

PFRDA

Pre-bid responses

12.07.2022

Subject: Pre bid responses to queries received on Expression of Interest (“EOI”) document released by PFRDA inviting EOI for Design, Development/ Customisation, Implementation and Maintenance Services for PFRDA Technology Architecture (“TARCH”) project.

EOI Reference No: **PFRDA/2022-23/IT/01**

S. no.	EOI Reference(s) (Section, Page)	Content of EOI requiring clarification	Points of clarification required	Reply of query from PFRDA
1	SOW 2 & SOW3	SOW 2 & SOW3	For SOW2 & SOW3 How many environments have to be considered? Production, Development/Test & DR?	Production, Development/Test & DR are required. However, Bidder may propose best and optimal solution.
2	SOW 3	SOW3	W3 can the solution be built with multiple OEM products or is the expectation to have it from Single OEM?	Bidder may propose best and optimal solution.
3	Tentative sizing requirements Page No 26	Tentative sizing requirements Page No 26	For the Data store, what is the preferred database/data lake technology? And does the bidder have to consider the licensing cost of the same?	Bidder may propose best and optimal solution. /RFP. Please refer Clause 3.2 of EOI regarding licensing cost.
4	Tentative sizing requirements Page No 26	Tentative sizing requirements Page No 26	It is mentioned that 150 Users will have access to Data platform, will these be advanced set of users who will be required for design data flows, write data queries and design reports? Or will these be primarily accessing standard data outputs, Business reports?	Presently PFRDA has approx. 150 users and primarily accessing standard data outputs, Business reports Bidder shall propose solution with number of advanced set of users and primary accessing users.
5	Tentative sizing requirements Page No 26	Tentative sizing requirements Page No 26	What will be the count of Advanced users on Data platforms 1. Data Engineers 2. Report Designers 3. Data Scientists?	Bidder may propose best and optimal solution.
6	Tentative sizing requirements Page No 26	Tentative sizing requirements Page No 26	What will be the daily data load/volume that will have to be consumed into the data platform?	Related details will be provided in RFP document, the bidder may estimate the same based on the terms proposed in RFP.
7	Tentative sizing requirements Page No 26	Tentative sizing requirements Page No 26	What is the historical data load/volume that will have to be consumed into the data platform?	Please refer SOW3, page 26 of EOI
8			Please share the List of Data Sources & data application names from where the data will be pulled into TARCH?	Data will be pulled from the intermediaries of PFRDA, wherever data sources are available

9			Since the solution and the architecture considers cloud deployment, in view of safeguarding the departments interest of not being bound to one cloud vendor, it is recommended that the solution proposed should consider a cloud agnostic application stack, which can be migrated to any other cloud or an on premise solution as and when the department considers the need for the same or should be able to support multi-cloud or hybrid cloud deployments in future.	Cloud agnostic application stack is desirable
10			Total Timeline for project is 5 years. Assumption is this includes implementation timeline + 1 year's warranty also. We request PFRDA to kindly specify expected time to GO live for whole project & SOW wise . You will appreciate the fact same has licensing impact.	Time duration is of five years including warranty and maintenance from date of go-live. Requested information shall be examined and appropriately incorporated in RFP, if required
11	The bidder may suggest multiple advanced analytics tools which maybe integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments"	The bidder may suggest multiple advanced analytics tools which maybe integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments"	The bidder may suggest multiple advanced analytics tools which may be integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments". Can you provide list of some AI/ML use cases	The bidder may suggest advanced analytics tools including AI/ML that are best suited for financial services sector. Requested information shall be examined and appropriately incorporated in RFP, if required
12	SOW-1: WEBSITE REVAMP AND CHATBOT Page 21	This category includes the implementation of a revamped PFRDA website along with a chatbot.	Based on our experience, we would suggest to include an Enterprise Search Engine because it will be vital for the revamped website to have features such as full-text and fuzzy search, multilingual search, etc so that user queries are thoroughly searched across all the indexes in the system.	Shall be examined and incorporated in the RPF, if required.
13	3.3 INFRASTRUCTURE: Page 33	1. The Technology Architecture (SOW-1 to SOW-4) is to be hosted on the Cloud Platform. The Cloud platform service to be from MeitY empanelled Cloud Service Providers for setting up primary and disaster recovery sites for PFRDA and to leverage significant benefits associated with the cloud technologies.	Please clarify the Disaster Recovery as a percent of DC and the number of non-Production environments required to be provisioned.	100% data replication is required in DR-DC. However, bidder may propose best and optimal solution.
14	3.3 INFRASTRUCTURE: Page 33	General Query	Please clarify the overall user concurrency or number of concurrent logins per second (SOW-1 to SOW-4) so that the infra sizing can be configured.	Concurrency for SOW3 is given in EOI. For rest of the SOWs, the SI is required to estimate after the system study. However, requested information shall be examined and appropriately

				incorporated in RFP.
15	ANNEXURE-5: FINANCIAL CAPABILITY STATEMENT Page 49, Page 54	10. Certificate from the statutory auditor towards positive net worth and turnover of the company for last three financial years as per format specified in Annexure-5: Financial capability certificate	Bidder requests to modify the clause as - Certificate from the statutory auditor or Chartered Accountant towards positive net worth and turnover of the company for last three financial years as per format specified in Annexure-5: Financial capability certificate;	All the terms and conditions as mentioned in the EOI need to be adhered to.
16	Page 38 - 4.14 ACCEPTANCE OF TERMS & CONDITIONS	The Bidder shall, by expressing interest by submitting proposal be deemed to have thoroughly read, studied and understood the document including the scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.	Bidder request to modify the existing clause as below: The Bidder shall, by expressing interest by submitting proposal be deemed to have thoroughly read, studied and understood the document including the scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder subject to the deviations.	All the terms and conditions as mentioned in the EOI need to be adhered to.
17	Page – 47 - ANNEXURE-1: EOI COVER LETTER	(To be submitted on Bidder's letterhead duly signed by Authorized signatory) Date: DD/MM/YYYY To Chief General Manager (IT), Pension Fund Regulatory and Development Authority, B-14/A, Chhatrapati Shivaji Bhawan, Qutub Institutional Area, New Delhi-110 016 India Sub: Selection of System Integrator for Design, Development/Customization, Implementation and Maintenance services for PFRDA Technology Architecture Project (TARCH) Dear Sir, Having examined the EOI, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the EOI for	Bidder request to modify the existing clause as below: (To be submitted on Bidder's letterhead duly signed by Authorized signatory) Date: DD/MM/YYYY To Chief General Manager (IT), Pension Fund Regulatory and Development Authority, B-14/A, Chhatrapati Shivaji Bhawan, Qutub Institutional Area, New Delhi-110 016 India Sub: Selection of System Integrator for Design, Development/Customization, Implementation and Maintenance services for PFRDA Technology Architecture Project (TARCH) Dear Sir, Having examined the EOI, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the EOI for Design, Development/Customization, and Implementation and Maintenance services of PFRDA Technology Architecture Project (TARCH). We attach hereto our responses to pre-qualification requirements and technical proposals as required by the EOI. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents delivered or to be delivered to PFRDA, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead PFRDA and the IT department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process and appropriate legal action by PFRDA. We agree for unconditional acceptance with deviations of all the terms and conditions set out in the EOI document and also agree to abide by this EOI response. We agree that you are not bound to accept any EOI response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the EOI response.	All the terms and conditions as mentioned in the EOI need to be adhered to.

		<p>Design, Development/Customization, and Implementation and Maintenance services of PFRDA Technology Architecture Project (TARCH). We attach hereto our responses to pre-qualification requirements and technical proposals as required by the EOI. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents delivered or to be delivered to PFRDA, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead PFRDA and the IT department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process and appropriate legal action by PFRDA. We agree for unconditional acceptance of all the terms and conditions set out in the EOI document and also agree to abide by this EOI response. We agree that you are not bound to accept any EOI response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the EOI response.</p>		
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18	<p>Page 53 - ANNEXURE-4: FORMAT FOR DECLARATION BY THE BIDDER FOR NOT BEING BLACKLISTED / DEBARRED</p>	<p>ANNEXURE-4: FORMAT FOR DECLARATION BY THE BIDDER FOR NOT BEING BLACKLISTED / DEBARRED (To be submitted on the letterhead of the bidder) Date: DD/MM/YYYY To, Chief General Manager (IT), Pension Fund Regulatory and Development Authority (PFRDA), B- 14/A, Chatrapati Shivaji Bhawan, Qutab Institutional Area, Katwaria Sarai, New Delhi- 110016. Sub: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid We hereby declare that our entity/firm does not have any pecuniary liability or any claim/disciplinary/leg al proceeding(s) pending against us/ our partners or any other cause which could hamper our ability to render the services as envisaged. We also declare that our entity/firm has not been banned /declared ineligible for corrupt and fraudulent practices by the Government of India / any State Government / PFRDA/ RBI / SEBI/ IRDAI or any other authority and does not have any disciplinary proceedings pending against it or any of its directors by PFRDA/ RBI/ SEBI/ IRDAI or any other authority. If the aforesaid representation /declaration or information is found to be incorrect, we agree that the PFRDA shall be entitled to terminate the Agreement, if executed, or initiate</p>	<p>ANNEXURE-4: FORMAT FOR DECLARATION BY THE BIDDER FOR NOT BEING BLACKLISTED / DEBARRED (To be submitted on the letterhead of the bidder) Date: DD/MM/YYYY Chief General Manager (IT), Pension Fund Regulatory and Development Authority (PFRDA), B-14/A, Chatrapati Shivaji Bhawan, Qutab Institutional Area, Katwaria Sarai, New Delhi- 110016. Sub: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid We hereby declare that to the best of our knowledge and based on the documents available as on date of submission of the response our entity/firm does not have any pecuniary liability or any claim/disciplinary/legal proceeding(s) pending against us/ our partners or any other cause which could hamper our ability to render the services as envisaged. We also declare that to the best of our knowledge and based on the documents available our entity/firm has not been banned /declared ineligible for corrupt and fraudulent practices by the Government of India / any State Government / PFRDA/ RBI / SEBI/ IRDAI or any other authority and does not have any disciplinary proceedings pending against it or any of its directors by PFRDA/ RBI/ SEBI/ IRDAI or any other authority. If the aforesaid representation /declaration or information is found to be incorrect, we agree that the PFRDA shall be entitled to terminate the Agreement, if executed, or initiate suitable action as deemed fit and appropriate by the PFRDA, without any liability to us. We have, during the past one year, neither failed to materially perform any agreement, as evidenced by imposition of a penalty by an arbitral award or a judicial pronouncement against us which may have a material adverse impact on the or our Affiliates, nor have been expelled from any project or agreement nor had any agreement terminated for breach by us .</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>
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		<p>suitable action as deemed fit and appropriate by the PFRDA, without any liability to us.</p> <p>We or our affiliates have, during the past one year, neither failed to perform any agreement, as evidenced by imposition of a penalty by an arbitral award or a judicial pronouncement against us or our Affiliates, nor have been expelled from any project or agreement nor had any agreement terminated for breach by us or our affiliates.</p>		
19	<p>Page 38, MINIMUM ELIGIBILITY CRITERIA – SI no 2</p>	<p>The Bidder should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 700 Crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies)</p>	<p>Bidder requests PFRDA to modify the clause as below:</p> <p>The Bidder should be a PROFITABLE company for the last three financial years WITH POSITIVE NETWORTH and must have an annual turnover from SYSTEM INTEGRATOR (SI) RELATED ACTIVITIES INCLUDING DESIGN, DEVELOPMENT, IMPLEMENTATION, MAINTENANCE, INTEGRATION AND DELIVERY OF SOFTWARE not less than INR 700 Crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies). THE COMPUTATION OF ANNUAL TURNOVER SHOULD EXCLUDE SALE OF SYSTEM SOFTWARE OR COTS AND HARDWARE/EQUIPMENT SALE.</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>
20	<p>Page 40, MINIMUM ELIGIBILITY CRITERIA – Point 5 – Bidder execution experience evidence</p>	<p>Work order + Self certificate of completion / Phase Completion Certificate (signed by Statutory Auditor – Company Secretary/ Chartered Accountant)</p>	<p>Bidder request PFRDA to allow submission of certificate from company secretary as all such projects are under strict client NDA. It will not be possible to violet the NDA clauses that Bidder has with existing clients.</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>
21	<p>Page -42: Consortium clause</p>	<p>4.16 PROPOSED CONSORTIUM AND TEAMING AGREEMENT FOR RFP</p>	<p>Bidder requests to modify this clause not to allow consortium. Instead, PFRDA should allow subcontracting of non-core solution components.</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>

22	New Suggested Clause for RFP – Acceptance of Deliverables	New Clause – Acceptance of Deliverables	<p>Bidder requests PFRDA to include the acceptance criteria for deliverable.</p> <p>PFRDA will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal.</p> <p>The application software (if any) will be delivered/installed for acceptance to PFRDA as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of PFRDA. PFRDA will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by PFRDA. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by PFRDA, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. PFRDA will confirm acceptance in writing to Bidder. The PFRDA shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables.</p> <p>Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by PFRDA if the PFRDA (a) fails to provide the list of non-conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).</p> <p>Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the PFRDA. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.
23	New Suggested Clause for RFP - Change Management Procedure	New Clause - Change Management Procedure	<p>Bidder requests PFRDA to include Change Management clause as part of the draft MSA for the RFP.</p> <p>A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the PFRDA to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the PFRDA for its approval within a reasonable time period. Bidder will incorporate the change after receiving the PFRDA's written approval. In case of delay in approval by the PFRDA, the baseline itself may undergo a change; this will mean a reassessment of the charges.</p> <p>Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the PFRDA. These will be evaluated jointly by the PFRDA and Bidder and will be provided by the PFRDA at no cost to Bidder</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.

24	New Suggested Clause for RFP - Intellectual property rights	New Suggested Clause for RFP - Intellectual property rights	<p>Bidder requests PFRDA to include Intellectual property rights clauses as part of the draft MSA for the RFP.</p> <p>All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and PFRDA shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of PFRDA the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes PFRDA to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP.</p> <p>All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and PFRDA shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.
25	New Suggested Clause for RFP - Payment of Invoices/Bills	New Suggested Clause for RFP - Intellectual property rights	<p>Bidder requests PFRDA to include Intellectual property rights clauses as part of the draft MSA for the RFP.</p> <p>All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and PFRDA shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of PFRDA the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes PFRDA to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP.</p> <p>All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and PFRDA shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p>	Requested information shall be examined and appropriately incorporated in RFP, if required

26	New Suggested Clause for RFP - Confidentiality	New Suggested Clause for RFP - Confidentiality	<p>Bidder requests PFRDA to include Confidentiality clauses as part of the draft MSA for the RFP.</p> <p>Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective PFRDAs. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". The data contained herein shall not be disclosed, duplicated, used in whole or in part for any purpose other than to evaluate the proposal provided that, a contract is awarded to this proposal as a result of, or in connection with the submission of this data. Both the parties shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it:</p> <ul style="list-style-type: none"> a. Is obtained from another source without restriction. b. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; c. becomes generally known to the public without violation of this Proposal; d. is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information; e. is required to be provided under any law, or process of law duly executed. 	All the terms and conditions as mentioned in the EOI need to be adhered to.
27	New Suggested Clause for RFP - Liability	New Suggested Clause for RFP - Liability	<p>Bidder requests PFRDA to include liability clauses as part of the draft MSA for the RFP.</p> <p>Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the PFRDA or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the PFRDA, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the PFRDA. Such failures or delays shall be brought to the notice of the PFRDA and subject to mutual agreement with the PFRDA, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the PFRDA for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</p> <p>Notwithstanding anything to contained in this Agreement or under any other document, neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue, loss of data), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.

			<p>The total cumulative liability of either party arising from or relating to this Agreement or otherwise shall not exceed the total amount paid to Bidder by the PFRDA in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose.</p>	
28	<p>New Suggested Clause for RFP - General Indemnity</p>	<p>New Suggested Clause for RFP - General Indemnity</p>	<p>Bidder requests PFRDA to include General Indemnity clauses as part of the draft MSA for the RFP.</p> <p>The PFRDA will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the PFRDA by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>
29	<p>New Suggested Clause for RFP - Indemnity for infringement of intellectual property rights</p>	<p>New Suggested Clause for RFP - Indemnity for infringement of intellectual property rights</p>	<p>Bidder requests PFRDA to include Indemnity for infringement of intellectual property rights clauses as part of the draft MSA for the RFP.</p> <p>The PFRDA warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>

30	New Suggested Clause for RFP - Termination	New Suggested Clause for RFP - Termination	<p>Bidder requests PFRDA to include Termination clauses as part of the draft MSA for the RFP</p> <p>The Agreement resulting from this proposal may be terminated:</p> <p>(a) by either party by giving the other party not less than ninety (90) days written notice of termination;</p> <p>(b) forthwith if either party commits any material breach of any term of this contract and which in the case of a breach capable of being remedied shall not have been remedied within thirty (30) working days of written notice to remedy the same;</p> <p>(c) forthwith by either party if the other party shall convene a meeting of its creditors or if a proposal is made for a declaration as insolvent or a proposal for any other composition scheme or arrangement (or assignment for the benefit of its creditors), or if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of the business assets of the other party or if an order is made or a resolution is passed for the purpose of the winding-up of the other party or for the making of an administration order (otherwise than for the purpose of amalgamation or reconstruction);</p> <p>(d) by either party pursuant to Force Majeure.</p> <p>Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.</p> <p>In the event of this assignment being terminated, the PFRDA shall be liable to make payments of all the amount due under this assignment for which services have been rendered by Bidder's Consultant's. Forthwith on the expiry or earlier termination of this agreement, each party shall, return to the other party all documents and materials, belonging to the other party with regard to this assignment, or shall at the option of the disclosing party destroy all documents or materials in connection with this assignment.</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.
31	General	Extension of Submission timeline	As a detailed solution and budgetary quote is asked as part of the response including technology stack, Bidder requests at least 5 working weeks of timeframe from the date of publishing of the query response. IF the query response is planned to be published by 12th July, we request that Bidder be given time until 11th Aug to submit the EOI response.	This shall be examined and considered, if required.
32	Page 39, MINIMUM ELIGIBILITY – Point 5	<p>The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022) in:</p> <p>BFSI sector in Government/ PSUs/ Regulators/ Autonomous bodies in India or Global</p> <p>OR</p> <p>a regulated entity in BFSI sector under the purview of</p>	<p>Since the second part of the clause "a regulated entity in BFSI sector under the purview of RBI/IRDAI/SEBI/PFRDA" already mentions experience from BFSI sector, we request that the first conditional clause may be modified to "BFSI sector in Government/ PSUs/ Regulators/ Autonomous bodies in India/Global " to allow for wider participation.</p> <p>Bidder understands that PFRDA is looking for the capability of the SI to be able to address the given scope, such capability may be drawn from different domains, customer interactions derived from global experiences.</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.

		RBI/IRDAI/SEBI/PFRD A as per terms below:		
33	Page 41, Point 7 OEM Letter	<p>i. Letter of confirmation from OEM need to be submitted in case authorized partner of OEM. OR Self-undertaking in case of OEM</p> <p>A declaration by the bidder to this effect shall be submitted on their letter head.</p> <p>ii. In case proposed solution doesn't require licensed product/Services, the bidder shall submit a declaration to this effect on their letter head.</p> <p>Note: The bidders are allowed to modify the OEM at the RFP stage based on the requirements.</p>	<p>Bidder requests that since the technology stack at the EOI stage can only be indicative, it may not be practical to take letter and self-undertaking from OEMs at this early stage. Such letters can be produced at the RFP stage when the final solution is being proposed.</p> <p>Kindly remove this requirement for OEM letter as part of the EOI response.</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.
34	Page 43, 4.17 GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL:	Point-4, Solutions proposed by the bidder may be COTS/MOTS/Open Source with enterprise support/Customized solutions.	<p>There are commonly used open-source products for which the enterprise support from the OEM is not available. In such case, please allow the support from SI's center of excellence (COE) team.</p> <p>As long as there is a dedicated support from SI for the open-source product/solution, PFRDA's requirement should be covered.</p>	In case of bidder proposing open source solution(s) it should be with Enterprise support

35	Page37, Point 13 and 14	<p>13. The Bidder should be agreeable to provide to PFRDA: a. Source code, object code/executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.), Source code quality report using reputed Code Quality Tools, Test Scripts for CIT/SIT/UAT of the developed application/customizations and subsequent upgrades, if any b. All necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture/design, Test Cases documentation for CIT/SIT/UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered with every source code delivery for any change. 14. Ownership/copyright /Intellectual Property Rights on the software code developed specifically for PFRDA, will be with PFRDA. The selected SI is not permitted to share and copy the code to any other party.</p>	<p>Bidder requests that the Ownership and Source code clause be compliant with the suggested IPR clause "New Suggested Clause for RFP - Intellectual property rights", covering the overall IPR and Pre-Existing IP of the Bidder.</p> <p>Kindly confirm this.</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.
36	Page 45, 4.24 FAILURE TO AGREE WITH THE TERMS & CONDITIONS OF THE EOI	Failure of the bidder to agree with the Terms & Conditions of the EOI shall constitute sufficient grounds for the annulment of selection	Bidder requests that since all the terms of the proposed RFP are unknown at this stage, Bidder should be allowed to propose DEVIATIONS and SUGGESTIONS/RECOMMENDATION.	All the terms and conditions as mentioned in the EOI need to be adhered to.
37	Page 61, ANNEXURE-10: BUDGET ESTIMATE (NOT COMMERCIAL QUOTE) FOR THE TOTAL CONTRACT PERIOD (05 YEARS) (IN RS.)	ANNEXURE-10: BUDGET ESTIMATE (NOT COMMERCIAL QUOTE) FOR THE TOTAL CONTRACT PERIOD (05 YEARS) (IN RS.)	Since this is a response to the EOI and the details of the technical and functional requirements are at a very high level, it is requested that Bidders be exempted to provide the budgetary quote. Such quote in all practical terms, will not be realistic, will be based on a whole lot of assumptions given that requirements are at very high level.	Bidder has to provide budgetary quote.

38	SOW-1: WEBSITE REVAMP AND CHATBOT, page 21	The website should be responsive, browser agnostic and bilingual, supporting both Hindi and English languages. Support of other Indian Languages is desirable.	please clarify the languages for which the content should be made available. Also please specify whether static content needs to be multi-lingual or the dynamic content too.	Contents to be displayed bilingual in English and Hindi languages, support of other Indian Languages is desirable. Requested information shall be examined and appropriately incorporated in RFP, if required
39	SOW-1: WEBSITE REVAMP AND CHATBOT, page 21	Load fast – loading time through internet should be fast.	Please specify the loading time envisioned for the application.	Loading time shall be optimum and fast.
40	SOW-1: WEBSITE REVAMP AND CHATBOT, page 22	Other channels like social media channels and call center should continue in the target state as well.	We understand that there is no scope for the SI with respect to social media channels and call center. Please confirm	The website shall facilitate or have links to our social media channels and call centres.
41	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE), page 23	Regulatory Compliance: Application to validate compliance-related reports and information submitted by intermediaries. This will support fully digitized processes for compliance checks and leverage technologies like workflow management and document management.	Please specify the number, size and structure of report. Also mention whether in each report data will be in structured or unstructured format.	The data will be in both structured and unstructured format. The actual no. of reports and the formats would be provided at RFP stage.
42	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE), page 23	The portal should be integrated with Payment gateway, SMS gateway and email gateway.	Please confirm if PFRDA will provide and provision for all the gateways.	SMS and email services are currently availed from NIC, rest of things shall be provided/integrated by SI
43	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE), page 23	Basic functionality for upload of monthly, quarterly, half-yearly, and annual supervision and regulation related reports by intermediaries	1. Will these reports be submitted through the APIs or through the front-end portal? 2. Please provide details about the report size, frequency, mode of submission etc. for each such report, in the RFP, to work out the required infra sizing and licensing	The intermediaries will be punching/uploading the reports on to the platform. SI to propose the best and optimal solution. Requested information shall be examined and appropriately incorporated in RFP, if required
44	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM) , page 26	One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.	Please provide the size and current source of the data to be migrated.	The raw data would be flowing from CRAs (03 at present), PFM(10 at present), NPS trust(01), Trustee bank (01), Custodian(01). Majority/bulk of the data would be

				from CRAs and Pension Funds(PFM).
45	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM), page 27	Advanced Analytics: The bidder may suggest multiple advanced analytics tools which may be integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments.	Please specify the AI ML use case that the department is looking to implement. This will define our resourcing and effort estimate.	The use cases can only be provided at the RFP stage. Please refer SOW3 of the EOI at page no. 26
46	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM) , page 27	Business Intelligence (BI) & Reporting: Multiple MIS reports and standard reports required by various departments can be automated at the desired frequency and made available through the intranet portal or through emails. The system should be capable of generating various ad-hoc reporting requirements using BI and reporting tools.	Please specify the number and complexity of reports and dashboards to be generated.	Total no. of standard reports are in the range of 100-150(indicative) and there could be ad-hoc/customized reports based on the requirements. Customized reports shall be based on defined parameters in query builder format. Regarding dashboards, dept. wise dashboards, numbering 10-15(indicative) shall be made available.
47	ANNEXURE-9: PROPOSED SOLUTION FOR EACH SCOPE OF WORK, page 60	Proposed Tech Stack/Solution	Please let us know whether the response required in the column 'Proposed Tech Stack/Solution' should only be the name of stack or are u looking for the details of the solution provided.	Bidder to propose appropriate technology stack solutions which in the bidder's opinion suits the requirements and with basic details and salient features.
48	Page 21 Section 3.2 SCOPE OF WORK Point 8	All security requirements such as 3rd party software and security audit clearance certificate from CERT-IN empaneled vendor, SSL certificate shall be responsibility of SI.	Kindly confirm the frequency and periodicity of 3rd party audit to be conducted?	One before go-live and on annual basis thereafter. Further, in case of any event occurring or in case of change management, the security audit to be conducted.
49	Page 25 Section Regulatory Compliance: Point no. O.	o. The portal should provide an interface for the intermediaries in the PFRDA Architecture to report in an authenticated manner with maker/checker facility along with integration to Digital Signature Certificate/e-sign technology.	a. Kindly confirm that the, DSC issuance and procurement will be managed by the PFRDA? b. Kindly confirm that the cost for hardware crypto token devices and e-sign services will be borne by PFRDA? Bidder will be only responsible for the integration with the application	The intermediaries accessing the application from outside will have their own DSC and for the employees of PFRDA, PFRDA will be providing DSCs.

50	Page 20 Para 7	Generic	Kindly confirm whether TCS can considered Open-source tool for Helpdesk which can be customize as per the requirements	In case of bidder proposing open source solution(s), it should be with Enterprise support
51	Page 20 Para 7	Generic	Kindly confirm whether Helpdesk team will sit at PFRDA premise or can be setup at TCS facilities.	One team member of Helpdesk at PFRDA premises and others can be at bidder's place.
52	Page 20 Para 7	Generic	Kindly confirm the working window for Helpdesk associates (Days in a week & shift timings)	Please refer page 20 of the EOI
53	Page 20 Para 7	Generic	(i) We understand that Helpdesk will support in Hindi & English. Kindly confirm. (ii) Is there any scope of Inbound or outbound voice calls? (iii) Please share the expected call volumes to be handled by helpdesk team. How many L1 & L2 & L3 resources will the SI be required to provision?	(i)Yes, (ii)Yes, (iii)Requested information shall be examined and appropriately incorporated in RFP, if required
54	Page 20 Para 7	Generic	Is there any requirement of tollfree number (Voice Setup)	No
55	3.2 SCOPE OF WORK, Page 20	Generic	There is no mentioned expected RPO & RTO So request you to please provide the same.	Requested information shall be examined and appropriately incorporated in RFP, if required
56	3.2 SCOPE OF WORK, Page 20	Generic	Request you to please provide Disaster Recovery capacity with respect to. Compute & Storage.	100% data replication of DC-DR is required. Bidder may propose best and optimal solution.
57	3.2 SCOPE OF WORK, Page 20	Generic	Request you to please provide more details of existing DNS.	Requested information shall be examined and appropriately incorporated in RFP, if required
58	3.2 SCOPE OF WORK, Page 20	Generic	Shall we use shared NOC/SOC at TCS premises, please clarify	Requested information shall be examined and appropriately incorporated in RFP, if required
59	3.2 SCOPE OF WORK, Page 23	The portal should be integrated with Payment gateway, SMS gateway and email gateway.	Request you to please share existing Payment Gateway/SMS Gateway and eMail Gateway details and also confirm that shall we use existing above services for PFRDA implementation.	SMS and email services are currently availed from NIC, rest of things shall be provided/integrated by SI
60	3.2 SCOPE OF WORK, Page 28	SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA) PFRDA is looking to implement core HRMS, Admin, Finance, IT, RTI, PQ, Audit, existing office solutions and Legal processes with customized cloud-based ERP solutions and digitally enabled smart office solutions. The SI vendor should provide effective	As per our understanding there is no information given regarding dedicated connectivity for intranet Portal. Could you please elaborate the same?	Web VPN to be provided.

		ways to transform each office function through digital means		
61	4.17 GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL: page 43	Proposed solution(s) for each Scope of Work (SOW) as per the following format:	At the current stage, the bidder can only suggest a potential solution / technical stack based on whatever brief requirements are given in the EOI. We understand that the proposed stack can be changed based on the final published RFP. Please confirm.	Yes
62	3.1 ENVISIONED FUTURE STATE, page 19	To implement the above imperatives and holistically transform the technology landscape at PFRDA, the following target state architecture is envisioned.	In the envisioned architecture, some of the functionality is depicted as custom build and some as a product. We request you to please keep this envisioned architecture as a guidance and leave the decision of whether product or custom build, to the SI.	Yes. Requested information shall be examined and appropriately incorporated in RFP.
63	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRI SM), page 26	One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.	1. Please clarify whether this historic data is to be fetched from these agencies directly or is it available with PFRDA and has to be migrated to the new system. 2. Please specify the mechanism for this data transfer, in case it is to be fetched from each of these agencies. Also provide the volume of the data to be ingested in bulk	1. Historic data has to be transferred from intermediaries directly. 2. Bidder may decide the best possible solution like SFTP etc. . The volume might be in the range of 4-6 TB(indicative).
64	ANNEXURE-9: PROPOSED SOLUTION FOR EACH SCOPE OF WORK, page 60	Proposed solution(s) for each Scope of Work (SOW) as per the following format	In the table given for the 'proposed solution', what is expected to be provided in the column - 'Licensing Requirements'	Bidder has to provide details of the License requirement for the proposed solution
65	3.2 SoW 3, Data Analytics, i	One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.	Please clarify whether data entry is to be done by the Bidder or whether the same shall be provided in digital format by PFRDA	The data to be ingested is in digital form and the SI to handhold and coordinate with Intermediaries.
66	3.2 SoW 3, 1. Data Ingestion, b.	Data from external sources required for promotion and development related analytics will also be sourced into the data platform.	Any external dependencies for enabling flow of data from external sources shall be facilitated by PFRDA	Requested information shall be examined and appropriately incorporated in RFP, if required
67	4.3 Eoi Fee	Each Bidder is bound to submit the EOI Fee (INR 25,000 i.e. Rupees Twenty-Five Thousand Only) in the form of Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at	The requirement for submission of Eoi fee may please be deleted	Not accepted

		New Delhi and drawn in favor of PFRDA, NEW DELHI along with the proposal.		
68	4.10 Sealing, Marking and Submission of Eol, 11	Technical evaluation of the submitted bids with respect to the RFP will then be evaluated including Proof of Concept (POC) based on existing sample data.	Please clarify the details for the PoC - time duration, success parameters, etc. Also, it is assumed that the PoC will be considered only for technical evaluation and final evaluation shall be done on QCBS basis - please confirm	Requested information shall be examined and appropriately incorporated in RFP, if required
69	4.15 Minimum Eligibility Criteria, S No. 5	The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project osimilar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022) in: BFSI sector in Government/PSUs/ Regulators/ Autonomous bodies in India or GlobalOR a regulated entity in BFSI sector under the purview of RBI/IRDAI/SEBI/PFRD A as per terms below:	We request PFRDA to remove BFSI sector in Government/ PSUs/Regulators/ Autonomous bodies in India or Global and amend the clause as under: The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022) in: Government/ PSUs/ Regulators/Autonomous bodies in India or Global OR a regulated entity under the purview of RBI/IRDAI/SEBI/PFRDA as per terms	All the terms and conditions as mentioned in the EOI need to be adhered to.
70	4.15 Minimum Eligibility Criteria, S No. 5	2. In case of consortium, all the members should satisfy the criteria as per the applicable SOWs and submit the above requisite documents.	This contradicts with point No. 12 under 4.16 in Page No. 42. May please be corrected	There is no such contradiction in EOI w.r.t these statements
71	4.15 Minimum Eligibility Criteria, S No. 7	In case of proposed solution has licensed product/services as a whole or part, the bidder shall be the OEM / Certified or authorized agent / re-seller /partner for supply of licenses and solution implementation and maintenance support under warranty / AMC of the proposed solution.	This clause may please be deleted -which OEM solutions to be provided shall be left to the bidder for the RFP stage and may please be omitted from the Eol stage	Requested information shall be examined and appropriately incorporated in RFP, if required

72	4.17 General Instructions for submission of technical proposal	<p>3. Proposed solution(s) for each Scope of Work (SOW) as per Annexure-9.</p> <p>4. Solutions proposed by the bidder may be COTS/ MOTS/Open Source with enterprise support/Customized solutions.</p> <p>5. Proposed Team composition for completing the project Scope of Work Wise</p> <p>6. High level project execution plan with proper Timelines</p> <p>9. Cloud Infrastructure requirements for setting Data Centre, Disaster Recovery- Data Centre and Staging setup -Scope of</p> <p>15. Letter of confirmation from OEM / Self-undertaking in case of OEM/ A declaration by the bidder. In case proposed solution doesn't not require licensed product/Services, a declaration to this effect on their letter head.</p>	<p>These sub-points may please be deleted - these information shall be provided by bidder during the RFP stage upon due consideration of the details requirements, including FRS and SRS. Since details scope of work is not provided in the EOI stage, it will not be prudent for the bidders to provide such information at the EOI stage</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>
73	4.17 General Instructions for submission of technical proposal, sub point 19.	19. Budget estimate (not commercial quote) as per Annexure-10	<p>This point may please be deleted as the budgetary estimated can be provided only upon going through the detailed scope of work, detailed FRS and SRS, uptime requirements, detailed helpdesk support requirements, etc.</p>	<p>Please refer Eligibility Criteria as mentioned in EOI</p>
74	4.15 MINIMUM ELIGIBILITY CRITERIA: Point 5 (Page 40)	Work order + Self certificate of completion / Phase Completion Certificate (signed by Statutory Auditor – Company Secretary/ Chartered Accountant)	<p>Kindly modify as below -</p> <p>Work order + Self-declaration of completion signed by Company Secretary / Authorised Signatory along with a reference email confirmation from the customer only in case of Global credentials.</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>
75	Annexure 5 (Page 54)	On Statutory Auditor's letterhead/ Signed and Sealed by Statutory Auditor	<p>Kindly modify as below -</p> <p>On Bidder's letterhead, Signed and sealed by Authorised Signatory / Company Secretary</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>
76	Annexure 6 (Page 57)	Note: Copy of the Work Orders/Completion certificates to be enclosed, including the projects completed by Consortium partners.	<p>Kindly modify as below -</p> <p>Copy of the Work Orders/Completion certificates to be enclosed, including the projects completed by Consortium partners OR Self-declaration from Company Secretary / Authorised Signatory along with a reference email confirmation from the customer only in case of Global credentials.</p>	<p>All the terms and conditions as mentioned in the EOI need to be adhered to.</p>

77	4.10 SEALING, MARKING AND SUBMISSION OF EOI	<p>13. The Bidder should be agreeable to provide to PFRDA:</p> <p>a. Source code, object code/executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.), Source code quality report using reputed Code Quality Tools, Test Scripts for CIT/SIT/UAT of the developed application/customizations and subsequent upgrades, if any</p> <p>b. All necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture/design, Test Cases documentation for CIT/SIT/UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered with every source code delivery for any change.</p> <p>14. Ownership/copyright /Intellectual Property Rights on the software code developed specifically for PFRDA, will be with PFRDA. The selected SI is not permitted to share and copy the code to any other party.</p>	<p>Bidder request to replace with the below instead of clause 13 and 14 as below:</p> <p>(a) BIDDER IP. BIDDER owns all BIDDER IP. BIDDER IP is: (i) IP owned by or licensed to BIDDER on or prior to the Effective Date of the applicable SOW; (ii) IP developed by BIDDER independently of the applicable SOW; (iii) IP in any works developed by BIDDER, its Affiliates and subcontractors in connection with a SOW that is not a deliverable; and (iv) BIDDER IP set out in clause 13(c). BIDDER will own all modifications, enhancements, and derivative works of BIDDER IP, irrespective of the party creating them.</p> <p>(b) PFRDA IP. PFRDA owns all PFRDA IP. PFRDA IP is: (i) IP owned by or licensed to PFRDA on or prior to the Effective Date of the applicable SOW; and (ii) IP created by PFRDA independently of the applicable SOW. PFRDA will own all modifications, enhancements, and derivative works of PFRDA IP, irrespective of the party creating them. PFRDA grants BIDDER a non-exclusive, worldwide, royalty-free licence to use, reproduce and modify any PFRDA IP that is necessary for BIDDER to perform the Services.</p> <p>(c) Deliverables Owned by BIDDER. Deliverables BIDDER creates for PFRDA (including any IP developed jointly with PFRDA) in performance of the Services are BIDDER IP, except for Work Product described in clause 13(d). BIDDER grants PFRDA a non-exclusive, worldwide, royalty-free licence to use, reproduce and modify those deliverables for its own internal use during the Term.</p> <p>(d) Deliverables Owned by PFRDA. If a SOW specifies that PFRDA owns a deliverable and such deliverable is expressly designated as Work Product therein, then, when payment in full has been received by BIDDER for it, BIDDER will assign to PFRDA all IP rights in that Work Product, excluding any BIDDER IP and any third-party IP contained therein. , Solely to the extent the BIDDER IP remains embedded in the Work Product, BIDDER grants PFRDA a non-exclusive, worldwide, royalty free licence to use and reproduce any BIDDER IP included in that Work Product for PFRDA internal use only and only to the extent necessary to make use of that Work Product. Unless the SOW specifies otherwise, PFRDA grants BIDDER a non-exclusive, worldwide, royalty-free right and licence to use, display, reproduce the Work Product and create derivative works based on them.</p> <p>(e) Third-Party Components. Any third-party IP incorporated into a deliverable is subject to the applicable third-party licence terms.</p> <p>(f) Know How. Nothing in this clause will prevent BIDDER from reusing or redeveloping any concepts, knowledge, techniques, or the like in the continuation of its business, provided that nothing in this clause limits BIDDER’s other obligations under these General Terms and Conditions, including those of confidentiality.</p>	All the terms and conditions as mentioned in the EOI need to be adhered to.
78	SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA) 3. Employee Access to System (Self Service) (Page 29)	Employee Access to System (Self Service)	What are the HR processes which needs to be provided as self-service?	Requested information shall be examined and appropriately incorporated in RFP, if required

79	5. Recruitment - SC / ST Cell and other categories (page 29)	5. Recruitment - SC / ST Cell and other categories	What is your Hiring Policy & no of recruits per year? Do you have a need for both Internal & External Career sites? • What are the stages involved in the recruitment process? Do you conduct written tests as a part of the recruitment process? Do these vary depending on profile of the position, or these are uniform across the board? Are these classified into categories viz. technical, skill based testing, psychological tests?	Requested information shall be examined and appropriately incorporated in RFP, if required
80	Training: preparation of comprehensive Training Plan as per training needs, Feedback collection, MIS reports- Employee wise, Training conducted period wise etc. (Page 30)	Training: preparation of comprehensive Training Plan as per training needs, Feedback collection, MIS reports- Employee wise, Training conducted period wise etc.	<ul style="list-style-type: none"> • What type of training programs do you have in your organization? Do you have external people conducting training programs for you, or you have internal training programs? • How is the training need analysis done? • How is the training need identification linked to performance appraisal? Give details of how the linkage is established between the two processes. 	Requested information shall be examined and appropriately incorporated in RFP, if required
81	The broad functional scope of this module includes the following: 1. Employee Master-Maintenance and updation of employee/staff 's personal, professional and medical details (Page 30)	Employee Master-Maintenance and updation of employee/staff's personal, professional and medical details	<ul style="list-style-type: none"> • What is the strength of total manpower in your organization? Please furnish details with the break-up viz. Temporary, permanent etc 	Requested information shall be examined and appropriately incorporated in RFP, if required
82	Manpower Planning (Pg 29)	Organization structure	<ul style="list-style-type: none"> • What are the different jobs that exist in the organization? Please furnish information pertaining to their classification, and descriptions. • What are the different positions in the organization? Is the treatment of positions different from those of jobs? Do you have unique positions, or positions are shared across different individuals? What are the different titles, or designations that you have in your organization? Please furnish the details of the same 	Requested information shall be examined and appropriately incorporated in RFP, if required
83	Integration capabilities (page 30)	Integration capabilities	Please share the applications which would integrate with the new Cloud HCM system. (Inbound /Outbound). (apart from Retirement Planner Management System which is mentioned in the RFI)	Requested information shall be examined and appropriately incorporated in RFP, if required

84	Information Technology Service Management (ITSM)Module: The broad functional scope of this module includes the following: 1. Creation and Maintenance of Vendor Master; 2. Workflow automation of Materials/inventory management; 3. Workflow automation of Service Desk; 4. Generation of MIS reports and Dashboards (pg 32)	Workflow automation of service desk	What are the Business processes that you need to be covered as part of the Service desk?	Requested information shall be examined and appropriately incorporated in RFP, if required
85	Generic HR Related	Type of HR users	Please list out the person types other than employees that need to be managed in the new system (e.g. : contingent / contract workforce, interns , advisors etc.)	Requested information shall be examined and appropriately incorporated in RFP, if required
86	Generic HR Related		Are there any other regulatory compliances that need to be managed in the application?	Requested information shall be examined and appropriately incorporated in RFP, if required
87	Generic Compensation Related		Can we assume that all compensation plans: bonus, salary increment, stock options, allowances, and others will be standardised across the organization. If not, what are the variations (Include way its managed - i.e., country, business unit, etc.)?	It varies as per designation, type of employee
88	Generic Learning Related		Do you have any regulatory learning requirements in your organization	Yes
89	Generic Absence related		Provide the list of leave types used in the respective location e.g.: vacation leave, maternity leave, paternity leave etc. Which of these leave balances have accrual of balances?	Requested information shall be examined and appropriately incorporated in RFP, if required
90	Generic Absence related		Do your employee work in shifts? If yes, how many shift variations do you have?	No, but provision may be given for future uses
91	Generic HR Related		<ul style="list-style-type: none"> • How many operating units does the organization have? • What are the different locations in which your organization has its presence in terms of operations? • Please furnish information pertaining to different country operations. We would also like to know their balance sheet consolidations. • How many departments do you have? What are these departments? • Please provide information pertaining to your profit centre, and cost centre details. 	Presently PFRDA is located in Delhi only. Other details will be examined and provided in RFP, if required. Other related study is to be done by SI as part of system study in consultation with PFRDA

92	Generic Payroll related		<ul style="list-style-type: none"> • How are the different components of the salary calculated? What is the method used for doing the calculation? • Do you have any incentive or bonus schemes for employees? Please furnish details of the same. • What are the different earnings, and deduction elements in your organization that are used for payroll processing? • What are the categories under which tax is paid? Please provide details as to how the tax information is captured. 	Bidder may gather these information as part of system study, if required.
93	Generic Benefits related		<ul style="list-style-type: none"> • What are the benefit plans that are provided by the organization? What is the health plans, accident coverage, and insurance plans? Please furnish details. 	Bidder may gather these information as part of system study, if required.
94	Generic HR Related		<ul style="list-style-type: none"> • What is the process for the generation of employee number, and his/her e-mail ID? Do you have any LDAP system in Place already? 	Bidder may gather these information as part of system study, if required.
95	Generic Performance mgmt related		<ul style="list-style-type: none"> • What is the periodicity of appraisal? • What is the number of appraisers? • How is the normalization process carried out in your organization? 	Bidder may gather these information as part of system study, if required.
96	Generic HR Reporting related		<ul style="list-style-type: none"> • What are the different legal/statutory, and compliance reports generated by the organization? Please give details about the formats in which reports are to be generated. • What are the standards Human Resource Information System reports generated by your organization? • What is the periodicity of these reports? 	Bidder may gather these information as part of system study, if required.
97	Power of Attorney and Resolution Power (PA/RP) Management (Pg 29)	Power of Attorney and Resolution Power (PA/RP) Management	Can you explain the functionality for - Power of Attorney and Resolution Power (PA/RP) Management and for what purpose this is used and by whom?	Bidder may gather these information as part of system study, if required.
98	Audit Trails (pg 30)	Audit Trails	What kind of Audit trails are you referring to in this context? Are they any Govt specific audit requirements?	Requested information shall be examined and appropriately incorporated in RFP, if required
99	Admin module: The broad functional scope of this module includes the following: 1. Creation and Maintenance of Vendor Master; 2. Workflow automation of Materials/inventory management; 3. Workflow automation of Service Desk; 4. Workflow automation of Library Management; 5. Workflow automation of DAK management system; 6. Workflow automation of Visitors	4. Workflow automation of Library Management; 5. Workflow automation of DAK management system; 6. Workflow automation of Visitors management;	Can you share more details on the following Admin functionalities: IS ths for a specific entity or common across different BU's or entitiies? Are these implemented already? What is expected from the SI? 1) Library mgmt - Does this mean the book library? How many books are there? 2)DAK mgmt 3) Visitors mgmt	Requested information shall be examined and appropriately incorporated in RFP, if required

	management; 7. Maintenance of Database for issuance of circular numbers to all departments; 8. Generation of MIS reports and Dashboards related to Admin department as per requirement. (Pg : 31)			
100	The broad functional scope of this module includes the following:		We don't see any requirements related to Purchasing or Procurement. Do you have any requirements related to Purchasing ? How do you handle the tendering/sourcing/purchasing) process?	PFRDA handles the tendering/sourcing /purchasing process through GeM, e-procurement portal and open tender
101	1. Creation and Maintenance of Vendor Master;	2. Workflow automation of Materials/inventory management;	What are the materials/Inventory that you are referring to in this requirement? Are the assets considered as inventory?	Requested information shall be examined and appropriately incorporated in RFP, if required
102	2. Workflow automation of Materials/inventory management;	Investment of funds: Maintenance of Funds and surplus fund information and generation of MIS reports as per requirement	Can you elaborate on this requirement? Investment of Funds?	Bidder may gather these information as part of system study, if required.
103	3. Workflow automation of Service Desk;	Ledger structure	Please let us know the current ledger structures	Bidder may gather these information as part of system study, if required.
104	4. Workflow automation of Library Management;	CoA structure	Please provide us details on the current COA? Are there multiple COAs?	Bidder may gather these information as part of system study, if required.
105	5. Workflow automation of DAK management system;	No of users	Please provide high level breakup a. Actual number users of Finance applications, who will be creating, processing, updating transactions within applications across various modules / sub ledgers such as payables, receivables, projects, cash management, fixed assets, general ledger b. Users requiring reporting only access, to view pre-built reports, dashboards for analytical purpose.	Bidder may gather these information as part of system study, if required.
106	6. Workflow automation of Visitors management;	Meity Empaneled CSP IT helpdesk	Can you pls confirm under which SoW does these 2 functionalities fit into? SoW 1 , sow 2 , soW 3 or Sow 4	IT Helpdesk to be established by bidder for all SOWs of the EOI
107	7. Maintenance of Database for issuance of circular numbers to all departments;	Consolidation and budgeting	<ul style="list-style-type: none"> Consolidation Process (Explain how the consolidation takes place at the Unit level, Group level etc.) Explain the budgeting and budgetary control process for both Revenue and Capital expenditure. (if applicable) 	Bidder may gather these information as part of system study, if required.

108	8. Generation of MIS reports and Dashboards related to Admin department as per requirement. (Pg : 31)	Payment processing	<ul style="list-style-type: none"> • Payment Processing (Highlight the basis on which the Invoices to be paid are selected. Is any payment being processed in a batch form? If yes, what are the parameters for selecting the Invoices for payment). What are the different types of Payment instruments being used e.g. Cheque, EFT, Wire Transfer etc.) 	Bidder may gather these information as part of system study, if required.
109		Payables	<ul style="list-style-type: none"> • Explain the way in which the outstanding payable balances are being monitored and analyzed. 	Bidder may gather these information as part of system study, if required.
110	Fixed Assets Register: Maintenance of Fixed Assets Register and calculation of depreciation on fixed asset as per Income Tax Act, Generation of accounting reports (Pg 31)	Fixed Assets Register: Maintenance of Fixed Assets Register and calculation of depreciation on fixed asset as per Income Tax Act, Generation of accounting reports	<p>Please elaborate on</p> <ul style="list-style-type: none"> • Significant Fixed Assets and Capitalization Process. • Fixed Assets Accounting and Depreciation practices 	Bidder may gather these information as part of system study, if required.
111	4.10 SEALING, MARKING AND SUBMISSION OF EOI	<p>13. The Bidder should be agreeable to provide to PFRDA:</p> <p>a. Source code, object code/executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.), Source code quality report using reputed Code Quality Tools, Test Scripts for CIT/SIT/UAT of the developed application/customizations and subsequent upgrades, if any</p> <p>b. All necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture/design, Test Cases documentation for CIT/SIT/UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered with every source code delivery for any change.</p> <p>14. Ownership/copyright</p>	<p>Bidder request to replace with the below instead of clause 13 and 14 as below:</p> <p>(a) BIDDER IP. BIDDER owns all BIDDER IP. BIDDER IP is: (i) IP owned by or licensed to BIDDER on or prior to the Effective Date of the applicable SOW; (ii) IP developed by BIDDER independently of the applicable SOW; (iii) IP in any works developed by BIDDER, its Affiliates and subcontractors in connection with a SOW that is not a deliverable; and (iv) BIDDER IP set out in clause 13(c). BIDDER will own all modifications, enhancements, and derivative works of BIDDER IP, irrespective of the party creating them.</p> <p>(b) PFRDA IP. PFRDA owns all PFRDA IP. PFRDA IP is: (i) IP owned by or licensed to PFRDA on or prior to the Effective Date of the applicable SOW; and (ii) IP created by PFRDA independently of the applicable SOW. PFRDA will own all modifications, enhancements, and derivative works of PFRDA IP, irrespective of the party creating them. PFRDA grants BIDDER a non-exclusive, worldwide, royalty-free licence to use, reproduce and modify any PFRDA IP that is necessary for BIDDER to perform the Services.</p> <p>(c) Deliverables Owned by BIDDER. Deliverables BIDDER creates for PFRDA (including any IP developed jointly with PFRDA) in performance of the Services are BIDDER IP, except for Work Product described in clause 13(d). BIDDER grants PFRDA a non-exclusive, worldwide, royalty-free licence to use, reproduce and modify those deliverables for its own internal use during the Term.</p> <p>(d) Deliverables Owned by PFRDA. If a SOW specifies that PFRDA owns a deliverable and such deliverable is expressly designated as Work Product therein, then, when payment in full has been received by BIDDER for it, BIDDER will assign to PFRDA all IP rights in that Work Product, excluding any BIDDER IP and any third-party IP contained therein. , Solely to the extent the BIDDER IP remains embedded in the Work Product, BIDDER grants PFRDA a non-exclusive, worldwide, royalty free licence to use and reproduce any BIDDER IP included in that Work Product for PFRDA internal use only and only to the extent necessary to make use of that Work Product. Unless the SOW specifies otherwise, PFRDA grants BIDDER a non-exclusive, worldwide, royalty-free right and licence to use, display, reproduce the Work Product and create derivative works based on them.</p> <p>(e) Third-Party Components. Any third-party IP incorporated into a deliverable is subject to the applicable third-party licence terms.</p> <p>(f) Know How. Nothing in this clause will prevent BIDDER from reusing or redeveloping any concepts, knowledge, techniques, or the like in the continuation of its business, provided that nothing in this clause limits BIDDER's other obligations under these General Terms and Conditions, including those of confidentiality.</p>	Requested information shall be examined and appropriately incorporated in RFP, if required

		/Intellectual Property Rights on the software code developed specifically for PFRDA, will be with PFRDA. The selected SI is not permitted to share and copy the code to any other party.		
112	SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA) 3. Employee Access to System (Self Service) (Page 29)	Employee Access to System (Self Service)	What are the HR processes which needs to be provided as self-service?	Bidder may gather these information as part of system study, if required.
113	5. Recruitment - SC / ST Cell and other categories (page 29)	5. Recruitment - SC / ST Cell and other categories	What is your Hiring Policy? Do you have a need for both Internal & External Career sites? • What are the stages involved in the recruitment process? Do you conduct written tests as a part of the recruitment process? Do these vary depending on profile of the position, or these are uniform across the board? Are these classified into categories viz. technical, skill based testing, psychological tests?	Bidder may gather these information as part of system study, if required.
114	2.4 (3) - 16	core functions of PFRDA include regulation, supervision, promotion, and development	Please clarify if there is any regulatory reporting from PFRDA. If yes, is that expected through offline reports submission or any automated system like XBRL is to be used. Is XBRL solution needed. Is reporting by PFRDA has data encryption	The intermediaries will be uploading the information online in formats like XLSX, XML etc. XBRL is not envisaged.
115	2.4 (3) - 16 SoW 3 - 26	PFRDA supervises the registered entities by periodical reporting through standard reports/ prescribed regulatory reports. Data extracts as per PFRDA specified formats can also be generated by intermediaries and transferred to PFRDA	Please clarify if reporting by entities which PFRDA regulates is expected, as part of present scope, as offline submission or online submission through method like XBRL. Is reporting by entities regulated in encrypted form which needs decryption at PFRDA	The intermediaries will be uploading the information online in formats like XLSX, XML etc. XBRL is not envisaged.

116	2.4 (6) - 17	These reports are being submitted in structured/semi-structured/un-structured formats through email/physical mode	Please clarify if after implementation of technology solution by PFRDA, will entities reporting to it continue to report in semi-structured, unstructured formats in physical mode or will they have only structured reporting. Its imp. to understand if technology solution at PFRDA needs capability to handle semi-structured/unstructured data also	Requested information shall be examined and appropriately incorporated in RFP, if required
117	Sec III (3.1) - 19	Envisioned future state	In diagram, data platform, surveillance and market intelligence, advanced analytics and market insights, AI/ML, BI/ reporting, supervision, regulatory compliance shown to be custom built. These functionalities need data platform solutions like Exadata / MapR, ETL tool to fetch data, BI tool to develop reports/dashboards, AI/ML platform etc. These tools will be customised to meet PFRDA requirements. Please clarify if this understanding is correct.	Bidder may propose best and optimal solution.
118	Sec III (3.2) - 20	Business analyst team of the selected SI to be located at client's site	Can other implementation, support team be offshore	The implementation support team to be in India. As and when it is required, the implementation support team to be available at PFRDA.
119	Sec III (SoW2) - 23	Reporting tools should be used for cross validation of submitted data such as MicroStrategy BI Reporting tool	Is MicroStrategy BI Reporting tool is preferred BI solution or can other options be proposed	Bidder may propose best and optimal solution.
120	Sec III (SoW2) - 25	portal should link seamlessly with data quality rules and masters for quality checks at the time of submission of data	Please clarify if COTS data quality and master data management applications needed	Bidder may propose best and optimal solution.
121	Sec III (SoW3) - 26	One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs	Please clarify if CRAs, PFs etc. have data stored in systems which would be migrated	Yes.
122	Sec III (SoW3) - 26	Ingestion of external data as per the requirement	Please clarify what external data is to be ingested. Is crawling solution needed	Please refer EOI. Crawling solution is not required.
123	Sec III (SoW3) - 26	No of users accessing the data platform is expected to be 150 approximately with a concurrency of 20%.	Is this volume for year 1 or till year 5	This is ballpark figure for 05 years.
124	Sec III (SoW3) - 27	It will be required to ensure common data definitions and harmonize data views across data layers to ensure data discovery, consistency and integrity using tools for meta data management, data lineage, reference, and master data management	Please clarify if cots application on metadata management, master data management is needed or basic solution as customisation suffices	Bidder may propose best and optimal solution.
125	4.16 - 42	maximum of 03 companies/firms are permitted to form the Consortium including prime/lead bidder i.e. 01(one) prime bidder and maximum of 02 (Two) partners can form the consortium	Please clarify if a bidder having agreements at its end with all solution partners and being single point of contact to PFRDA is fine. In this case, looking at breadth of requirements, no. of partners likely to be at least 6-7. We request to please relax / delete this clause at this stage. Its not mandatory that bidder has to have consortium agreements	Please refer Eligibility Criteria as mentioned in EOI

126	4.16 - 42	prime/Lead bidder shall be responsible for the SOWs which are estimated to be at least 50% of the total value of the contract	At this stage, it is difficult to ascertain value of solution components and services component. We suggest to please delete this clause	All the terms and conditions as mentioned in the EOI need to be adhered to.
127	4.16 - 42	eligible Bidder cannot be a member of more than one bidding consortium	This clause is for lead bidder or for all partners of solution i.e. can an OEM partner more than one bidder	Please refer Eligibility Criteria as mentioned in EOI
128	4.17 - 43	Teaming details for Consortium	At this stage, possible OEM names can be given. Teaming details may please be asked in RFP. OEMs will not enter into teaming at this stage	Please refer EOI
129	Annex 6 - 55	Client detail, cost of project, technology used	These are confidential data of clients which will not be possible to share at this stage. In RFP stage, we may be in a position to request existing clients for some of these details	All the terms and conditions as mentioned in the EOI need to be adhered to.
130	Page 17, Section II , Item 6 Data and Analytics	PFRDA receives data from external intermediaries / external entities	Do you require any direct integration with these external intermediaries / external entities?	Bidder to propose optimal and best solution.
131	Page 20, Section 3.2.7 Scope of Work	Training to the Users	What are the terms of the training plan that is expected of the Bidder? How many trainings will be required (Pre and Post Implementation)?	Requested information shall be examined and appropriately incorporated in RFP, if required
132	Page 16, Section 2.4.1; CURRENT ARCHITECTURE , APPLICATIONS, PROCESSES AND CHALLENGES IN THE CURRENT SYSTEM	The pfrda.org.in website is developed using ASP.Net 4.0 and hosted on NICS	Is the NICS Cloud, Private or Public Cloud? Is the customer open to any other cloud offering or would like to retain the same cloud offering?	The website to be developed afresh and hosted on Meity empanelled cloud service provider as per EOI
133	Page 16, Section 2.4.2;	"Eoffice, a software solution provided by NIC, has an eFile and Collaborative tool for Knowledge Management module that is used mainly for file management and Document Management."	Would the customer like to retain the current Document/ knowledge management system	Yes, however, DMS to be developed as part of project TARCH
134	Page 20, Section III, Section 3.2 Point 7	Representative of each SOW to be present onsite.	Can we use a hybrid team onsite / remote for the support during this period? Also we propose the Helpdesk to be working remotely?	Representative of each SOW to be present onsite as per EOI.
135	Page 20, Section III, Section 3.2 Point 8	Cloud Services in the name of PFRDA	Can we provide this as a managed service to PFRDA?	Bidder may propose best and optimal solution
136	SOW 1, 3 j	STQC website quality certification	Will this be PFRDA scope with EIT supporting or the SI has to get this directly?	SI has to get it
137	SOW 1, 3 s	Social media channels	Can you provide the current social media channels in use or you want integrate with?	Requested information shall be examined and appropriately incorporated in RFP, if required
138	SOW 2, Regulatory Compliance II	Payment gateway, SMS gateway, Email gateways	Are these already in place or need to be established. How many of them?	SMS and email services are currently availed from NIC, rest of things shall be

				provided/integrated by SI
139	Page 27,Point 3,4	Advanced Analytics,Business Intelligence (BI) & Reporting:	Evaluating single tool to cover both Advance Analytics and BI or want separate solution for each	Bidder may propose best and optimal solution
140	Page 27,Point 3,4	Advanced Analytics,Business Intelligence (BI) & Reporting:	Evaluating SAAS based solution, or want to keep the data on VM behind the firewall	Bidder may propose best and optimal solution
141	Page 26,Section 2	Tentative sizing requirements are as follows,Bidder will be required to size its solution to store at least 10 TB of data initially	Where is data stored NIC cloud or On-premise how users will access the data from any where or only office premise	Presently, the data is available with Intermediaries on different platforms and premises.
142	Page 28, SOW 4	PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA)	Customer evaluating SAAS based solution or want to host ERP on VM.	Bidder may propose best and optimal solution
143	Page 21, Section SOW-1e	Website should be responsive.	Would the customer be open to Hybrid apps or would like to have Native Mobile apps?	Website should be responsive in all platforms and bidder may provide the best and optimal solution.
144	Page 23, SOW-2 POISE	Regulatory Compliance	Which intermediary and regulatory compliances will the POISE application validate against? Please define.	Please refer EOI and compliance rules will be part of system study
145	Page 33, Section 3.3	Backup and disaster management system	would the customer want to maintain the copy data backup on-premise	Requested information shall be examined and appropriately incorporated in RFP, if required
146	Page 30, PINTRA	Biometric attendance integration	Does the customer currently have a Biometric attendance system? If so what are the details of this system and will this be retained ? If not, does the customer expect the bidder to provide this system?	PFRDA uses biometric attendance system. Integration mechanism to be proposed by SI as part of system study
147	Page 33, Section 3.4	Operations and Maintenance	What are the expected SLA's for the 5 year contract with selected provider for Operations and Maintenance? What are the SLA's for Support?	Requested information shall be examined and appropriately incorporated in RFP
148	Page 37, Section 4.10.15	Security Audit	What are the expected Security audit requirements?	Please refer clause 3.2 of EOI
149	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)	Data Ingestion:	Is there a need for Real time data Ingestion from the sources. If so please provide details of the use cases.	The data ingestion to be held at pre-defined intervals (max twice per day).

150	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)	– It will be required to ensure common data definitions and harmonize data views across data layers to ensure data discovery, consistency and integrity using tools for meta data management, data lineage, reference, and master data management.	Is there a need for separate full fledged Master Data Management system apart from the DWH system	Bidder to propose the best and optimal solution
151	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)	Daily incremental batch data transfer from CRAs, PFs, NPST, TB, Custodian, POPs	What is the indicative volume of incremental data on a daily basis expected. What is the time window for processing this data	Bidder may gather these information as part of system study, if required.
152	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)	Time series analysis capabilities and Data visualization	Please provide details of the Time series analysis. Does this refer to Time Series Data in a JSON format or it refers to Data Analysis across a time scale	Bidder to propose the best and optimal solution
153	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)	Business Intelligence (BI) & Reporting: Multiple MIS reports and standard reports required by various departments	Please provide an indicative number of Reports and Dashboards to be developed	Requested information shall be examined and appropriately incorporated in RFP, if required
154	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)	The data platform may be developed to support structured/semi-structured/unstructured data.	Please provide what kind of Unstructured data is expected. Is it Image scanning (OCR) capabilities expected, Voice files/Video files expected	OCR, voice/video files are not expected.
155	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)	Raw data to be collected from intermediaries such as CRA, PFs, NPST & other intermediaries, stake holders.	Please provide an indicative number of data extracts to be ingested giving break down across CRA, PFs, NPST, Intermediaries and other sources	Requested information shall be examined and appropriately incorporated in RFP, if required
156	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)		Is the data extracts to be uploaded in a Web portal or will it be made available in the form of bulk file extracts using FTP/SFTP in a file server	For SOW3, all data has to be uploaded using FTP, SFTP or other compatible solutions to suit the requirements.

157	Page 25, Section SOW – 3 (Prism)	Web/Mobile – Standard reports or dashboards should be capable of being embedded into web portals or mobile applications for various PFRDA officers. These reports can also be accessed over Intranet depending on the roles of various officers”	Which mobile apps are being referred to here?	Requested information shall be examined and appropriately incorporated in RFP, if required
158	Page 21, Section SOW - 1 (Website revamp)	The website should be responsive and compatible with all kind of browsers and devices such as mobile, tablets etc	Does the scope of the requirement also include development of an equivalent mobile app which can be downloaded & installed from Apple & Google app stores?	Development of mobile app is not required.
159	SOW-1: WEBSITE REVAMP AND CHATBOT, SOW-2:PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE(POISE) , SOW-3:PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT -DATA AND ANALYTICS PLATFORM(PRISM), SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA)	User Experience & Usability	How many user roles to be considered for the 4 products of the solution? What are the key critical success factors for business w.r.t. each of the products? Are there any identified Usability pain points that need to be addressed? What is the tentative volume of screens/use cases to be considered in scope for the future state of these products?	Requested information shall be examined and appropriately incorporated in RFP, if required. Bidder to propose the best and optimal solution
160	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE)	Reporting tools should be used for cross validation of submitted data such as MicroStrategy BI Reporting tool.	Does the scope include a microstrategy BI reporting tool ? What is the expectation here from the POISE module ?	Bidder to propose the best and optimal solution
161	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE)	This will support fully digitized processes for compliance checks and leverage technologies like workflow management and document management.	Should the POISE module consider Document Management in scope ? In general, is a Document Management System (DMS) in scope for this project ?	Bidder to propose the best and optimal solution
162	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE)	This will support fully digitized processes for compliance checks and leverage technologies like workflow management and document management.	What are the number of workflows & number of rules that the workflow engine should consider for estimation ?	Bidder to propose the best and optimal solution

163	SOW-1: WEBSITE REVAMP AND CHATBOT	PFRDA website is required to be designed & developed with Sub-domains, Microsites and further leverage it by using Standard Content Management System – CMS / Digital Experience Platform – DXP	What are the number of microsites we are envisaging?	Indicative number is six however this will be suitably incorporated in RFP
164	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE)	Application to validate compliance-related reports and information submitted by intermediaries.	Please share count of each type of intermediaries	Requested information shall be examined and appropriately incorporated in RFP, if required
165			Is the scope of this EOI just development or support is also involved. If so for what duration ?	Please refer EOI Clause 3.2
166	3.2 SOW, Pg 51	All security requirements such as 3rd party software and security audit clearance certificate from CERT-IN empaneled vendor, SSL certificate shall be responsibility of SI. SI shall also be responsible for disaster management activities such as complete backup of APIs, code and data etc. for the integrated solution.	<ol style="list-style-type: none"> 1. Please mention security components like firewall, WAF, Server security, VA/PT, SIEM solution, which security audit certification etc. It will make easy for every bidder to choose mentioned security solution else any bidder come with few security solution to optimize the cost. 2. Please provide Technical compliances or category to choose from gather leader/challenger (from last 3 year) for each security solution. 	Bidder to propose the best and optimal solution with adherence to security standards/policies of Govt of India
167	4.15 MINIMUM ELIGIBILITY CRITERIA:	b. SOW 2: The project should cover the following aspects: <ol style="list-style-type: none"> 1. Management of end to end life cycle of business interacting with any regulator 2. Workflows for application or report submission, review, verification and approvals 3. Supervisory checks or assessments or inspections or audits 	We request you to please change this criteria as - b. SOW 2: The project should cover the following aspects: <ol style="list-style-type: none"> 1. Management of end to end life cycle of business interacting with any regulator 2. Workflows for application or report submission, review, verification and approvals 3. Supervisory checks or assessments or Risk based Supervision or inspections or audits 	All the terms and conditions as mentioned in the EOI need to be adhered to.
168	General	General	Please provide volumetrics details, no of concurrent users, complexity level of existing application, database size, DB volume growth, no of transactions, DB objects etc.	Requested information shall be examined and appropriately incorporated in RFP, if required
169	General	General	What PFRDA have preference for solution technology stack ? OSS / COTS ?	Bidder to propose the best and optimal solution
170	General	General	Are we ok to consider community version of OSS licenses / subscription ?	Bidder to propose the best and optimal solution
171	General	General	Are we ok to propose cloud native solution and services like SAAS and PAAS?	Bidder to propose the best and optimal solution

172	General	General	Does SI need to provide perpetual licenses ? Please confirm	Bidder to propose the best and optimal solution
173	General	HRMS solution	Can SI propose Software as a service model for HRMS solution ? Please confirm	Bidder to propose the best and optimal solution
174	General	Project implementation time	Does 12 month implementation time is OK ? Pls confirm	Requested information shall be examined and appropriately incorporated in RFP, if required
175	SLA	SLA	please elaborate on implementation and support SLA parameters ?	Requested information shall be examined and appropriately incorporated in RFP, if required
176	Aggregated penalty	Aggregated penalty	please define aggregated penalty cap , should be maximum 10% of contract value	Requested information shall be examined and appropriately incorporated in RFP, if required
177	Payment terms	Payment terms	We request you to please add payment terms in document. Also ensure 100% payment of software licenses, subscription and cloud provisions on delivery	Requested information shall be examined and appropriately incorporated in RFP, if required
178	SOW-2	Reporting tools should be used for cross validation of submitted data such as MicroStrategy BI Reporting tool. Convergence of Data Warehouse and reported data under the SOW should be at BI reporting tool.	Kindly confirm if Microstrategy BI reporting tool is your preferred reporting tool.	Bidder to propose the best and optimal solution
179	SOW-2	The application shall enable submission of reports by the intermediaries on periodic basis which may be daily/monthly/quarterly/half yearly/annual/adhoc.	Kindly confirm that in new ecosystem intermediaries will send data files (as against PDF/Word/Excel reports) for uploading into the system. Any changes needed to enable this at intermediaries are to be taken up by relevant intermediaries at their own cost & effort.	Requested information shall be examined and appropriately incorporated in RFP, if required
180	SOW-2	System driven data validation and data review	To automatically verify compliance, it is necessary to have a database of compliance rules. These rules will have to be executed against submitted report (online form/data) and compliance (or noncompliance) metric to be generated. Please confirm, if PFRDA currently has such database, or it is expected that SI will have to design the database	Bidder to propose the best and optimal solution
181	SOW-3	One Time Data Transfer	Overall data size for one time migration is slated as 10TB. Kindly provide the breakup for each subsidiary. Also we assume that this one time data migration is not lift & shift but transformation rules will be implemented as per new data model. Please confirm.	Requested information shall be examined and appropriately incorporated in RFP, if required
182			How many no. of tables and applications are there for each system considered for migration?	Bidder to propose the best and optimal solution
183	SOW-3	Data from external sources required for promotion and development related analytics will also be	It is assumed all structured data will be fetched from external systems? Kindly confirm. Kindly also confirm count of such external systems.	Requested information shall be examined and appropriately

		sourced into the data platform.		incorporated in the RFP. If required
184	SOW-3	Multiple MIS reports and standard reports required by various departments can be automated at the desired frequency and made available through the intranet portal or through emails.	Kindly give a tentative count of such reports and dashboards expected. This will help in budgeting exercise.	Requested information shall be examined and appropriately incorporated in the RFP. If required
185	SOW-3	Automation of standard-reports/exceptions for Surveillance and Market Insights	It is understood that the surveillance and Market Intelligence related insights will be derived from the compliance data submitted by subsidiaries. There is no other source of data to be ingested for analytics requirement.	Requested information shall be examined and appropriately incorporated in the RFP. If required
186	SOW-3	Automation of standard-reports/exceptions for Surveillance and Market Insights	There is no expectation of connecting to subsidiary systems and doing any kind of forensic checks. Kindly confirm.	Presently not in this scope
187	SOW-3	Advanced Analytics and Market Insights:	Kindly provide a list of use cases that PFRDA foresee will need AI/ML tools.	Requested information shall be examined and appropriately incorporated in the RFP. If required. Bidder to propose the best and optimal solution.
188	SOW-3	Proposed PRISM Framework	The framework depicts "External Data". Kindly confirm the sources and volume of data they expect to ingest (one time and incremental)	Information available in EOI.
189	4.15	5(i): Similar SOWs/Projects under maintenance by the bidder during the last 05 years given as reference must have been executed or completed by the bidder and be under maintenance as part of single contract since inception/Award of the project.	Kindly revisit the clause. Customers generally tend to release multiple POs preferably separate for implementation and Maintenance and annually for maintenance. Therefore a single project may have multiple Pos, issued across years.	All the terms and conditions as mentioned in the EOI need to be adhered to.
190	Annexure 6	Client Details	Kindly revisit the Annexure template and suggest some alternate mechanism. Due to Non-disclosure agreement(NDA) we are unable to disclose the client details.	All the terms and conditions as mentioned in the EOI need to be adhered to.
191	SOW-3	BI & Reporting	Can you please provide approx number of total report & Dashboards to be built on new data platform.	Requested information shall be examined and appropriately incorporated in the RFP. If required
192	SOW-3	Data Governance	Understood PFRDA plans to use Azure native tool "Purview" for Data Governance implementation. Please confirm if any third party tool like Informatica, Colibra can be considered.	Application (including tools) to be agnostic to Cloud Service provider.

193	SOW-3	Data Governance	What are the business/organization policies to be considered in implementing Data Governance ?	Requested information shall be examined and appropriately incorporated in the RFP. If required
194	SOW-3	Data Governance	Could you pls mention kinds of data classification to be considered during the implementation of data governance?	Requested information shall be examined and appropriately incorporated in the RFP. If required
195	SOW-3	Data Governance	Is there any scope of defining new data sets, business terms as needed for data governance solution?	Bidder to propose the best and optimal solution
196	SOW-3	Data Governance	Please specify approx. no. of users for Data Governance solution in scope.	Requested information shall be examined and appropriately incorporated in the RFP. If required
197	SOW-3	Data Ingestion	Please specify the approx. number of tables/files/endpoints and their corresponding # of attributes per source system.	Requested information shall be examined and appropriately incorporated in the RFP. If required
198	SOW-3	Data Governance	How do you rate the quality of data in your systems?	Bidder to propose the best and optimal solution
199	SOW-3	General	Are there policies of DR and backup. If yes please elaborate.	Requested information shall be examined and appropriately incorporated in the RFP. If required
200	SOW-3	General	What are the different types of environments that will have to be set up e.g. Dev, Test, Prod and DR?	DEV, Test, Prod and DR are required. Bidder to propose the best and optimal solution
201	SOW-3	Proposed PRISM framework	Please confirm if Masterdata management and Meta data managemnet are in scope or not. As I can see in proposed PRISM framework bit not in SOW 3 scope section. If yes then please share preferred toolset.	Bidder to propose the best and optimal solution
202	General	General	What is the expected Concurrent users from External /Internal would be logged into the System?	Requested information shall be examined and appropriately incorporated in RFP, if required
203	General	SPOC	Assumption is PFRDA SPOC will / shall provide all the confirmation on requirements be it internal or external?	Requested information shall be examined and appropriately incorporated in the RFP. If required
204	General	OCR	Requiremetn regarding OCR, please elobrate on the functionality pretaining to OCR in terms of what kind of files it should be able to read?	Requested information shall be examined and appropriately incorporated in the RFP. If required
205	General	Suport and maintanace	During support and maintanace is there any requirement for service provider to monitor 24X7X365 days? As there was no mentioend about the same?	Yes
206	General	Helpdesk	Help desk support will be during office hours on business days? Is this understanding correct?	Yes

207	General	Monitoring tools	Is PFRDA ok for all security measure in terms of what Cloud provider provides? Or is there any specific that is to be taken care by Vendor.	Bidder to propose the best and optimal solution with adherence to security standards/policies of Govt of India
208	General	e-Signature	It there any software / venoder currently invloved? Its for vendor to to enable the same?	No
209	General	DMS	Is the currnet document managemetn system to be used? If yes if its not compatiabile with current Techstack proposed, then is Vendor open to suggest?	Bidder to propose the best and optimal solution
210	SOW-4	3.4 OPERATION AND MAINTENANCE	What is the expected storage size growth within next 3 to 5 years	Please refer SOW 3 of EOI
211	SOW-4	3.3 INFRASTRUCTURE	We understand that the target cloud environment needs to setup a DR strategy. Are there any DR guidelines that needs to be followed during the setup ?	Requested information shall be examined and appropriately incorporated in the RFP. If required
212	SOW-4	3.3 INFRASTRUCTURE	What is the RPO & RTO expected for the DR setup?	Requested information shall be examined and appropriately incorporated in the RFP. If required
213	SOW-4	3. Finance and Accounts – ERP system of Automation Finance Operations => 3. Record-keeping	We understand that there are existing tools like Tally being used. a. We would like to understand if is any data that needs to be migrated to cloud? b. Are there any existing databases that needs to be migrated to Cloud c. Are there any documents/files that needs to be migrated and what is their size. d. Are there any object storage that needs to be migrated and what is their size.	a. Yes b. No c. Shall be examined and appropriately incorporated in the RPF, if required. d. No
214	Generic		What are the Cloud Infrastructure Service and Incident SLAs being expected ?	Requested information shall be examined and appropriately incorporated in the RFP. If required
215	SOW-4	3.4 OPERATION AND MAINTENANCE	What are the Cloud Infrastructure Support hours expected ?	Requested information shall be examined and appropriately incorporated in the RFP. If required
216	SOW-4	3.3 INFRASTRUCTURE	Is there any existing Control Tower existing that can be integrated with the new Cloud Accounts or does PFRDA wants us to configure a new Control Tower ?	Requested information shall be examined and appropriately incorporated in the RFP. If required
217	SOW-4	3.3 INFRASTRUCTURE	Do you have any suggestion on the number of non-production environments to be provisioned ?	Requested information shall be examined and appropriately incorporated in the RFP. If required
218	SOW 1	CMS	How many sub-domains to be used? Do we need admin role for each sub domain?	Requested information shall be examined and appropriately incorporated in the RFP. If required
219	SOW 1	CMS	What does Microsite mean here? Please highlight the microsites that are in scope	Please refer EOI
220	SOW 1	CMS	Do we need multiple roles to publish the CMS content? For example, workflow for content publish.	Yes

221	SOW 1	CMS	Do we need multiple roles to publish the CMS content? For example, workflow for content publish.	Yes
222	SOW 1	CMS	For CMS, we are evaluating Drupal and Liferay DXP. Does PFRDA have any platform preference between Drupal and Liferay for the CMS ?	Bidder to propose the best and optimal solution
223	SOW 1	CMS	Who is managing CMS copy content currently?	Cloud Service provider
224	SOW 1	General	Confirm latest version of Government of India Guidelines (GIGW) Link: https://cdnbbsr.s3waas.gov.in/s3c92a10324374fac681719d63979d00fe/uploads/2020/03/2020032611.pdf	Requested information shall be examined and appropriately incorporated in RFP, if required
225	SOW 1	General	Expected Launch date for SOW 1?	Requested information shall be examined and appropriately incorporated in RFP, if required
226	SOW 1	Non Functional Requirements	Average number of Visitors on the site (per day) on website	Requested information shall be examined and appropriately incorporated in RFP, if required
227	SOW 1	Non Functional Requirements	Number of content updates per month for the Website	Requested information shall be examined and appropriately incorporated in RFP, if required
228	SOW 1	Non Functional Requirements	Total number of users per day on Website	Requested information shall be examined and appropriately incorporated in RFP, if required
229	SOW 1	Non Functional Requirements	Total number of concurrent sessions Real Time	Requested information shall be examined and appropriately incorporated in RFP, if required
230	SOW 1	Non Functional Requirements	Total number of backoffice users per day	Requested information shall be examined and appropriately incorporated in RFP, if required
231	SOW 1	Non Functional Requirements	# of customers	Requested information shall be examined and appropriately incorporated in RFP, if required
232	SOW 1	Non Functional Requirements	Total number of unique pages on website	Requested information shall be examined and appropriately incorporated in RFP, if required
233	SOW 1	Non Functional Requirements	Average number of page views per day	Requested information shall be examined and appropriately incorporated in RFP, if required

234	SOW 1	Non Functional Requirements	Average number of searches per day	Requested information shall be examined and appropriately incorporated in RFP, if required
235	SOW 1	Non Functional Requirements	Average page size	Requested information shall be examined and appropriately incorporated in RFP, if required
236	SOW 1	Non Functional Requirements	Is there DB backup and resilience in place	Bidder to propose the best and optimal solution
237	SOW 1	Non Functional Requirements	Is there an infra and app monitoring tool in place	Bidder to propose the best and optimal solution
238	SOW 1	Non Functional Requirements	Is there an autoscale setup	Bidder to propose the best and optimal solution
239	SOW 1	Non Functional Requirements	Number of releases carried out per month (Hotfix + planned changes)	Requested information shall be examined and appropriately incorporated in RFP, if required
240	SOW 1	Mobile Apps	Kindly confirm that no mobile apps are to be developed?	Yes
241	3.2 Scope of work	7. From the date of go live till the completion of maintenance period, representative(s) for each SOW to be present at PFRDA premises on all working days as nodal officer for the purpose of helpdesk, training to the users, incident management, issue resolution etc. Apart from this, helpdesk through email and phone to be established and activated by selected SI on all working days	1. Is bidder expected to provide helpdesk support? 2. What are the helpdesk support hours?	1. Yes 2. On Working Days
242	ANNEXURE-10	BUDGET ESTIMATE (NOT COMMERCIAL QUOTE) FOR THE TOTAL CONTRACT PERIOD (05 YEARS) (IN RS.)	1. Is bidder expected to provide, L1/L2/L3 support cost during the 5 year contract period? 2. If yes, what are the SLA requirements?	1. & 2. Shall be examined and incorporated in the RFP, if required.
243	SOW-2	PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE)	1. How many users would be accessing the POISE system? 2. What would be the number of concurrent users?	1. & 2. Shall be examined and incorporated in the RFP, if required.
244	SOW-2	External portal with the ability for the intermediaries & selected other entities to selfregister and/ or onboard themselves.	1. Is self-registration facility available for existing entities or for new entities? 2. Will the onboarding facility involve any fee payment, KYC checks, document submission etc. ?	1. & 2. Shall be examined and incorporated in the RFP, if required.
245	2.1 About PFRDA	issuing to an intermediary, on application, a certificate of	Are these functions (certificate application and generation/ modification/ suspension/ withdrawal/ cancellation) part of the POISE system?	1. Shall be examined and incorporated in the RFP, if required.

		registration and renewing, modifying, withdrawing, suspending or cancelling such registration;		
246	4. Legal module	Automation of Case Management Process which includes maintenance of database of empanelled lawyers, portal for submission of documents by empanelled lawyers, Legal Citation Generator, Bill processing and generation of MIS as per requirement.	1. Is case management part of the Legal module? 2. If yes, then does the scope include workflow along with case data entry and management?	1. Yes 2. Requested information shall be examined and appropriately incorporated in RFP, if required
247	RTI and Parliamentary questions	Work flow automation of RTI and Parliamentary Questions process in PFRDA and generation of MIS reports.	Please clarify the automation required in the workflow process. Is PFRDA looking for any rule based workflow routing?	Yes
248	5. Information Technology Service Management (ITSM)Module:	2. Workflow automation of Materials/inventory management;	Kindly elaborate on the workflow automation scope of Materials/inventory management	Requested information shall be examined and appropriately incorporated in RFP, if required
249	5. Information Technology Service Management (ITSM)Module:	3. Workflow automation of Service Desk;	Kindly elaborate the workflow automation scope of service desk.	Requested information shall be examined and appropriately incorporated in RFP, if required
250	5. Information Technology Service Management (ITSM)Module:	1. Creation and Maintenance of Vendor Master;	1. Does Vendor maintenance cover vendor payments too? 2. Is there any other functionality that will be part of project scope?	1. No 2. Requested information shall be examined and appropriately incorporated in RFP, if required
251	3.1	ENVISIONED FUTURE STATE	1. Is Learning management system in scope? 2. If yes, please clarify the scope of the Learning mangement system.	No
252	3.1	ENVISIONED FUTURE STATE	1. Is bidder expected to propose an IT Helpdesk solution? 2. If yes, please clarify the scope of the IT Helpdesk solution.	1. Yes 2. Requested information shall be examined and appropriately incorporated in RFP, if required
253	2.4 CURRENT ARCHITECTURE , APPLICATIONS, PROCESSES AND CHALLENGES IN THE CURRENT SYSTEM	The pfrda.org.in website is developed using ASP.Net 4.0 and hosted on NICSi cloud Another consumer-facing site, pensionsanchay.org.in is developed using javascript and hosted on NICSi Cloud. Page # 16	1. Can you please share the detailed technology stack for both the websites? 2. Can you please share the current architecture, processes and challenges for both the sites?	Please refer to clause 2.4 of EOI

254		Eoffice, a software solution provided by NIC, has an eFile and Collaborative tool for Knowledge Management module that is used mainly for file management and Document Management. Page # 16	Is there any integration between e-Office and other existing portals?	No
255		Currently, the NIC Cloud is being leveraged for hosting the websites – pfrda.org.in and pensionsanchay.org.in and e-office is hosted on NIC data Centre. Page # 17	What will be the expected hosting model for the proposed new solution?	Bidder to propose the best and optimal solution
256		Data and Analytics Page # 17	For Data and Analytics, is there any third party integration is planned to be incorporated in the proposed system?	Bidder to propose the best and optimal solution
257	3.2 SCOPE OF WORK	The successful SI is to study As-Is processes and propose To-Be processes for project TARCH Page # 20	Is it required that the bidder will assess/study the AS-IS processes, perform GAP analysis and recommend for the TO-BE processes as a technical consulting activity before implementing the project TARCH? Please confirm.	Yes
258	3.2 SCOPE OF WORK	Selected SI to take acceptance of PFRDA on reengineered Business processes for digital transformation as proposed by the SI. Page # 20	How many number of business processes need to be digitally transformed? Kindly share the details of those processes for better understanding of the SoW.	Requested information shall be examined and appropriately incorporated in the RFP. If required
259		The solution shall support auto alerts and reminders, integration of digital signature/esign, SMS gateway, payment gateway, multilevel authentication as per the design requirements of the modules as part of project TARCH Page # 20	We assume, all the third party components will be procured and maintained by the PFRDA. Bidder will only integrate those components with the proposed solution. Kindly confirm.	To be procured and maintained by bidder
260		SI shall disclose the origin of all software components used in the solution including any open source or 3rd party licensed components. Page # 20	1. Is preference given for open source solutions? 2. Is it possible for the bidder to recommend the Open source community version of the different components in the technology stack? Kindly confirm.	Bidder to propose the best and optimal solution

261		From the date of go live till the completion of maintenance period, representative(s) for each SOW to be present at PFRDA premises on all working days as nodal officer for the purpose of helpdesk, training to the users, incident management, issue resolution etc. Apart from this, helpdesk through email and phone to be established and activated by selected SI on all working days. Page # 20	<ol style="list-style-type: none"> Does representative(s) for each SOW includes technical team as well? Is it required for the bidder to deploy the technical resources full time basis in the PFRDA location? If yes, please share the details. 	Technical Team need not to be available at PFRDA premises all the time however they need to visit as and when requirement arises. Requested information shall be examined and appropriately incorporated in RFP, if required.
262		SI shall also be responsible for disaster Management activities such as complete backup of APIs, code and data etc. for the integrated solution. Page # 21	<ol style="list-style-type: none"> Is the DR site is expected to be maintained and prepared by SI? Who will be responsible for procuring, managing and maintaining the all infrastructure components and software components (licenses, if required)? 	<ol style="list-style-type: none"> To be provided and maintained by bidder Bidder
263	SOW-1: WEBSITE REVAMP AND CHATBOT	Support of other Indian Languages is desirable. Page # 21 Point #e	Please specify the name of the other languages.	Present requirement is for Bilingual. However, PFRDA may extend the requirements
264				
265		The website should be scalable, interoperable, flexible to support and modular in nature, mto allow easy customization. Website should fetch information/data from other modules like PRISM, PINTRA and POISE and publish for the benefit of stakeholders through dashboards Page # 22 Point #p	To improve the scalability of the portal can the containerized hosting model be adopted?	Bidder to propose the best and optimal solution
266		The Website shall be open for integration through APIs or other mechanisms as per the requirement Page # 22 Point #f	Will the proposed portal expose any API to be consumed by other third parties?	Requested information shall be examined and appropriately incorporated in the RFP.
267	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE)	It is the responsibility of the SI Vendor to get the Applications hosted and maintained in the Cloud environment with all the required security clearance and measures. Page # 25 Point #r	Is the portal mandatorily be hosted in the cloud platform? If yes, is there any restriction while selecting the cloud platform	Yes, Cloud platform shall be from MeitY empanelled CSP

268	SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA)	PFRDA is looking to implement core HRMS, Admin, Finance, IT, RTI, PQ, Audit, existing office solutions and Legal processes with customized cloud-based ERP solutions and digitally enabled smart office solutions. The SI vendor should provide effective ways to transform each office function through digital means Page # 28	Is any customizable open source HRMS will be accepted?	Bidder to propose the best and optimal solution. In case of open source, it has to be with Enterprise support.
269		PFRDA may re-visit any of the conditions of this EOI before deadline for submission of EOI. Page # 37	Can the last date of submission be extended by 1 week	This shall be examined and considered, if required.
270	4.15 MINIMUM ELIGIBILITY CRITERIA:	Preferably certified • ISO 9001 • ISO 27001 • ISO/IEC 20000 Page # 39	Is there any marking for the ISO certification?	Please refer Eligibility Criteria as mentioned in EOI
271			We came across the RFP for project TARCH regarding the Repository & Information Systems Management. We have a doubt regarding the minimum eligibility criteria and wanted to clarify it. It is said on p. 38 of the RFP that a potential bidder should be 'registered under the provisions of the Indian Companies Act' – does it mean that only local companies can submit the proposals as a response for this RFPs or international (overseas) companies can also take part in the bidding process (for example, in the consortium with local company)?	Please refer Eligibility criteria of EOI
272	Section-4.15; MINIMUM ELIGIBILITY CRITERIA; Page No-38; Clause No-2	The Bidder should be a profitable company/ firm for each of the last three financial years (FYs 2019-20, 2020-21, 2021-22 and must have annual Turnover of minimum ₹ 700 crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies), Note: In case, the company/firm operates on calendar year, the audited statements will be required for calendar years 2019, 2020 and 2021	The balance sheet for FY 2021-22 is under process and audited balancesheet can be shared only after the audit completes, which is expected by September 2022. Hence, we request you to kindly amend this clause either as: The Bidder should be a profitable company/ firm for each of the last three financial years (FYs 2019-20, 2020-21, 2021-22 and must have an average annual Turnover of minimum ₹ 700 crores in the last three financial years i.e. FYs 2019-20, 2020-21, 2021-22 (Not inclusive of the turnover of associate / group companies).	This shall be examined and considered, if required.

273	Section-4.15; MINIMUM ELIGIBILITY CRITERIA; Page No-39; Clause No-5	The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e. SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022)	As per our understanding Completed similar work means the Supply and Installation has been completed or project is in Go-live stage. Kindly confirm. Also we request you to kindly amend this clause as: The bidder or any of the consortium member shall have the experience of successfully executed or completed or under implementation or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e. SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022)	All the terms and conditions as mentioned in the EOI need to be adhered to.
274	Section-4.16 PROPOSED CONSORTIUM AND TEAMING AGREEMENT FOR RFP; Page No-42; Clause No-9	The Prime/lead bidder shall only be an eligible bidder.	As per our understanding in case of bid submitted by Consortium partners then any of the bidder can meet either all or any of one of the the eligibility conditions mentioned in the eligibility criteria. Kindly confirm.	Please refer Eligibility Criteria as mentioned in EOI
275	SOW-2: POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE Point q, Page 25	To receive/track/follow up compliance reports to be submitted by intermediaries as per PFRDA regulations/guidelines /circulars etc., from the different intermediaries in the PFRDA architecture which can be validated, consolidated, and report the to PFRDA for necessary action.	In order for us to determine the necessary infrastructure sizing and licencing, please include information in the RFP about the report size, frequency, manner of submission, etc. for each of these reports.	Requested information shall be examined and appropriately incorporated in RFP, if required
276	SOW-2: POISE, point i, Page 23	External portal with the ability for the intermediaries & selected other entities to selfregister and/ or onboard themselves.	Self-registration is required on an external portal for intermediaries, which necessitates an eco-system to create, update, and authenticate users as well as reset user credentials. Since this relates to Identity and User Access Management, the following clarifications are requested: 1. Is there an Identity and Access Management system in place, or does this need to be recommended and included in the proposed tech stack? 2. Is there a Lightweight Directory Access Protocol (LDAP) or other user repository installed on the system right now?	1, It needs to be recommended and included in the proposed tech stack 2. Bidder to propose the best and optimal solution
277	SOW-2: POISE, point ii, Page 23	The portal should be integrated with Payment gateway, SMS gateway and email gateway.	Do you use a payment gateway, SMS gateway, or email gateway? If so, please describe the same in the RFP.	SMS and email services are currently availed from NIC, rest of things shall be provided/integrated by Bidder
278	SOW-2: POISE, point iii, Page 23	Basic functionality for upload of monthly, quarterly, half-yearly, and annual supervision and regulation related reports by intermediaries	Please provide the permissible extensions for the reports to be uploaded. Also kindly revert if currently there is any data check that happens before uploading the reports? Please provide maximum Size of files allowed for uploading a file?	Requested information shall be examined and appropriately incorporated in RFP, if required

279	SOW-2: POISE, Page 23	Supervision	Should the element of Risk' be embedded in the proposed solution for Supervision	Bidder may propose best and optimal solution.
280	SOW-2: POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE Point i, Page 25	The portal should be scalable, interoperable and flexible.	Interoperability has been mentioned by PFRDA. Does PFRDA intend to use a data standard like eXtensible Business Reporting Language (XBRL) or Statistical Data and Metadata eXchange (SDMX) for the information it gathers? To ensure interoperability, the majority of regulators are striving to adopt data standards.	Bidder to propose the best and optimal solution with adherence to security standards/policies of Govt of India
281	SOW-2: POISE, Page 23	Regulatory Compliance: Application to validate compliance-related reports and information submitted by intermediaries. This will support fully digitized processes for compliance checks and leverage technologies like workflow management and document management. It shall also include workflows for various PFRDA departments to review and approve, reject or identify deviations in compliance-related information submitted by intermediaries and track them to closure.	Kindly provide the following details: 1. Number of compliance related reports currently in the system, 2. Do you have a Workflow Management business process identification? Any Sop documentation on the current Manual Activities that is accessible, 3. Any process metrics defined in the processes and reports that were discovered?	Requested information shall be examined and appropriately incorporated in RFP, if required
282	4.15 MINIMUM ELIGIBILITY CRITERIA: Page no.39-40, Point no.5	The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022) in: BFSI sector in Government/ PSUs/Regulators/ Autonomous bodies in India or Global OR a regulated entity in BFSI sector under the purview of RBI/IRDAI/SEBI/PFRD A as per terms below: a. SOW 1: The project should cover the following aspects: 1. Development of a Corporate Website b. SOW 2: The project should	We request you to amend the clause considering the fact that this project is inclined towards Data Analytics and it is quite restrictive in nature in terms of experience in BFSI sector specifically. Relaxation will enable participation from more key organizations who work in Analytics space. Kindly amend the clause as below: The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI).(Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till EOI response submission date) in BFSI/Government/ PSUs/Regulators/ Autonomous bodies in India or Global OR a regulated entity in BFSI sector under the purview of RBI/IRDAI/SEBI/PFRDA as per terms below: a. SOW 1: The project should cover the following aspects: 1. Development of a Corporate Website b. SOW 2: The project should cover the following aspects: 1. Management of end to end life cycle of business interacting with any regulator 2. Workflows for application or report submission, review, verification and approvals 3. Supervisory checks or assessments or inspections or audits c. SOW 3: The project should cover the following aspects: 1. Data Warehousing and ETL/ELT Processing, Data Analytics and Dashboards	Please refer Eligibility Criteria as mentioned in EOI

		<p>cover the following aspects:</p> <ol style="list-style-type: none"> 1. Management of end to end life cycle of business interacting with any regulator 2. Workflows for application or report submission, review, verification and approvals 3. Supervisory checks or assessments or inspections or audits <p>c. SOW 3: The project should cover the following aspects:</p> <ol style="list-style-type: none"> 1. Data Warehousing and ETL/ELT Processing, Data Analytics and Dashboards <p>d. SOW 4: ERP for automation of internal processes covering at least HR and Finance modules. Note: 5(i): Similar SOWs/Projects under maintenance by the bidder during the last 05 years given as reference must have been executed or completed by the bidder and be under maintenance as part of single contract since inception/Award of the project. 5(ii): Execution includes supply, customization / development, testing,training, implementation and maintenance</p>	<p>d. SOW 4: ERP for automation of internal processes covering at least HR and Finance modules. Note: 5(i): Similar SOWs/Projects under maintenance by the bidder during the last 05 years given as reference must have been executed or completed by the bidder and be under maintenance as part of single contract since inception/Award of the project. 5(ii): Execution includes supply, customization / development, testing,training, implementation and maintenance</p>	
283	Sec-3.3 , Infrastructure ,page -33	<p>The Technology Architecture is to be hosted on the Cloud Platform. The Cloud platform service to be from MeitY empanelled Cloud Service Providers for setting up primary and disaster recovery sites for PFRDA to leverage significant benefits associated with the cloud technologies.</p>	<p>What are the Cloud Infra & Services required for PFRDA Technology Architecture (TARCH) Project ? Pls describe the requirements per project/application with units volumes</p>	<p>Bidder may propose best and optimal solution.</p>

284	SOW -4, PFRDA Internet portal -Internal digitalisation(P INTRA)	PFRDA is looking to implement core HRMS, Admin, Finance, IT, RTI, PQ, Audit, existing office solutions and Legal processes with customized cloud-based ERP solutions and digitally enabled smart office solutions	Please suggest if the ERP can be either an open source or a COTS product. Suggest the choice be left to bidder.	Bidder may propose best and optimal solution.
285	NA	Additional Queries;	The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP	Bidder may propose best and optimal solution.
286			CSP should provide VM's which provides encryption of data in transit , at rest using customer-managed encryption keys (CMEK) and customer-supplied encryption keys (CSEK), and providing encryption of data while in use.	Bidder may propose best and optimal solution.
287			CSP should provide storage with object versioning to support the retrieval of objects that are deleted or replaced	Bidder may propose best and optimal solution.
288			CSP should have a market place for taking different services like DB, Next Gen Firewall, Anti-Virus, Cache services etc. CSP prices for the services which are native to the CSP and should be available in the public domain for cross validation	Bidder may propose best and optimal solution.
289			CSP should have own cloud native Managed DR tool for better management of DR	Bidder may propose best and optimal solution.
290			CSP should have the CDN as a native offering like Load Balancer, DDoS & WAF for easy integration with the deployed workloads.	Bidder may propose best and optimal solution.
291			Price list of the CSP should be in the public domain for transparency in quoted rates	Bidder may propose best and optimal solution.
292			CSP should have ISO 22301 certification for business continuity implementation.	Bidder may propose best and optimal solution.
293			CSP should provide financially backed compute infrastructure availability spread across multiple AZs of >=99.99% from India Data Center	Bidder may propose best and optimal solution.
294	3.1 ENVISIONED FUTURE STATE Page 19	Exhibit 1: Target state architecture for PFRDA	Basis our observation, there is a Learning Management System also envisaged as part of the Target state architecture in category Applications but we do not find any mention of the same in any of the SOWs. Please clarify.	Requested information shall be examined and appropriately incorporated in RFP, if required
295	SOW-1: WEBSITE REVAMP AND CHATBOT Page 21	This category includes the implementation of a revamped PFRDA website along with a chatbot.	Based on our experience, we would suggest to include an Enterprise Search Engine because it will be vital for the revamped website to have features such as full-text and fuzzy search, multilingual search, etc so that user queries are thoroughly searched across all the indexes in the system.	Bidder may propose best and optimal solution.
296	SOW-1: WEBSITE REVAMP AND CHATBOT Page 21	The pensionsanchay.org.in need to be redesigned and will be available as link from PFRDA website.	To enable PFRDA launce multiple sites from the same solution, we suggest to include the specification that the platform should allow creation of any number of micro-sites with logically separated data in the same database scheme and no additional licenses.	Bidder may propose best and optimal solution.
297	SOW-1: WEBSITE REVAMP AND CHATBOT Page 24	m. There should be user-feedback mechanism with reporting and analytics to see web site statistics, average time spent, most accessed pages, etc.	We would suggest to include low-code Form Builder so that any kind of form can be created on a drag and drop interface without any prior technical expertise.	Bidder may propose best and optimal solution.

298	SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA) Page 32	8. DMS for Knowledge Management:	We believe this will be a new solution and not the existing e-Office one. Please clarify.	Requested information shall be examined and appropriately incorporated in RFP, if required
299	4.15 MINIMUM ELIGIBILITY CRITERIA: Page no.39-40, Point no.5	<p>The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022) in:</p> <p>BFSI sector in Government/ PSUs/Regulators/ Autonomous bodies in India or Global OR a regulated entity in BFSI sector under the purview of RBI/IRDAI/SEBI/PFRDA as per terms below:</p> <p>a. SOW 1: The project should cover the following aspects: 1. Development of a Corporate Website</p> <p>b. SOW 2: The project should cover the following aspects: 1. Management of end to end life cycle of business interacting with any regulator 2. Workflows for application or report submission, review, verification and approvals 3. Supervisory checks or assessments or inspections or audits</p> <p>c. SOW 3: The project should cover the following aspects: 1. Data Warehousing and ETL/ELT Processing, Data Analytics and Dashboards</p> <p>d. SOW 4: ERP for automation of internal processes covering at least HR and Finance modules.</p> <p>Note:</p>	<p>We request you to amend the clause considering the fact that this project is inclined towards Data Analytics and it is quite restrictive in nature in terms of experience in BFSI sector specifically. Relaxation will enable participation from more key organizations who work in Analytics space.</p> <p>Kindly amend the clause as below:</p> <p>The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI).(Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till EOI response submission date) in BFSI/Government/ PSUs/Regulators/ Autonomous bodies in India or Global OR a regulated entity in BFSI sector under the purview of RBI/IRDAI/SEBI/PFRDA as per terms below:</p> <p>a. SOW 1: The project should cover the following aspects: 1. Development of a Corporate Website</p> <p>b. SOW 2: The project should cover the following aspects: 1. Management of end to end life cycle of business interacting with any regulator 2. Workflows for application or report submission, review, verification and approvals 3. Supervisory checks or assessments or inspections or audits</p> <p>c. SOW 3: The project should cover the following aspects: 1. Data Warehousing and ETL/ELT Processing, Data Analytics and Dashboards</p> <p>d. SOW 4: ERP for automation of internal processes covering at least HR and Finance modules.</p> <p>Note: 5(i): Similar SOWs/Projects under maintenance by the bidder during the last 05 years given as reference must have been executed or completed by the bidder and be under maintenance as part of single contract since inception/Award of the project. 5(ii): Execution includes supply, customization / development, testing,training, implementation and maintenance</p>	Please refer Eligibility Criteria as mentioned in EOI

		<p>5(i): Similar SOWs/Projects under maintenance by the bidder during the last 05 years given as reference must have been executed or completed by the bidder and be under maintenance as part of single contract since inception/Award of the project.</p> <p>5(ii): Execution includes supply, customization / development, testing, training, implementation and maintenance</p>		
300	3.2 SCOPE OF WORK, Page no.20, point No.5	SI shall disclose the origin of all software components used in the solution including any open source or 3rd party licensed components.	Since the source code of the COTS products is the Intellectual Property (IP) of the respective OEMs, sharing the source code is not allowed legally. However, source code of customization done over and above the COTS product or the source code of an open-source can be shared without any issues. Request you to amend the clause accordingly.	Requested information shall be examined and appropriately incorporated in RFP, if required
301	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM) Page no.25	<p>Tentative sizing requirements are as follows –</p> <p>i. Bidder will be required to size its solution to store at least 10 TB of data initially at the time of go live and to be increased on annual basis at a rate of at least 15%.</p> <p>ii. No of users accessing the data platform is expected to be 150 approximately with a concurrency of 20%.</p>	Kindly provide more information regarding the type of data; How much percentage of the total data is structured/unstructured. Is all the data currently in flat files/emails?	Requested information shall be examined and appropriately incorporated in RFP, if required
302	SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA) Page no.28	SOW-4: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION (PINTRA)	<p>Since SOW4 in itself is a full-fledged requirement and is a major chunk of the requirement, we suggest to get this module implemented separately ensuring the proposed solution of other three SOWs must be integrable with the ERP solution.</p> <p>Hence, we request you to Exclude the SOW4 from this requirement.</p>	Requested information shall be examined and appropriately incorporated in RFP, if required
303	3.3 INFRASTRUCTURE: Page no 33, point no.2	The selected SI to provide Cloud platform for hosting of the TARCH project with complete backup, security and disaster management system.	Since backup strategy involves the provisioning of additional infrastructure, we request you to clarify if only table/DB/ backups are being mentioned here or the entire site level backup strategy including Tape level backups are being considered.	Bidder to propose the best and optimal solution

304	3.4 OPERATION AND MAINTENANCE page no.33, point no.1	PFRDA envisages 05- year contract with the selected SI. The Service Provider is responsible for operations and maintenance services of Project TARCH.	Our understanding is the total project duration is 5 years (1 year for implementation (Go-Live) and 4 years of O&M after Go-live. The warranty period begins after Go-live of the project. Kindly confirm.	Requested information shall be examined and appropriately incorporated in RFP
305	4.10 SEALING, MARKING AND SUBMISSION OF EOI Page no.37, point no.13	13. The Bidder should be agreeable to provide to PFRDA: a. Source code, object code/executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.), Source code quality report using reputed Code Quality Tools, Test Scripts for CIT/SIT/UAT of the developed application/customiza tions and subsequent upgrades, if any	Since the source code of the COTS products is the Intellectual Property (IP) of the respective OEMs, sharing the source code is not allowed legally. However, source code of customization done over and above the COTS product or the source code of an open-source can be shared without any issues. Request you to amend the clause accordingly.	Requested information shall be examined and appropriately incorporated in RFP, if required
306	ANNEXURE-10: BUDGET ESTIMATE (NOT COMMERCIAL QUOTE) FOR THE TOTAL CONTRACT PERIOD (05 YEARS) (IN RS.) Page no 61	ANNEXURE-10: BUDGET ESTIMATE (NOT COMMERCIAL QUOTE) FOR THE TOTAL CONTRACT PERIOD (05 YEARS) (IN RS.)	Kindly confirm the duration of the implementation phase as well as the O&M Phase. Our understanding is that implementation phase is of year and O&M phase is of 4 years.	Requested information shall be examined and appropriately incorporated in RFP, if required
307	Section 4.15 – Minimum Eligibility Criteria S.No 5 Page 39 and 40	The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of similar scope for each of the SOWs (i.e SOW1, SOW2, SOW3 and SOW4 of this EOI). (Refer note 5(i) and 5(ii) below) during last 05 Years (i.e., from 01-05-2017 till 30-04-2022) in: BFSI sector in Government/ PSUs/ Regulators/ Autonomous bodies in India or Global OR a regulated entity in BFSI sector under the purview of I/IRDAI/SEBI/PFRDA	Request to kindly consider the experience in Logistics/Public Safety/Smart Cities/automotive in Enterprise sector and amend the clause as: BFSI/ Logistics/Public Safety/Smart Cities/automotive sector in Government/ PSUs/ Regulators/ Autonomous bodies/ Enterprises in India or Global	Please refer Eligibility Criteria as mentioned in EOI
308	Section 4.15 – Minimum Eligibility Criteria S.No 5 Page 40	a. SOW 1: The project should cover the following aspects: 1. Development of a Corporate Website	Request to kindly consider the experience in developing websites and mobile applications and make the clause more open by amending it as: 1. Development of a Corporate Website/Website/Mobile Application	All the terms and conditions as mentioned in the EOI need to be adhered to.

309	Section 4.15 – Minimum Eligibility Criteria S.No 5 Page 40 Documents to be submitted	2. In case of consortium, all the members should satisfy the criteria as per the applicable SOWs and submit the above requisite documents.	Request you to please amend the clause by accepting the experience of either of the consortium member	All the terms and conditions as mentioned in the EOI need to be adhered to.
310	Annexure – 5: Financial Capability Certificate Page 54	54 Required by Statutory auditor	Request you to please consider the certificate duly certified by either Statutory auditor or Chartered Accountant	All the terms and conditions as mentioned in the EOI need to be adhered to.
311	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE) Page 23	Application to validate compliance-related reports and information submitted by intermediaries. This will support fully digitized processes for compliance checks and leverage technologies like workflow management and document management.	As understood from the RFP statement that PFRDA intends to automate their manual & semi-manual data & document centric processes through a low code based, configurable workflow platform with its in-built tools like Process Designer, Rule Engine, Master Data Management, Report Generation Tool etc. to automate data & document centric Processes including its underlying Document Management System and Digitization Solution. Please confirm if that understanding is correct.	Requested information shall be examined and appropriately incorporated in RFP, if required
312	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE) Page 23	Application to validate compliance-related reports and information submitted by intermediaries. This will support fully digitized processes for compliance checks and leverage technologies like workflow management and document management.	In assumption with the above understanding is correct, it's suggestible to PFRDA to add the following statement in Compliance Section as solution's eligibility criteria, "The product for DMS & Workflow Platform should exist any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management and Intelligent Business Process Management/Digital Process Automation reports in any of last 3 Years". The incorporation of the above point ensures the participation of globally recognized, best-of-the-breed, industry standard solution providers.	Please refer Eligibility Criteria as mentioned in EOI
313	SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE) Page 23	Application to validate compliance-related reports and information submitted by intermediaries. This will support fully digitized processes for compliance checks and leverage technologies like workflow management and document management.	As understood that PFRDA intends to have a low code based automation platform approach for its TARCH Project, requesting the purchaser to consider the following compliance points for Low code based Workflow Framework, 1. The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including Sequential, Parallel, Rule Based & Ad-Hoc Routing. 2. The low code BPM system shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities. 3. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge. 4. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow. 5. The system shall provide facility to define custom triggers like Emails, on predefined conditions. 7. System shall provide a facility to configure dashboard for individuals as per User Role or Group. 8. The proposed Workflow Solution should be BPMN & BPEL compliant. Please consider the incorporation of the above points to Workflow Compliance section.	Bidder to propose the best and optimal solution

314	DMS for Knowledge Management Page 32	Structured storage of PFRDA essential documents such as manage internal policies, office orders, communications, circulars, RTI and Parliamentary questions, contracts, MoUs, agreements, publications etc. multilevel advanced search mechanism, Generation of MIS reports and Dashboards	As understood from the RFP Statement that PFRDA intends to have an Enterprise Level, Unified, Structured Document Management System with configurable Secured Access Mechanism which will act as a common repository across Organization which is having the capability to archive any type of contents including digitized documents, e-document, audio/video files etc. along with all documents that are the part of workflow processes i.e. DAK Management, RTI, Parliamentary Queries, Audit Process etc. Please confirm if the understanding is correct.	Bidder may gather these information as part of system study, if required.
315	3.2 Scope of Work Page 20	The solution shall support auto alerts and reminders, integration of digital signature/esign, SMS gateway, payment gateway, multilevel authentication as per the design requirements of the modules as part of project TARCH	As understood from the RFP statement, the required DMS & Workflow Solution needs to be integrated with following systems, 1. Digital Signature / E-Sign 2. SMS Gateway 3. Payment Gateway 4. Proposed ERP Application 5. Revamped Websites / Portals 6. Active Directory / IDAM for Single Sign-On Purpose Please confirm if the above list id correct and in case there are more applications, requesting PFRDA to mentioned the name of those applications.	Bidder may gather these information as part of system study, if required for more information.
316	3.3 Infrastructure Page 33	The selected SI to provide Cloud platform for hosting of the TARCH project with complete backup, security and disaster management system.	In reference to mentioned statement, requesting PFRDA to confirm the following information on the required Environments with Clustering detail, 1. DC / Production (Active-Active) 2. Disaster Recovery (Active-Active)3. Development (Stand Alone) 4. UAT / Test (Stand Alone) Confirmation on the above information will help to finalize Infra Sizing & Solution Licensing.	Bidder may propose best and optimal solution.
317	SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRI SM) Page 26	No of users accessing the data platform is expected to be 150 approximately with a concurrency of 20%.	In line of the mentioned statement requesting PFRDA to confirm the following, 1. User Concurrency and Total User Volume for Workflow Solution (DAK Management, Internal Audit, RTI, PQ Management, Legal case Management & Visitor Management). 2. Number of Digitization / Scanning Workstations (for Scanning and Workflow initiation activities) The above users will be those internal officials who will login into workflow system, evaluate applications and perform a decision making.	Bidder may gather these information as part of system study, if required.
318	4.10 SEALING, MARKING AND SUBMISSION OF EOI Page 37	Ownership/copyright /Intellectual Property Rights on the software code developed specifically for PFRDA, will be with PFRDA. The selected SI is not permitted to share and copy the code to any other party	It is understood from the mentioned statement that PFRDA wants the source code of Customization Section only (Which will be developed / customized for TARCH Project specifically) of the entire solution. The source code of base COTS product will remain be with respective OEM. Please confirm the understanding is correct.	Requested information shall be examined and appropriately incorporated in RFP, if required
319	S.NO. 4, Section 4.15, Page 39	The bidder should be certified CMMI Level 5 valid on due date of submission of proposal against EOI	KPMG is ISO 27001 certified and not CMMI certified , request you to please consider and confirm if can qualify with ISO 27001 certification?	All the terms and conditions as mentioned in the EOI need to be adhered to.
320	Sec-3.3 , Infrastructure ,page -33	The Technology Architecture is to be hosted on the Cloud Platform. The Cloud platform service to be from MeitY empanelled Cloud Service Providers for setting up primary	What are the Cloud Infra & Services required for PFRDA Technology Architecture (TARCH) Project ? Pls describe the requirements per project/application with units volumes	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

		and disaster recovery sites for PFRDA to leverage significant benefits associated with the cloud technologies.		
321	SOW -4, PFRDA Internet portal -Internal digitalisation(P INTRA)	PFRDA is looking to implement core HRMS, Admin, Finance, IT, RTI, PQ, Audit, existing office solutions and Legal processes with customized cloud-based ERP solutions and digitally enabled smart office solutions	Please suggest if the ERP can be either an open source or a COTS product. Suggest the choice be left to bidder.	Bidder may suggest Open source with Enterprise support or any other solutions/COTS/Hybrid model based on requirements given in EOI
322	NA	Additional Points	The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP	Bidder may propose best and optimal solution.
323			CSP should provide VM's which provides encryption of data in transit , at rest using customer-managed encryption keys (CMEK) and customer-supplied encryption keys (CSEK), and providing encryption of data while in use.	Bidder may propose best and optimal solution.
324			CSP should provide storage with object versioning to support the retrieval of objects that are deleted or replaced	Bidder may propose best and optimal solution.
325			CSP should have a market place for taking different services like DB, Next Gen Firewall, Anti-Virus, Cache services etc. CSP prices for the services which are native to the CSP and should be available in the public domain for cross validation	Bidder may propose best and optimal solution.
326			CSP should have own cloud native Managed DR tool for better management of DR	Bidder may propose best and optimal solution.
327			CSP should have the CDN as a native offering like Load Balancer, DDoS & WAF for easy integration with the deployed workloads.	Bidder may propose best and optimal solution.
328			Price list of the CSP should be in the public domain for transparency in quoted rates	Bidder may propose best and optimal solution.
329			CSP should have ISO 22301 certification for business continuity implementation.	Bidder may propose best and optimal solution.
330			CSP should provide financially backed compute infrastructure availability spread across multiple AZs of >=99.99% from India Data Center	Bidder may propose best and optimal solution.