Central and State Governments and also within state governments. The system shall capture all information pertaining to governmetn subscribers, nodal offices and stakeholders in relation to NPS with file validation protocals and shall be capable of transferring this validated data to CRA system.
69	3.3 ii b read with 8.6.3.1	3.3 ii b …… The PRA Number, as per the requirements of PFRDA, should be printed on a plastic card along with photograph and signature of the subscriber. 8.6.3.1:Note…..The PRAN Account opening charges (a) in the above table shall not exceed Rs. 45	Whether the cost of preparing / printing the PRAN card in plastic / welcome kit, etc and sending the same as per PFRDA instructions will be separately reimbursed as out of pocket expense, over and above the commercial quote of the bidder as to be furnished under 8.6.3.1?	CAMS	This has to be borne by the CRA from the charges being billed to the subscriber.
70	3.4, Page 50	Providing various services to all the stakeholders of NPS This section indicates the services currently identified for the second	RFP does not cover services to POP intermediary. What will be the services to be delivered by CRA to POP/POP SPs and similar intermediaries like nodal offices etc.	CAMS	RFP covers the services to be rendered by CRA to all intermediaries in the NPS.
71	6.10 (Page - 67)	Qualification Criteria	Can a existing PoP apply for this second CRA RFP?	CAMS	Subject to qualifying the eligibility criteria stipulated in the RFP and regualtions. As per the eligibility criteria, if an entity applying for CRA is registered as an intermediary like POP shall not be eligible to participate in selection of CRA.

S.No	Bidding Document Reference	Content of RFP requiring	Points of clarification	Name of Entity	PFRDA's Comments
72	8.6.2, 8.6.4 and 9.1 - Page 74, 76	Technical evaluation: RFP says that applicant should score at least 60% to qualify the technical round. Para 8.6.4 says that L1 will be offered appointment as CRA Para 9.1 says that proposal determined to be substantially responsive and has been determined best value proposal will be appointed as CRA	Would the marks scored in technical evaluation also be considered in the final selection, even though the applicant is not L1?	CAMS	Strictly in terms of RFP
73	8.6.3 Page 75	Evaluation of commercial bid: RFP document imposes an upper cap of Rs. 45, 170 and Rs. 3.5	Do the amoutns mentioned in the document excluder Service Tax (GST)?	CAMS	The amounts quoted would be exclusive of applicable taxes
74	8.6.3 Page 75	Fees to be quoted	If the fees to be quoted are inclusive of taxes, then will there be adjustment in the fees when the tax rate change?	CAMS	As above.
75	8.6.3 Page 75	Charge per transaction	How would the transactions be counted? For example, switch transaction with multiple legs, transaction from corporate for multiple subscribers, etc.	CAMS	The transaction would be per PRAN /subscriber wise.
76	1.2.2a) Point 7 Page 11	CRAs would periodically provide a consolidated Statement of Transaction	What would be the periodicity of the SOT? What would be the format of SOT? Should SOT be in physical or electronic mode?	Access System (Division of Sanneet Computers Pvt. Ltd.)	SOT to be provided on annual basis. The physical and electronic mode are both allowed. However, the physical mode shall prevail unless the subscriber opts to have an electronic copy and not physical copy.
77	Point 13-Page 11	Provide a periodic and ad-hoc MIS to PFRDA	Whether details of MIS to PFRDA, CG etc can be shared	Access System	This can be shared with the selected applicant at the time of issuance of certificate of registration. However, the reports, information required from CRA can be seen in the PFRDA(centralrecord keepeing agency) Regulations, 2015 at regulation no 19. Also, the other PFRDA regulations also throw light on this requirement.
78	1.2.2a) Point 39 Page 13	Setting up call centre to provide support to subscribers of the NPS	Whether call centre would be in English or regional languages also.	Access System	Initially call centre must be available in English and Hindi. Other languages may be introduced as per future requirement. Overall, the issue depends on the overall business plan of the bidder and his outreach strategy. The primary intention shall be to attend to the calls of all subscribers within the given period of time as stipulated by the Regulator.
79	1.2.2 Point 46 –Page 14	Providing an electronic/web based platform for online subscriber	Whether online access can be provided to NPS Lite subscribers? Can the account be opened without signature	Access System	Online facility can also be provided to NPS Lite subscribers as per PFRDA guidelines. The issue of signature shall be in accordance with PFRDA guidelines.
80	2.1.8-Page 36	PFRDA expects the applicant to create a separate unit/entity within existing management structure exclusively for the operations of CRA	Please explain what separate unit would involve	Access System	A unit which exclusively takes care for the work of CRA related to NPS operations.

S.No	Bidding Document Reference	Content of RFP requiring	Points of clarification	Name of Entity	PFRDA's Comments
81	2.1.8a) Page 38	Applicant should submit complete documentation on workflows to PFRDA	Can the existing system workflows be shared? What is the time in which PFRDA would give approval?	Access System	The workflow need not be common but shall provide the required output in terms of requirement. The workflow provided in this RFP are for the second CRA which is being set up now and hence applicant has to design their own workflow.
82	2.2.2 - Page 40	In case if the Authority opines at any point of time that any specific allocation of the subscribers between the existing CRA and the second CRA is required in addition to what has been specified in 2.2.1 in order to protect the ineterest of subscribers, the Authority reserves the right to do so.	Allocation of subscribers would be notified by PFRDA from time to time. Request you to share the basis of such allocation and expected volumes from the same in order to enable us size the sytem in a more efficient manner.	Access System	Shall be accordance with PFRDA (Central Recordkeeping Agency) Regulations, 2015
83	3.2 - Page 43	Functional Description	Functional descriptions have been mentioned. Can this be implemented. Can this be implemented in phases with phase implementation / deployment on the ilve system? This will help us with calculation of breakeven	Access System	Has to be strictly as per RFP terms.
84	5.1 - Page 59	Orientation training to all Stakeholders under NPS	If the intermediaries are common for second CRA, and functionalities arnd user interfaces are same the training requirement as stated in RFP may bot be needed.	Access System	Has to be strictly as per RFP terms.
85	5.3 - Page 60	User Acceptance Test	Can you share the reports of UAT done by PFRDA for the first CRA? This will help us in addressing these issues well in advance	Access System	UAT in this RFP are for the second CRA which is being set up now and shall be accordance with RFP terms.
86	5.3 - Page 60	be finalised in consultation with the Authority	If there is a delay in conducting UAT tests by the Authority we request that the project schedule be extended accordingly.	Access System	Generally no extension shall be provided unless decided otherwise by PFRDA.
87	6.6a) Page 66	PFRDA may terminate the RFP process at any point of time without assigning any reason.	In case, PFRDA terminates the RFP process, would the application money be refunded.	Access System	Would be decided at that time.
88	6.10 Point 4 - Page 67	Shall possess information technology capabilities	Can the staffing pattern of present CRA be shared so that we can benchmark the same to our understanding	Access System	Technological capabilities in this RFP are for the second CRA which is being set up now and the applicant has to devise their strategies including manpower.
89	6.10 Point 9 - Page 67	The applicant should have minimum CMMI level 3 certification for the services or should acquire the same within 12 months of commencement of commercial operations.	The second CRA is permitted to acquire CMMI qualification within 10 months of commencement. Thus what certificate can be given? Would a declaration by authorised signatory be sufficient.	Access System	Entity has to provide the copy of the certificate to PFRDA within the stipulated time period.
90	10.1 a - Page 77		Is the registration fee of Rs. 25 lakh a onetime payment and when is it payable	Access System	Registration fee is to be paid at the time of registration of entity as CRA and it is a one time fee.
91	Annexure 4 Point 2 - page 87	Separate statement from Chartered Account on the cash losses during the preceding two financial years	CA certificate for cash losses is mentioned. If there are no cash losses, whether such a certificate to be provided.	Access System	Yes.

Applicant's Request for clarification (Pre bid Meeting) with PFRDA's comments

S.No	Bidding Document Reference	Content of RFP requiring	Points of clarification	Name of Entity	PFRDA's Comments
92	General	Payment for subscription	Mode of payment can be cash, local cheque, demand draft, ECS at his chosen POP. What about online banking options (debit card, credit card, net banking, mobile wallet etc)? What bout mobile app/mobile payments. Is it allowed?	Access System	The system shall be capable of accepting payment in all forms.
93	General		What are the functionalities mentioned in the RFP that are not provided for in the present CRA system. What are the timelines in which they would be provided	Access System	The functionalities provided in this RFP are for the second CRA which is being set up now. Timelines has to be strictly as per RFP.
94	General		Request you to provide the updated volumetric of the existing CRA and the present (infrastructure) they have provided. Rack, Bandwidth, network etc. This would help the second CRA to do a proper assessment of system requirements.	Access System	The infrastructure requirement is to be decided by the incumbent basing on their business plan and it has to ensure that the services are available on tap to all customers seamlessly.