

RFP for the selection of system integrator (SI) for design, development, implementation and maintenance of PFRDA website (PFRDA-connect)

RESPONSE TO PRE-BID QUERIES

22 November 2024

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
1	7	7.2.b	Feature Enhancement: Integrate new features, functionalities, and options for creating thematic microsites that enhance user interaction with PFRDA ecosystem and accessibility.	Should we expect more features as part of early design discussions that we may have to add to the website or it would be largely as mentioned in Shchedule III - indicative FRS?		The solution is expected to be future ready to add more features. However, it would be largely as mentioned in Schedule III.
2	142	Schedule II - 1.1.2	Develop a Structured Information Framework: Architect a hierarchical information model that enables intuitive and efficient content discovery.	Would like to understand difference between clause 1.1.1 and 1.1.2.		1.1.1 : The website design should emphasize on a collaborative, user-focused design approach that considers access patterns. 1.1.2: Should facilitate technically efficient hierarchical model for the website which supports efficient content discovery.
3	145	Schedule II - 1.1.18	Quality Certification: Design the website to achieve the Certified Quality Website Certification from STQC, adhering to all relevant standards.	Would PFRDA get the STQC certification done for the website or the SI has to get it done?		The website needs to be STQC compliant for the entire tenure of the project. Associated cost and effort should be part of TCO.
4	193	Schedule III - 10.3	Branding: The website must strictly adhere to government branding guidelines, utilizing consistent design elements, colors, fonts, and logos to maintain a	We are assuming that all Government and PFRDA Brand Guidelines documents to be followed for website redesign will be provided by PFRDA		PFRDA expects SI to develop brand guideline as part of the project.

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			unified and professional appearance.	managment. Please confirm.		
5	193	Schedule III - 10.4	Content Organization: The website content should be structured clearly and logically, with well-organized sections, easily accessible information, and clear, concise headings to facilitate smooth navigation.	We are assuming that main website content/copy will be provided by PFRDA management. We understand that navigation, section headings, labels etc. will be redesigned, but would like to get clarity on the main content like About US, Application process, scheme details etc. Please confirm		Website data-dump will be provided to SI. However, ability to create clear, concise, engaging content aligned with user requirements, harmonization and content proof-reading will be in scope of SI
6	15	7.2 b	Integrate new features, functionalities, and options for creating thematic microsites that enhance user interaction with PFRDA ecosystem and accessibility.	=> How many microsites will be required please provide count		Solution capability for microsite management required. Currently, PFRDA is not going for any microsite.
7	15	7.2c	Upgrade the UI and UX to make the PFRDA main website more intuitive and engaging for all users.	=> Please provide which technology currently used in UI => How many screens are there		This project is not to redesign the existing website but new development of main PFRDA website.As a principle, PFRDA advocates technology agnostic solution/platform. Solution which meets PFRDA objectives will be accepted. SI is expected to provide design suggestions to PFRDA as per RFP.

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8	19	10.3.4	A critical component of the development phase shall be the execution of the data migration plan. This shall involve transferring existing data to the new system while ensuring the integrity and accuracy of the content. The migration process shall also include the de duplication of links, pages, and documents to optimize content management and improve accessibility.	=> Size of data to be migrated with categorization like documents database or any other content.		Estimated size of data is 60 GB to 100 GB including current content, database size, archive, media and documents
9	53	42.7.8	The installed application instance and the database shall be usable, and the same SLAs as DC shall be provided. The Database and storage shall be of full capacity and the licenses and security shall be for full infrastructure. The bandwidth at the DR shall be scaled to the level of Data centre. Users of application should be routed seamlessly from DC site to DR site.	=> What is the current database size ? => How many monthly active users are there ?		For expected traffic, please see SCHEDULE III, Clause 9.
10	16	7.2 g	Data Migration: Conduct comprehensive data migration, including the de-duplication of links, pages, and documents, to enhance content accessibility and management.	=> How many databases are there? => How many schema? => What is the size of data without files? => What is the size of files uploaded? => Which databases(RBDMS / NoSQL) are used? => Which CMS is used currently (if any)? => How many pages are there in CMS		PFRDA will provide current website data to successful bidder

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11	153	1.4	Ability to define any number of simple to complex business processes/workflows, leveraging users, groups, and roles to align with organizational needs.	=> Which workflow management system is currently is used (if any) ?		It is custom built
12	129	2.1.1	Authentication and Authorization Controls - The platform must incorporate robust authentication mechanisms, including Multifactor Authentication (MFA), and enforce stringent authorization controls. This includes implementing measures to prevent unauthorized data access and distribution. Comprehensive user and admin access control management must be integrated, following the principle of least privilege. All access control mechanisms will be subject to review by PFRDA or its designated team.	=> Is there any SSO currently in place (if yes please provide name)?		No SSO currently in place.
13	7	3.14	Integration - means the system should be able to integrate or interact with components/applications to fulfil a part or full-service obligation including using other 3rd party integration approved by the authority, if required.	=> How many integrations are anticipated		SI to decide during the requirement gathering stage
14	15	9.1	Bidders must ensure that entire end-to-end solution must be on Virtual Private Cloud	Could you please confirm if there is any existing CSP with		AWS for internal 2 projects & NIC for hosting Website

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			provided by MeitY empanelled CSP.	which PFRDA is already working?		
15	21	10.6.3	A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number, Call detail record (CDR), feedback SMS, Communication SMS	Is there any minimum number of Helpdesk resources that are to be deployed?		Number of resources to be deployed as per the requirement & volume of work.
16	21	10.6.3	A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number, Call detail record (CDR), feedback SMS, Communication SMS	Could you please confirm if the Helpdesk is set-up only for PFRDA employees or for general public as well?		Only for PFRDA employees
17	21	10.6.3	A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number, Call detail record (CDR), feedback SMS, Communication SMS	Could you please confirm current call volumes?		There is no technical helpdesk at present.
18	21	10.6.3	A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number, Call detail record (CDR), feedback SMS, Communication SMS	Could you please confirm if PFRDA has existing IVR set-up ?		No

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19	21	10.6.3	A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number, Call detail record (CDR), feedback SMS, Communication SMS	Could you please confirm if PFRDA has existing SMS service provider?		No
20	NA	NA	NA	The current scope is very exhaustive and would require collaboration with different stakeholders. To submit our proposal comprehensively, we would request at least 3 weeks of time from the Pre-bid response release date.		RFP timeline prevails
21	10.6.3 Setup Technical Help desk	21	Incident Management/Ticketing tools will be provided by SI for handling issues, requests, concerns raised by PFRDA users during entire project duration.	Incident Management/Ticketing tools will be ITIL compliance or any tool will be used , please confirm		SI to propose tool / product for handling RFP's requirement. The tool should be compliant of creating SLA reports by the system.
22	6. Scope of Work	19	10.3.4 Migration of data from the existing (old) PFRDA platform to the proposed (new) PFRDA platform.	1. What is the volume and nature of data that needs to be migrated from the existing platform to the proposed one? 2. Database Size? 3. Documents size? 4. Database Name ?		Please see response to question 8 above
23	10.6.3 Setup Technical Help desk	20	A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number, Call detail record (CDR), feedback SMS, Communication	1. Helpdesk will be setup onsite or offsite? 2. Who will bear the cost of hardware/software of the IVR setup? 3. Any requirement of resources will be there in the helpdesk support?		1. Offsite 2. SI 3. Yes, by SI

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			SMS. The helpdesk should be operated via a CRM where ticketing is used for every event. Reports are created as per PFRDA need. Incident Management/Ticketing tools will be provided by SI for handling issues, requests, concerns raised by PFRDA users during entire project duration			
24	10.6.4 Facility Management	21	2. Facility management resource shall be available from 9.30 am to 6.00 pm, from Monday to Friday (all working days) , for the tasks given below:	we are assuming that resource will be work as per PFRDA holiday calendar. . Please confirm		Yes
25	10.6.4 Facility Management	20	3. During the Stabilization & Warranty or AMC period, if the scope of work diversifies and requires specialized skills beyond those of the current team, the SI shall arrange to supply the necessary skilled personnel to PFRDA at no additional cost.	Please Clarify?		Please see definition of Warranty in Section 3 (31). If any scope of work requires skills beyond those of the current team, SI needs to deliver without additional cost.
26	11. Minimum Qualifications and Experience for Key Resources	23	11. Minimum Qualifications and Experience for Key Resources	1. The resources will be onsite or offsite?		See Section 10.1.3
27	42.1.1 STQC Audit Compliance		The SI is required to ensure that the websites are fully compliant with the guidelines and standards set forth by the Standardization Testing and Quality Certification (STQC) Directorate under the	as per STQC stabdatrd, GIGW certificate will be valid for 3 years . In PFRDA website support period is 4 year aftr warrenty. We are assuming that 2 GIGW audit will be done during		The understanding is correct

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			Ministry of Electronics and Information Technology (MEITY), Government of India. This includes adherence to the Web Quality and Accessibility guidelines (such as WCAG 2.2) and any other applicable standards related to security, performance, and functionality.	entire project duration. Please confirm		
28	9. Scope of Work – PFRDA-Connect	15	9.1 The project comprises of designing and developing for PFRDA Website and further leverage it by using an enterprise grade Content Management System (CMS)	Please share the name if any specific CMS is desired by PFRDA		SI to propose as per RFP
29	9. Scope of Work – PFRDA-Connect	16	9.2 b. Supporting bilingual (Hindi & English) website contents and maintaining the same as required by PFRDA. PFRDA may in certain cases provide content already translated from English to Hindi. However, the website must have capability to translate English contents into Hindi automatically.	Automatic translation of content will not be accurate, Who is responsible for verification of translation. Please confirm		SI is responsible for proof reading content with consent from PFRDA.
30	10.1.3 Formation of Project Team	17	Key team members shall be available at the PFRDA office throughout the development phase of the project to coordinate with PFRDA in accordance to the requirement of the project.	Please share the number of resources to be deployed onsite during development. We are assuming that development will be done at Vendor office. Please confirm		For key team members or key resources, see Section 11
31	1.3 Content Management System	149	48. Multisite Management: Support the management of multiple sites within a global hierarchy, including multiple versions of the same site and multilingual capabilities (English,	1. How many multisite management is required currently? 2. In scope it is mentioned bilingual (Hindi and English)? 3. Who will provide the API for multilingual?		1. None 2. Yes 3. Currently not required. Solution should have capability.

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			Hindi, and 12 regional languages).			
32	10.6.3 Setup Technical Help desk	20	A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number	who will responsible for establishment and procurement of 1. Interactive Voice Response (IVR) 2. feedback SMS, 3. Communication SMS 4. Call detail record (CDR) . Please confirm		SI will be responsible
33	1.3 Content Management System	151	65.PDF Conversion: Provide solutions for converting PDF to HTML and vice versa with minimal turnaround time, ensuring full editability of converted content.	1. Do we have to integrate the API for this conversion? If yes who will provide the API , please confirm		SI will integrate
34	6. Scope of Work	145	17.Accessibility and Compliance: Ensure the website is fully compliant with the World Wide Web Consortium (W3C) and Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA, as well as the Government of India Guidelines (GIGW) for websites	Can you confirm if there are specific Government of India Guidelines (GIGW) for websites beyond WCAG 2.2 Level AA compliance? Will PFRDA provide resources or assistance for accessibility testing and certification?		Please refer Rights of Persons with Disabilities (RPwD) Act, 2016 Official Languages Act of 1963 PFRDA will provide necessary support during the process. However, SI will be solely responsible for STQC compliance during the tenure of the project.
35	10.7 Annual Management Contract Support	21	Bug Identification and Resolution: Employ monitoring tools and gather user feedback to identify and classify software issues. Establish a structured process for tracking, prioritizing, and resolving reported defects.	we are assuming that clause is referring to Bug Ticketing Tool. Please specify the clause		The clause is referring to monitoring tools the SI proposes to deploy to monitor the software and infrastructure services during AMC phase.

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36	10.7 Annual Management Contract Support	21	8. Reporting and Analytics: Generate regular reports on system performance, support tickets, and SLA compliance. Use analytics to identify patterns and trends, providing insights for continuous improvement. Share reports with PFRDA stakeholders to inform decision-making.	PFRDA require a any specific BI Tool for reporting . Pleas econfirm		SI to propose as per RFP
37	6. Scope of Work	146	Internationalization: Incorporate W3C Internationalization Guidelines into the website solution to ensure global accessibility.	1. Should the website support multiple languages or regions in the initial phase, or is internationalization a future consideration? If required, which regions or languages should be prioritized for global accessibility?		It is a future consideration
38	6. Scope of Work	150	Multisite Management: Support the management of multiple sites within a global hierarchy, including multiple versions of the same site and multilingual capabilities (English, Hindi, and 12 regional languages).	Weare assuming that PFRDA want to develop one master and other microsites. If yes, please confirm number of microsote to be developed		At present, no microsite development in scope. However, CMS should have capability in future.
39	Scope of Work	153	Content Reuse and Rule Management: Facilitate content reuse across multiple pages and support rule creation at the component level for customized user experiences.	1. Content Reuse and Rule Management: Could you elaborate on how CMS supports content reuse, rule creation at the component level, and advanced user experience customization?		Create contents once and use across multiple pages (like text, images, videos, or widgets etc). Headless approach will enable using same across websites, mobile apps and social media platforms so any change in the content will be reflected across the platform.

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						Rule creation at content level: Think content as modular blocks. CMS can apply different rules to different block. For example, show/hide content based on user attributes, location, or device type.
40	Scope of Work	155	81. Outlook Integration: Facilitate seamless integration of workflows with Outlook, enabling automated email notifications and updates	1. Do we have to integrate with the Microsoft Outlook using APIs or please elaborate? If yes who will provide the service for integration		Solution should have the capability.
41	Scope of Work	157	90. Workflow Integration: Ensure that digital assets can seamlessly participate in workflow processes, enhancing operational efficiency	Do we have to develop any workflow except website . Please clarify the scope for workflow in details for effort estimation		Except website, no workflow development is in current scope
42	Scope of Work	159	102. Visitor Tracking Across Platforms: Monitor and analyse visitor counts across the Website, Progressive Web Apps (PWA), Mobile (Android/iOS), Tablet, and various browsers to gain basic insights into usage trends, seasonal variations, and content popularity	1. do we require to integrate google analytic or any other tool for traffic management . Please confirm 2. Who will provide/ purchase the appstore account for Mobile app?		1. Yes 2. Mobile App not in scope
43	6.2 Details Scope of work	16	8.3 PFRDA is using e-office, a software solution provided by NIC, as an e-File and Collaborative tool for Knowledge Management module that is used mainly for file management and Document Management. e-office	1. Do we need to integrate with e-office , Document Management System in the application? Who will provide the e-web services for integration? Please confirm		No

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			will be continued as File Management System			
44	1.5 Digital Asset Management /	155	24	1. Do we need to integrated with Document Management System in the application? 2. Or DMS is required or not?		No
45	Scope of the Project	117	The project comprises of re-designing and development of complete User Experience of PFRDA Website, Microsites	1. How many microsites are there? Please confirm. 2. All microsite will have same look and feel or require separate deigns		Microsites is not in scope at present. Please read as: <i>The project comprises of design and development of complete User Experience of PFRDA Website and further leverage it by using an enterprise grade Content Management System – CMS.</i>
46	1.4 Workflow Management	153	Workflow Replication: Allow replication, cloning, and modification of existing workflows, streamlining the creation of similar processes	Please specify the work flow use case in website development		The current process does not comprise of any workflow. To be further analyzed during requirement gathering. Workflow replication is a business critical feature we are expecting in the solution. Content approval workflows are an integral part of modern Content Management Systems and we are expecting the bidder will provide this

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						functionality as part of CMS feature.
47	1.4 Work flow Management	153	Advanced Workflow Support: Support parallel, nested, conditional, rule-based, and ad-hoc workflows to accommodate diverse business scenarios	Please specify the work flow use case in website development		Please refer response to question 46 above
48	1.4 Work flow Management	153	Task Management: Provide the capability to define and assign tasks to users, with the ability to set due dates and timelines for entire workflow processes as well as individual tasks	Please specify the work flow use case in task management website development . Do we need to develop task management tool also ?		Please refer RFP
49	1.4 Work flow Management	154	Real-Time Workflow Analytics: Provide real-time analytics for all instances of open and in-progress processes, allowing for the identification of operational bottlenecks and insights to optimize efficiency.	do we need to develop a task management dahsboard . Please confirm		Please refer RFP
50	1.4 Work flow Management	154	Personalized Task Lists: Provide users participating in review or approval workflows with a personalized task list that includes task descriptions, assigners, and completion timelines, ensuring clear task management.	Please clary the Usre case for better understanding		Please refer RFP
51	1.5 Digital Asset Management / Content	155	Workflow Integration: Ensure that digital assets can seamlessly participate in workflow processes, enhancing operational efficiency	Please clary the Usre case for better understanding		Please refer RFP

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	Repository Hub					
52	1.5 Digital Asset Management / Content Repository Hub	156	Image Editing: Provide ability for resizing, rotating, and cropping images to meet specific requirements	Please clarify the Use case for better understanding . Do we need image edit tool inbuilt in the website or CMS ?		Please refer RFP
53	1.5 Digital Asset Management / Content Repository Hub	156	Asset Review and Approval: Support the review, approval, rejection, and annotation of digital assets, ensuring quality control and compliance	Do we need to develop approval process in CMS ? Please clarify		Please refer RFP
54	Minimum Qualifications and Experience for Key Resources	24	Project Manager Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed CMS solution will be preferable	Most OEM don't have certification on CMS . Therefore request you to remove line as " Certification of the proposed CMS solution will be preferable"		RFP prevails
55	Minimum Qualifications and Experience for	24	Lead Business Analyst Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field	Most OEM don't have certification on CMS . Therefore request you to remove line as " Certification of the proposed CMS solution will be preferable"		RFP prevails

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	Key Resources		would be desirable. Certification of the proposed CMS solution will be preferable			
56	Minimum Qualifications and Experience for Key Resources	26	Tech Lead / Project Lead Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed CMS solution will be preferable	Most OEM don't have certification on CMS . Therefore request you to remove line as " Certification of the proposed CMS solution will be preferable"		RFP prevails
57	Annexure-V: Eligibility Criteria	63	Eligibility Criteria	Seeing the importance of the website for Regulatory bodies , CMMI Level 5 should be the eligibility criteria		RFP prevails
58	42.13 Application Performance Management (APM) tool & SLA monitoring tool	56	42.13 Application Performance Management (APM) tool & SLA monitoring tool	The requirement mentioned in the RFP is that, " SI to provide an enterprise grade APM tool & SLA monitoring tool to PFRDA". Please provide the definition of Enterprise Grade APM tool. If tool comply to the requirements mentioned as 42.13 point 3 (point a to i) does that suffice the need of PFRDA?		Definition of enterprise grade APM tool: APM tool for monitoring application and infrastructure at enterprise level and meet the horizontal scalability of enterprise growth. 42.13 requirements would suffice
59	41. Cloud Hosting requirements	41	41. Cloud Hosting requirements on VPC	The requirement mentioned in the RFP as point #41.6 is that,"SI shall ensure that CSP implement Enterprise Management Software (EMS)		Yes, SLA report should be system generated from the tool.

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	on VPC			Tools/management & monitoring services". Please confirm if solution is provided to build report on Average Response Time during peak usage hours, application uptime, database performance will fulfill the requirement of Enterprise Management Software ?		
60	1. Functional/Feature Requirements	151	1.1 Website requirements	65. PDF Conversion: Provide solutions for converting PDF to HTML and vice versa with minimal turnaround time, ensuring full editability of converted content.	Please specify the exact requirement for pdf to html conversion. If the requirement is to preview the documents on the browser, then it doesn't need a conversion and is handled using CMS features.	Not a website requirement but a CMS Business Critical feature. RFP prevails.
61	1. Functional/Feature Requirements	152	1.1 Website requirements	70. Auto-Save and UI Framework Support: Ensure an auto-save feature for content and compatibility with the latest third-party UI frameworks like Bootstrap, jQuery, ReactJS, and AngularJS.	Please remove Auto save as it a a browser based website. Please elaborate what kind of auto save functionality is required for contents.	Not a website requirement but a CMS business critical requirement. RFP prevails.
62	9 . Existing Traffic	193	9 . Existing Traffic	The traffic for the websites should be measured in respect with these following success metrics: * Number of visits / months: 10 to 12 Lakh * Unique visitors / month: 10 Lakh * Web Pages Browsed / month: 50 Lakh	Do we have per day or per hour data on a peak usage ?	No
63	2.3 Secure use of	168	2.3 Secure use of Open Source	Comprehensive Support for Open-Source Technologies	understanding is that this a OEM supported Opoen-Source technologies	Yes

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	Open Source					
64	51	42.7 Disaster Recovery & Business Continuity Services. Point # 3	The primary DC and the DRC should be from different physical locations supporting active – active/active-passive arrangement.	The primary DC and the DRC should be from different physical locations, minimum 100KM apart, supporting active – active/active-passive arrangement.	To ensure high availability in case of any disaster minimum 100KM distance should be there between both the data centers.	RFP Prevails
65	21	10.7 Annual Management Contract Support	Addition	Bidder to provide enterprise support on a 24x7x365 basis back-to-back from Cloud service provider.	Since this is critical project, 24x7x365 enterprise grade level support to be provide.	RFP Prevails
66	46	1. Virtual Machine Requirements (y)	Provide facility to configure virtual machine of required vCPU, RAM, and Disk.	Provide facility to configure virtual machine of required vCPU, RAM, and Disk. Customers should have the option to choose any combination of CPU core and memory rather than fixed-sized shapes	This is requested as by choosing the flexibility in the shapes of the VM, the department would be able to aptly utilize as per their need and not end up paying for unutilized VMs	RFP Prevails
67	63	Annexure-V: Eligibility Criteria	Point 6. Price Qualification & Transparency	CSP shall have published on its public facing website- cloud services' rates for India, Service Level Agreements (SLAs), dashboard live-status of cloud services' health across global Datacenter and outage details (if any) with RCA.	This clause is proposed in order to maintain transparency in terms of Services & Rates proposed The appropriate proof can be an undertaking from the CSP with the links to its relevant public facing website(s) covering the details Since, Database would be an integral part of Undertaking on CSP letterhead with link to public facing website having the service and functionality description	RFP Prevails
68	13	5. Schedule of Events	Bid Submission End Date and Time	1. We request you to allow at-least 3 weeks time to all the		RFP prevails

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			9th December 2024 up to 1500 Hours	SIs to submit their bids once you publish responses to the SI's queries. Kindly consider.		
69	15	7. Objective	7.2 Key to this initiative is the establishment of a robust enterprise grade Content Management System (CMS) at the core of PFRDA-Connect, ensuring effective information dissemination and management.	<p>1. Could you please clarify the specific reasons in detail for requiring an enterprise-grade Content Management System (CMS) for PFRDA-Connect? E.g. Scalability, Security, Integration, Customization and Flexibility or any other.</p> <p>2. We have our own indigenously developed Content Management System (CMS) which is currently successfully working at several Central Government, State Government and Local Government. Using this CMS we have developed over 200 Websites which are successfully implemented and also passed Security Audit for more than 200 times. We hope this this will suffice your requirement for enterprise-grade CMS. Kindly confirm.</p>		<p>1. Enterprise grade CMS is required to meet requirements of a growing enterprise and as mentioned by you.</p> <p>2. Please propose your solution as per RFP requirements</p>

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70	16	7. Objective	g. Data Migration: Conduct comprehensive data migration, including the de-duplication of links, pages, and documents, to enhance content accessibility and management.	<p>1. Please share entire technology stack (including CMS) for existing website.</p> <p>2. In which format data will be provided for migration?</p> <p>3. Total how many files / tables will be there to be migrated?</p> <p>4. Total how many content pages need to be migrated</p> <p>5. Total how many documents will be there to be migrated.</p> <p>6. We assume that data migration will be one time activity only. Please confirm or correct us.</p> <p>7. Please share complete Bill of Material of existing hosting server.</p>		<p>1 to 5:</p> <p>The existing website is built on Microsoft technologies, using IIS 8 and ASP.NET 4.0 for its server-side framework and the frontend is built on jQuery along with various libraries like jQuery Cycle.</p> <p>6. Yes</p> <p>7. We will share with selected bidder if needed</p>
71	17	9. Scope of Work – PFRDA-Connect	b. Supporting bilingual (Hindi & English) website contents and maintaining the same as required by PFRDA. PFRDA may in certain cases provide content already translated from English to Hindi. However, the website must have capability to translate English contents into Hindi automatically.	<p>1. We assume that Google Translator API can be used for automated translation. Please confirm.2. We assume that charges (if any) for google translator API will be borne by PFRDA. Please confirm.3. Total how many pages (English & Hindi) will be provided by PFRDA to be integrated into the new website?</p>		<p>1. SI may propose suitable solution2. No additional financial support will be provided3. Will be discussed during design phase as per chosen template / theme</p>

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72	17	9. Scope of Work – PFRDA-Connect	c. Ensure that website is STQC and CERT-In security compliant	<p>1. We assume that ONE time GIGW Compliance from STQC will be in the scope of work.</p> <p>2. We assume that ONE time Security Audit from CERT-In Empanelled Agency will be in the scope of work. Please confirm or please let us know total how many Security Audit should SI consider into their bid during entire project duration.</p>		<p>1. The website has to remain compliant during the project duration</p> <p>2. SI to ensure compliance during complete project duration at SI's cost. Security audit & VAPT to be conducted by CERT-IN empanelled agency once a year during entire project tenure. Any security event would attract security audit & VAPT post issue resolution.</p>
73	18	<p>10. Comprehensive project outline</p> <p>10.1 Project Initiation</p>	<p>10.1.3 Formation of Project Team</p> <p>Key team members shall be available at the PFRDA office throughout the development phase of the project to co-ordinate with PFRDA in accordance to the requirement of the project.</p>	<p>1. As this project can be developed off-site (at SI's office), we could not see any requirement to keep entire team at the PFRDA office. This will also increase overall project cost. We therefore suggest to deploy project co-ordinator at PFRDA office and other resources can work from SI's office. Kindly consider and amend this clause.</p>		RFP prevails.
74	18	<p>10. Comprehensive project outline</p> <p>10.2 Planning and Design</p>	<p>10.2.1 Requirement Analysis</p> <p>During the planning and design phase, the project team shall conduct an in-depth analysis of the functional and technical requirements of the PFRDA-Connect initiative.</p>	<p>1. We assume that requirement analysis will be done at single location only. Please confirm and share the location.</p>		Yes, at PFRDA office

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
75	19	10. Comprehensive project outline 10.3 Development with CMS	10.3.1 Enterprise-grade CMS Implementation	1. Have you already selected or do you have any enterprise-grade CMS in your mind? If so then please share the same with us.		SI to propose as per RFP
76	19	10. Comprehensive project outline 10.3 Development with CMS	10.3.5 Security and Compliance Integration Security and compliance shall be integrated into the development process to protect sensitive data and ensure regulatory adherence. Security features such as encryption, two-factor authentication , and secure data transmission shall be implemented, and preliminary compliance testing shall be conducted.	1. What kind of two-factor authentication you are looking for? Please elaborate. 2. If two-factor authentication is required through SMS OTP or Email OTP then we assume that required gateway (SMS / Email) will be procured and provided by PFRDA to the successful SI. Please confirm. 3. If SI has to factor in SMS charges then please confirm total how many SMSs, SI should consider for the entire project duration?		1. MFA 2. SI to provision as per CERT IN guidelines 3. SI to factor number SMS as per the RFP requirements & proposed solution
77	21	10. Comprehensive project outline 10.6 Post-Launch Optimization and Support	10.6.2 User Training and Support To ensure that PFRDA can effectively manage and use the new system, comprehensive training sessions shall be provided.	1. Total how many users need to be trained? 2. What will be the batch size? 3. We assume that training needs to be provided at single location only. Please confirm or provide list of all locations where training needs to be provided. 4. We assume that only ONE time training will need to be provided. Please		PFRDA employees to be trained. Batch size & other details to be further decided. Yes, Training to be provided in PFRDA office only. Training to be arranged as per PFRDA's requirement. Yes, Office space would be

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
				<p>confirm or provide frequency of the training.</p> <p>5. We assume that infrastructure for training will be provided by PFRDA. Please confirm.</p>		provided by PFRDA. However training material to be provided by SI.
78		<p>10. Comprehensive project outline</p> <p>10.6 Post-Launch Optimization and Support</p>	<p>10.6.3 Setup Technical Helpdesk</p> <p>A technical helpdesk shall be setup by SI from the date of go-live via email and dedicated telephone (with Interactive Voice Response (IVR) narrating wait time & cue number, Call detail record (CDR), feedback SMS, Communication SMS.</p>	<p>1. Total how many telephone lines will be required?</p> <p>2. What will be the working hours for helpdesk?</p> <p>3. Who will bear the cost for SMS? If SI has to procure SMS gateway then please confirm total how many SMS per month should SI consider into their bid?</p>		<p>1. One</p> <p>2. Business hours</p> <p>3. SI . SI to estimate as per design</p>
79	22	<p>10. Comprehensive project outline</p> <p>10.6 Post-Launch Optimization and Support</p>	<p>10.6.4 Facility Management</p> <p>3. During the Stabilization & Warranty or AMC period, if the scope of work diversifies and requires specialized skills beyond those of the current team, the SI shall arrange to supply the necessary skilled personnel to PFRDA at no additional cost.</p>	<p>1. It will not be viable to provide additional resources without any additional cost. It SI consider then it will unnecessary increase the project cost. We therefore request you to consider change request with additional cost as per mutual understanding. Kindly consider.</p>		RFP prevails
80	22	<p>10. Comprehensive project outline</p> <p>10.7 Annual Manageme</p>	<p>6. Change Management and Request Handling: Implement a formal change management process to assess, prioritize, and execute change requests or feature enhancements. Ensure that changes are thoroughly tested for</p>	<p>1. We assume that Change Requests will be on chargeable basis only. Change Request charges will be finalized after studying the enhancement or new requirement. Kindly confirm.</p>		RFP prevails

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
		nt Contract Support	system stability, security, and performance.			
81	40	30. Consortium	As per scope of this RFP, consortium is not permitted. For clarification, consortium does not include collaboration with CSP & OEM for this project.	1. As this project involves different type of services (i.e. software development, helpdesk, hosting etc.) it will be difficult for single bidder to participate. We therefore request you to allow atleast TWO consortium partners. Kindly consider.		RFP prevails
82	101	Service Levels		1. We could not find any upper cap for Liquidated Damages / Penalty. As a industry standards, LD / Penalty should be capped. We therefore request you to keep upper cap of 10% of the individual billing milestone as well as total project value. Please consider.		Clause 9: Limitation of Liability Appendix IV: Indicative SLA and LDs/Compensation will be considered
83	169	2.1.4 Security assessment	144. Application Security Testing: The Bidder is required to conduct both Static Application Security Testing (SAST) and Dynamic Application Security Testing (DAST) where applicable. Detailed reports of these tests must be provided, and all identified vulnerabilities must be addressed. The Bidder must revalidate the closure of these vulnerabilities by	1. We assume that cost for application security testing will be borne by PFRDA. Please confirm or correct us.2. If SI has to bear the cost of SAST and DAST then please let us know total how many SAST and DAST needs to be performed during entire project duration.		1. No. SI to bear all testing cost2. Yes, SI to bear the cost but also depends on SI's development methodology. Minimum two two cycles are mandatory (initial + revalidation). However SAST & DAST must be done until all vulnerabilities are addressed.

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
			conducting SAST and DAST again.			
84	169	2.3 Secure use of Open Source		1. Is it mandatory to use open source technology? Can bidder use proprietary technology also?		RFP prevails
85	172	2.6 Other Technical Requirements	162. Headless CMS Support: The system should offer support for a Headless or Decoupled CMS, designed as a back-end content management system that provides content via a RESTful API for display on any device.	1. Could you please clarify the specific reasons in detail for CMS to support Headless or Decoupled CMS?		Only for PFRDA employees
86	180	National Pension System	Join NPS e-NPS Grievance Redressal Training on NPS Financial Education Exit from NPS Annuity Service Provider	1. Please share detailed features / functionality including step-by-step activities for each of the module. 2. Also share users involved in each module.		1. To be discussed with selected bidder 2. To be discussed with selected bidder
87	182	Financial Literacy Training		1. We assume that "Financial Literacy Training" will contain training documents only which can be downloaded by the users. It will not have any online kind of training. Please confirm or share detailed required for online training.		Online training is not part of scope

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88	182	Financial Literacy Training	<p>various features and functionalities, including:</p> <p>Access to Financial Literacy Training: Subscribers can achieve financial literacy by accessing training materials.</p> <p>Free Material Access: Subscribers and users can access freely available financial literacy resources.</p>	<p>1. What will be difference between "Access to Financial Literacy Training" and "Free Material Access"? Please elaborate.</p> <p>2. How Subscribers and Users are different? Who will be the subscriber and who will be user?</p> <p>3. Is there any payment involved in becoming subscriber?</p>		<p>1. Access to Financial Literacy Training means structured training program designed by PFRDA. This may be in form of live or recorded sessions, worksops or seminars organized by PFRDA. Example: A webinar on "Personal Budgeting" or a course on "Introduction to Investment Strategies." Free materials may be documents, reports or videos which are offered to the audience.</p> <p>2. Both are same</p> <p>3. No</p>
89	183	Grievance Redressal mechanism	<p>1. In this section the users will be guided to a page which would db e informative about the process to lodge grievance. Also this page will have existing links to the respective POP.</p>	<p>1. We assume that user will be re-directed to the 3rd party hard link for grievance redressal functionality. Please confirm.</p> <p>2. If above is not the case then please share detailed feature / functionality for grievance redressal mechanism.</p>		<p>1. Yes</p>
90	185	4 Website Footer - Options	<p>Tenders</p> <p>Users and external bidders can view and apply for them by clicking on the view details which would have the apply at the end of the section.</p>	<p>1. Please share detailed features / functionality including step-by-step activities for applying online tender.</p>		<p>Please refer PFRDA website for reference</p>

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91	187	Clear Segregation for sections for various stakeholders expected on the website	This section should have separate tabs namely: <ul style="list-style-type: none"> • Potential Subscribers • Existing Subscribers • Service Providers 	1. Please share registration process for each of the stake holder. 2. We assume that after registration each of the stake holder will have access to their respective section only. Please confirm.		1 & 2. The section is indicative only. Details to be discussed with successful bidder
92	198	15	Content Migration	How often will content be updated? (E.g., daily, weekly, real-time updates)		As and when required
93	193	9	Expected Traffic	Request you to provide volumetric data for CMS - No. of items, avg. size, expected growth, no. of versions.		For expected traffic, please see SCHEDULE III, Clause 9.
94	193	9	Expected Traffic	Request you to share estimated number of new files, media & content expected to be uploaded per month/year.		SI to make reasonable assumption
95	14	7.2 g	g. Data Migration: Conduct comprehensive data migration, including the de-duplication of links, pages, and documents, to enhance content accessibility and management.	Please specify the data size and types to be migrated		Please see response to question 8 above
96	43	41.5	41.5 SI shall ensure that Cloud Service Provider should also consider data growth while and hence scalability of the PFRDA-Connect system in terms of compute, infrastructure Sizing (Hardware, network, bandwidth, firewall, webserver, application server, database server, IOPS, CPU, Memory, Storage) while submitting the bid.	Please specify the data , user, concurrency and YoY growth for sizing the proposed infrastructure		For expected traffic, please see SCHEDULE III, Clause 9. SI is expected to use this data to do the sizing for proposed infrastructure.

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97	63	Annexure V: Eligibility Criteria	Similar Project Implementation: Bidder must have successfully completed a minimum of one (01) software solution or project as a System Integrator (SI) on or after 01-11-2019 till bid submissions end date of this RFP. This project should be related to Website/Portal development using CMS.	Request to please amend the clause by not particularly specifying the CMS requirement and make the requirement open by considering the projects related to website/portal development		RFP Prevails
98	65	Annexure VI: Technical Evaluation Parameters	Bidder must have successfully completed a software solution or project as a System Integrator (SI) on or after 01-11-2019 till bid submissions end date of this RFP. This project should be related to Website/Portal development using CMS.	Request to please amend the clause by not particularly specifying the CMS requirement and make the requirement open by considering the projects related to website/portal development		RFP Prevails
99	66	Annexure VI: Technical Evaluation Parameters	Experience in the CMS platform proposed for PFRDA's website design & development	Request to kindly amend the clause by considering experience with any CMS platform		RFP Prevails
100	18	10.3.4	Data Migration	What is the volume of data to be migrated and what are different type of files and number of tables in existing database?		Please see response to question 8 above
101	19	10.5.1	Final Review and Approval	What will be the maximum time taken in review?		PFRDA endeavours to provide feedback within reasonable timeline
102	19	10.5.1	Any last-minute adjustments shall be made to align the system with stakeholder expectations.	Last minute adjustments can be a big change if nature of change is not defined.		Nature of change will be defined before task given to SI
103	20	10.6.2	User Training and Support	How many users are supposed to be trained?		PFRDA will nominate users for training as web admin. However exact

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
						number will be discussed with successful bidder.
104	20	10.6.4	Facility Management - one resource from SI will be stationed at PFRDA premises from the date of go-live till completion of the warranty & stabilization period	What is the expected level of experience and skill required for onsite resource?		Refer clause 10.6.4 of RFP to determine skill and experience to undertake the tasks during facility management.
105	21	10.7 (4)	Data Backup and Recovery Management:	How many backups are expected to be preserved?		SI to propose as per the RFP requirement for data security and business continuity
106	149	1.3 Content Management System (44)	Allow the editing and management of Single-Page Applications (SPAs) using the same drag-and-drop editor used for websites.	SPA are not indexable by all major search engines so it is not a recommended approach for an indexable website. SPA is a good approach for applications where indexing of page content is not required. In most of SPA application page refresh logs out the user or takes use to home page.		RFP prevails
107	150	1.3 Content Management System (55)	Email and Push Notifications:	Is mobile app also required?		Not in scope
108	151	1.3 Content Management System (60)	Rule Engine Support - Provide a user-friendly rule engine for component-level customization and advanced caching mechanisms for offline content viewing.	Kindly review this requirement. Is Rule Engine required for such requirements?		Yes, it is required
109	151	1.3 Content Management System (65)	PDF Conversion: Provide solutions for converting PDF to HTML and vice versa with minimal turnaround time, ensuring full	No tool is available to convert all types of PDF to the HTML file keeping same format. Kindly revisit this requirement.		Not talking about keeping same format but ensuring full editability of the converted content

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
			editability of converted content.			
110	152	1.3 Content Management System (68)	Implement advanced caching for offline content access and provide content to third parties in standard formats like XML and JSON.	Kindly clarify with an example where cached content is needed to a third party.		Advanced caching for offline content access and providing content to third parties in standard formats like XML and JSON has practical applications across various industries. Eg. News Aggregation and Distribution like Google News
111	153	1.3 Content Management System (76)	Data Visualization: Enable content authors to upload Excel files for specific pages, with the ability for end-users to view data visualizations on the website and PWA.	What is the scope of PWA? Details not found in RFP.		See SCHEDULE II: Indicative Required Solution Features clause 1.7
112	105	9/Limitation of Liability	9.1. The total cumulative liability of SI shall not exceed the total amount paid/payable to the SI by PFRDA till date (excluding the taxes, reimbursements etc.). However, this limitation shall not apply to any liability for damages / compensation arising from breach of SI's obligations affecting the project adversely to the detriment of PFRDA	9.1 The total cumulative liability of SI shall not exceed the total amount paid/payable to the SI by PFRDA till date (excluding the taxes, reimbursements etc.). However, this limitation shall not apply to any liability for direct damages/compensation arising from material breach of SI's obligations affecting the project adversely to the detriment of PFRDA	SI shall be liable only for direct costs/ direct losses so as to ensure the clarity of clause.	RFP Prevails
113	107	11/ Other Conditions	Penalties will be deducted from the SI's bills. No payment will	Penalties will be deducted from the SI's bills. No		RFP Prevails

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
			be released before the penalty is paid.	payment will be released before the penalty is paid. However, In no event should such cost or liability of the SI will exceed the amount or value of the non-performed portion of Contract.		
114	126/ Appendix VI (MSA Draft)	14/ Termination of the contract	<p>14.1 This contract may be terminated by PFRDA at any time upon the happening of any of the following events and shall be without prejudice to any other action on the part of PFRDA:</p> <p>(i) If the SI is in breach of any of the terms and conditions of this contract being a breach which in opinion of PFRDA is reasonably capable of remedy and where PFRDA serves notice on the SI specifying the breach and the SI fails to satisfactory remedy such breach within 30 days after the service of such notice. Notwithstanding the said clause, PFRDA in the event of happening of any of violations/breaches according to it, may terminate the contract by giving a prior notice of 90 days in which case it shall not be necessary to give any opportunity to the SI to remedy the breach.</p>	<p>14.1 This contract may be terminated by PFRDA at any time upon the happening of any of the following events and shall be without prejudice to any other action on the part of PFRDA:</p> <p>(i) If the SI is in breach of any of the terms and conditions of this contract being a material breach which in opinion of PFRDA is reasonably capable of remedy and where PFRDA serves notice on the SI specifying the breach and the SI fails to adequately perform as per the scope of work satisfactory breach such breach within 90 days after the service of such notice. Notwithstanding the said clause, PFRDA in the event of happening of any of violations/breaches according to it, may terminate the contract by giving a prior notice of 90 days in which case it shall not be necessary to give any opportunity to</p>	Rationale: Further proper opportunity of minimum of 90 days must be given to the SI before termination of the Contract. The liability of the Successful Bidder under this clause will be limited to the Scope of Work.	RFP Prevails

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
				the SI to remedy the breach.		
115	129/ Appendix VI (MSA Draft)	19/ Indemnity	15.1 SI shall indemnify, protect, save, and hold PFRDA harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from:(i) an act or omission of SI, its employees, its agents in the performance of the services provided by this contract, breach of any of the terms of this RFP or breach of any representation or warranty, use of the deliverables and/or services provided by SI.(ii) Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.15.1 Any loss or damage arising out of loss of data, breach of data privacy and third-party claims on PFRDA for malfunctioning of the equipment or software or deliverables at all	15.1 SI shall indemnify, protect, save, and hold PFRDA harmless from and against all direct claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from:(i) an act or omission of SI, its employees, its agents in the performance of the services provided by this contract except where such loss or damage arises due to the contributory negligence or wilful misconduct of PFRDA, material, breach of any of the terms of this RFP or breach of any representation or warranty, use of the deliverables and/or services provided by SI.(ii) Infringement of any patent, trademarks, copyrights etc. or such other statutory	Rationale: 1. Legal explicitly captured the nature of claim i.e. SI shall be liable only for direct costs/ direct losses so as to ensure the clarity of clause.	RFP Prevails

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
			<p>points of time, provided however, PFRDA notifies SI in writing in a reasonable time frame on being aware of such claim. SI has sole control of defence and all related settlement negotiations, PFRDA provides SI with the assistance, information, and authority as it deems fit to perform the above.15.2 SI shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to PFRDA's (and/or its stakeholders, users, and SI) rights, interest, and reputation.</p>	<p>infringements in respect of all components provided to fulfil the scope of this project.</p>		
116	131/ Appendix VI (MSA Draft)	16/ Termination for Convenience	<p>PFRDA, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part without assigning any reason. In the event of such termination, PFRDA shall only be liable to provide payment for the Services rendered (delivered) up to the effective date of termination. In such circumstances SI shall provide all necessary assistance to PFRDA or other SI, so that the project is not adversely affected in any manner. 15.2 SI shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to PFRDA's (and/or its</p>	<p>PFRDA, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part without assigning any reason. In the event of such termination, PFRDA shall only be liable to provide payment for the Services rendered (delivered) up to the effective date of termination including reimbursement of any non-cancellable expenses reasonably incurred by SI in anticipation of contract performance. In such circumstances SI shall provide all necessary assistance to PFRDA or other SI, so that the project is not adversely</p>	<p>Rationale: The suggested modifications ensure fair compensation to the SI for any non-cancelable costs incurred due to early termination and clarify the extent of post-termination assistance required.</p>	RFP Prevails

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
			<p>stakeholders, users, and SI) rights, interest, and reputation.</p> <p>15.4 SI should take full responsibility for its and its employee's actions. Further, since PFRDA's data could be integrated/used under SI provided software, bidder should be responsible for loss/compromise or damage to PFRDA's data and for causing reputation risk to PFRDA.</p> <p>15.5 SI should indemnify PFRDA (including its employees, members, or representatives) from and against claims, losses, liabilities, penalties, fines, and suits arising from:</p> <p>15.7 It will be SI's responsibility to rapidly do away with such third-party claims. SI will also pay any compensation arising from the infringement claims and PFRDA will in no manner be responsible for such payments. In addition, SI shall bear all the related expenses and legal fees.</p>	<p>affected in any manner, provided that such assistance shall be reasonably limited to ensure SI's cost and effort are proportionate to the scope of services rendered till date.</p> <p>15.1 Any loss or damage arising out of loss of data, breach of data privacy and third-party claims on PFRDA for malfunctioning of the equipment or software or deliverables at all points of time provided, however, that SI's liability shall be subject to the extent of SI's responsibility for such malfunctioning, provided however, PFRDA notifies SI in writing in a reasonable time frame on being aware of such claim. SI has sole control of defence and all related settlement negotiations, PFRDA provides SI with the assistance, information, and authority as it deems fit to perform the above.</p> <p>15.2 SI shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to PFRDA's (and/or its stakeholders, users, and SI) rights,</p>		

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
				<p>interest, and reputation while excluding liabilities resulting solely from PFRDA's actions or omissions.</p> <p>15.4 SI should take full responsibility for its and its employee's actions. Further, since PFRDA's data could be integrated/used under SI provided software, bidder should be responsible for direct loss/compromise or damage to PFRDA's data and for causing reputation risk to PFRDA.</p> <p>15.5 SI should indemnify PFRDA (including its employees, members, or representatives) from and against direct claims, losses, liabilities, penalties, fines, and suits arising from:</p> <p>15.7 It will be SI's responsibility to rapidly do away with such third-party claims. SI will also pay any compensation arising from the infringement claims and PFRDA will in no manner be responsible for such payments. In addition, SI shall bear all the related expenses and legal fees. However, SI's liability shall not extend to claims arising from modifications to the deliverables made</p>		

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				by PFRDA without SI's consent.		
117	20	10.6.3	SMS Gateway Requirements	Could you provide more details regarding the specific requirements and functionalities expected from the SMS Gateway?		SMS gateway for communication
118	20	10.6.3	Email Gateway	We would appreciate further clarification on the email gateway setup, including any specific integration or configuration needs.		Dedicated email ID for helpdesk
119	20	10.6.3	Helpdesk Requirements	<p>Toll-Free Number: Who will be responsible for providing the toll-free number for the helpdesk?</p> <p>Integration: Is the helpdesk expected to integrate with any existing applications? If so, please specify the type of integration and compatibility requirements.</p> <p>Mode of Communication: What communication modes (e.g., phone, chat, email) are</p>		<ol style="list-style-type: none"> 1. SI 2. No 3. Please see RFP 4. SI to propose

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				<p>expected between the helpdesk and the application?</p> <p>Helpdesk Staffing: How many personnel are anticipated to staff the helpdesk? Are there specific qualifications required?</p>		
120	178	SCHEDULE III	Language Support	<p>Language Switching: Is language switching intended to be limited to menu items, or will data/content also be provided in Hindi?</p> <p>Content in Hindi: Will any data/content be available or provided in Hindi by the client?</p>		Content also be provided as translation from English to Hindi. Contents will also be provided in Hindi by SI. Please refer current PFRDA website for any available contents in English & Hindi
121	NA	NA	Security and Authorization Criteria	Could you specify the minimum and maximum security criteria or standards required? Please include details on authentication, authorization, and data protection measures expected.		Security criteria and measures are provided in RFP
122	101	Appendix IV Section 5	SLA	What is the maximum caping for penalty to be imposed upon breach of SLA?		Please see Appendix IV: Indicative SLA and LDs/Compensation, clause 9 Limitation of Liability
123	149	1. Functional/ Feature Requirements	1.1 Website requirements	Secure Production Environment Transition	Are you envisaging use of a CI/CD tool for achieving this functionality	SI to propose solution as per RFP
124	168	2.3 Secure use of Open Source	2.3 Secure use of Open Source	Comprehensive Support for Open-Source Technologies	understanding is that, Open-Source technologies should be Enterprise Supported from OEM. Kindly confirm	Yes

Sr. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggestions	PFRDA Response
125	168	2.3 Secure use of Open Source	2.3 Secure use of Open Source	Transparency and Security of Open-Business Source Libraries	understanding is that, Open-Source technologies should be Enterprise Supported Open-Source and not community edition,since these requirements cannot be supported on Community editions. Kindly confirm	Yes
126	-	-	-	Specific features or capabilities does PFRDA expect from an "enterprise-grade CMS".		Please check SCHEDULE II: Indicative Required Solution Features.
127	-	-	-	Kindly suggest if there are any CMS platforms that PFRDA has a preference for or has previously used.		No
128	-	-	-	Will the new CMS need to integrate with any specific APIs, data sources, or systems like e-office, retirement portals, or other existing platforms.		No
129	-	-	-	PFRDA may please provide more details on the types and volume of data needing migration. Are there legacy systems or formats that may require special handling.		Please see response to question 8 above
130	-	-	-	For language support, auto-translation from English to Hindi is sufficient or does PFRDA needs professionally translated content.		Translation should be proof-read and updated by SI. SI to ensure content is aligned with PFRDA requirements and harmonized.