



EXPRESSION OF INTEREST

FOR

DESIGN, DEVELOPMENT/CUSTOMIZATION, IMPLEMENTATION AND MAINTENANCE SERVICES FOR PROJECT TARCH (TECHNOLOGY ARCHITECTURE) AT PFRDA

EOI Reference No: PFRDA/2022-23/IT/02

27-06-2022

**PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY
B-14/A, CHATRAPATI SHIVAJI BHAWAN, QUTAB INSTITUTIONAL AREA,
NEW DELHI-110016**

Visit us: <http://www.pfrda.org.in/>

Design, Development/Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project

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INVITATION OF EXPRESSION OF INTEREST

Pension Fund Regulatory and Development Authority (PFRDA) invites Expression of Interest (EOI) from interested and reputed IT vendors/System Integrators for Design, Development/Customization, Implementation and Maintenance services for **PFRDA Technology Architecture (TARCH) Project**.

2. Bidders are advised to study this EOI document carefully before submitting their Expression of Interest in the form of proposal in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. This EOI document is not transferable.
3. The EOI document containing the details of Objective, Scope of work in brief, eligibility criteria, submission requirements etc. can be downloaded from the Central Public Procurement Portal at <https://eprocure.gov.in/epublish/app> as well as from PFRDA website <https://www.pfrda.org.in> under Section Tenders.
4. Bidders may ask for further details/clarifications, if any by sending email to balaji.b@pfrda.org.in with a copy to k.mohangandhi@pfrda.org.in , it-projmgr@pfrda.org.in , girraj.yadav@pfrda.org.in not later than 04-07-2022. PFRDA will upload queries received and the responses on PFRDA website, on 12-07-2022.
5. Interested Service Providers who meet the eligibility criteria may submit their response to this Expression of Interest with all the necessary documents in a sealed cover clearly indicating on the Envelope 'EOI documents' along with EOI fee of Rs. 25,000 (Twenty thousand only) in the form of a Demand draft or a Banker's Cheque (drawn in favour of 'PFRDA, NEW DELHI', payable at Delhi) in separate sealed envelope indicating on envelope as 'EOI fee". These two envelopes shall be placed into an outer envelope and sealed. The outer envelope indicating as "Expression of Interest for the project TARCH" to be reached on or before **19-07-2022 up to 15:00 hours** at the following address:

**Chief General Manager (Project-TARCH)
Pension Fund Regulatory and Development Authority,
B-14/A, Chatrapati Shivaji Bhawan,
Qutub Institutional Area,
New Delhi-110 016 India**

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6. The sealed proposals received by the given due date and time will be opened in the presence of interested representative(s) of the agencies who wish to attend opening of the proposals received against EOI notice on 19-07-2022 and 16:00 hrs. Their attendance will be recorded by PFRDA.
7. Bidder(s) meeting the eligibility criteria shall be invited for an interactive meeting in which they shall make a presentation on their understanding of scope of work, time lines, manpower to be engaged for the project, proposed architecture and technology framework. Eligible bidders may also suggest technological interventions available with them which supports integrated framework of the scope of work given by PFRDA. Please note that this meeting will be held for the purpose of interaction with eligible bidders only and no evaluation/marking is associated with this meeting. Date, time and venue of this interactive meeting will be communicated to eligible bidders and also be published on the PFRDA website. etc.
8. PFRDA reserves the right to accept or reject any Bid, and to annul, in whole or in part, or to suspend the EOI process and reject all Bids at any time and without assigning reason any prior to award of the contract, without incurring any liability to the affected Bidder(s).

(K. Mohan Gandhi)

Chief General Manager (Project-TARCH)

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DISCLAIMER

The information contained in this EOI document or information provided subsequently to bidder(s) whether verbally or in documentary form, by or on behalf of PFRDA/ Authority, is provided to the bidder(s)/ System Integrators on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an Agreement and is not an offer or invitation by the Authority to any parties other than the who are eligible to submit the bids i.e. System Integrator(S). The purpose of this EOI is to provide the System Integrator (SI) with information to assist the formulation of their proposals.

This EOI is issued for inviting responses from prospective bidders to express their interest in implementation of PFRDA Technological Architecture (TARCH) Project. These requirements are subject to addition/deletion/modification and the final specifications will only be prescribed in the Request for Proposal (RFP).

This EOI does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations, analysis and should check the accuracy, reliability and completeness of the information in this EOI and wherever necessary, obtain independent advice. The Authority makes no representation or warranty and shall incur no liability of any kind under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. The Authority may in its absolute discretion, but without being under any obligation to do so, shall update, amend or supplement the information in this EOI, if deemed necessary at the sole decision of the Authority.

Definitions:

- a. "Authority" means Pension Fund Regulatory and Development Authority (PFRDA)
- b. "EOI" means Expression of Interest
- c. "TARCH" means Technology Architecture Project

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List of Abbreviations	
AI/ML	Artificial Intelligence/Machine Language
AMC	Annual Maintenance Contract
API	Application Programming Interface
APY	Atal Pension Yojana
ASP	Annuity Service Provider
ASPs	Annuity Service Providers
BI	Business Intelligence
CERT-In	The Indian Computer Emergency Response Team
CIT	Component Integration Testing
CMMI	Capability Maturity Model Integration
CMS	Content Management System
CRAs	Central Record Keeping Agencies
DB	Database
DMS	Document Management System
DXP	Digital Experience Platform
EOI	Expression of Interest
EOI fee	Expression of Interest processing fee
ERP	Enterprise Resource Planning
FD	Fixed Deposit
FRS	Functional Requirements Specification
FY	Financial year
GIGW	Government of India Guidelines for Websites
HRMS	Human Resources Management System
ISO	International Organization for Standardization
IT	Information Technology
KYC	Know your Customer
Meity	Ministry of Electronics and Information Technology
MIS	Management Information System
NIC	National Informatics Centre
NPS	National Pension Scheme
NPST	National Pension System Trust
PF	Pension Funds
PFM	Pension Fund Manager
PFRDA	Pension Fund Regulatory and Development Authority
POPs	Point of Presence Service Providers
RAs	Non-Individual Retirement Advisers
RFP	Request for Proposal
RTI	Request for Information
SEO	Search Engine Optimization
SI	System Integrator
SIT	System Integration Testing
SLA	Service Level Agreement

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SOW	Scope of Work
SRS	System Requirements Specification
SSL	Secure Sockets Layer
STQC	Standardization Testing and Quality Certification (STQC)
TARCH	Technology Architecture
TB	Trustee Bank
TDS	Tax deducted at Source
TLS	Transport Layer Security
UAT	User Acceptance Testing
W3C	World Wide Web Consortium
WCAG	Web Content Accessibility Guidelines
XML	Extensible Markup Language

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SECTION I – IMPORTANT DATES AND TIMELINES

S.No	Description of Information / Requirement	Information / Requirement
1.	EOI Reference Number	PFRDA/2022-23/IT/02
2.	Project Name	Design, Development/Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project
3.	Date of Issue of EOI	27-06-2022
4.	Website to download EOI	www.pfrda.org.in https://eprocure.gov.in/epublish/app
5.	Last date for receipt of queries, if any	04-07-2022
6.	Publishing of response to pre-bid queries on the Website	12-07-2022
7.	EOI Fee (Non-Refundable)	Rs. 25,000/- (Twenty-five thousand only) in the form of Demand Draft or Banker's Cheque in favor of PFRDA, NEW DELHI.
8.	Last date (deadline) for receipt of EOI Fee (Demand Draft) and EOI response	19-07-2022 up to 15:00 hours
9.	Place, Time and Date of opening of the proposals received in response to the EOI notice	19-07-2022, 16:00 hours onwards Venue: Pension Fund Regulatory and Development Authority, B-14/A, Chatrapati Shivaji Bhawan, Qutab Institutional area, New Delhi-110016
10	Primary Contact person for EOI	Dr Shilpa Vijaivargia Email: it-projimgr@pfrda.org.in
11	Contact Person (Alternate) for EOI	Sh. Balaji B Email: balaji.b@pfrda.org.in Sh. Girraj Yadav Email: girraj.yadav@pfrda.org.in

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12	Contact details of Chief General Manager (Project-TARCH)	Shri K Mohan Gandhi k.mohangandhi@pfrda.org.in
13	Address for Communication / Submission of Bids	Chief General Manager (Project-TARCH) Pension Fund Regulatory and Development Authority, B-14/A, Chatrapati Shivaji Bhawan, Qutab Institutional area, New Delhi-110016 Ph: 011-26517501 /503

SECTION II – INTRODUCTION

2.1 About PFRDA

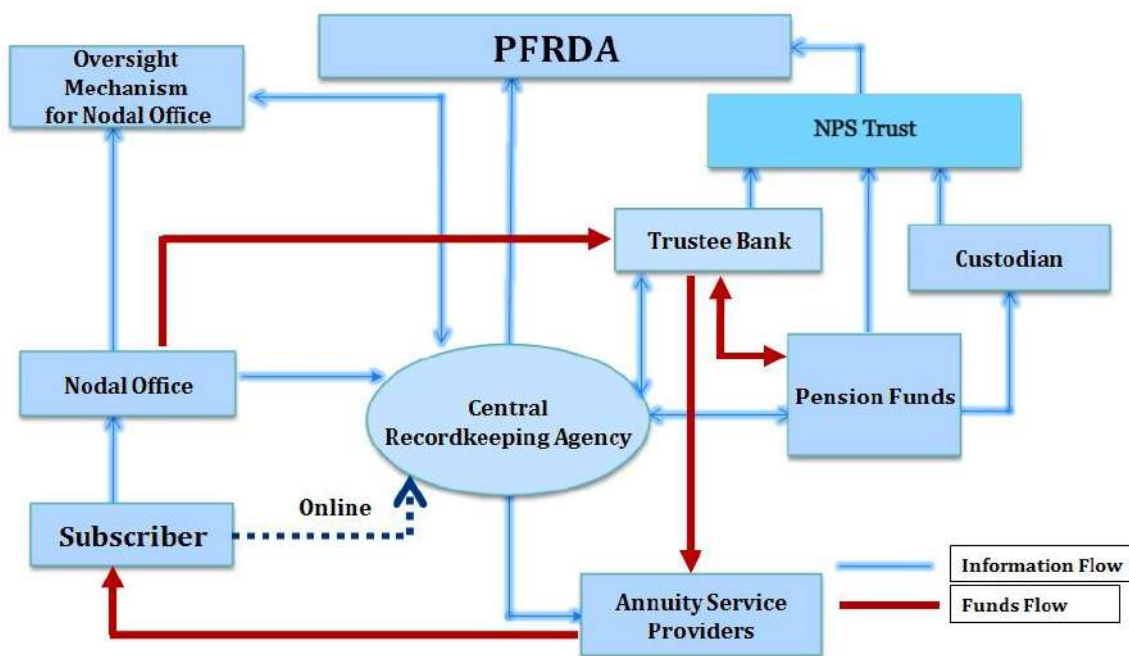
1. Pension Fund Regulatory and Development Authority is a statutory body, which operates within the legal framework of PFRDA Act, 2013, with an objective to promote old age income security by establishing, developing and regulating pension funds, to protect the interests of subscribers to schemes of pension funds and for matters connected therewith or incidental thereto.
2. The Pension Fund Regulatory and Development Authority Act (23 of 2013) (“the PFRDA Act/ the Act”) was passed on 19 September 2013 by the Parliament of India and the same was notified on 1 February 2014 in the Gazette of India. PFRDA is regulating the National Pension System (“NPS”), subscribed by the employees of Govt. of India, State Governments and by employees of private institutions/organizations & unorganized sectors. Later, in the year 2015, a government-backed minimum guarantee pension scheme named “Atal Pension Yojana” (“APY”), primarily targeted at the unorganized sector, was launched by the Government of India on 09 May 2015 and the administration of the scheme has been handed over to PFRDA.
3. In its consistent endeavor to uphold the mandate given by the Government of India, PFRDA, has evolved standards of transparency and accountability over the period of time. It follows a consultative approach while framing regulations with active participation from all the stakeholders, adopted from best practices followed in the global regulatory spectrum and adheres to the principles of natural justice in all its enforcement actions.
4. Among others, powers and functions of the PFRDA include:
 - a. regulating the NPS and the pension schemes to which this Act applies;
 - b. approving the schemes, the terms and conditions thereof and laying down norms for the management of the corpus of the pension funds, including investment guidelines under such schemes;
 - c. registering and regulating intermediaries;
 - d. issuing to an intermediary, on application, a certificate of registration and renewing, modifying, withdrawing, suspending or cancelling such registration;
 - e. protecting the interests of subscribers by—
 - i. ensuring safety of the contribution of subscribers to various schemes of

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- pension funds to which this Act applies;
- ii. ensuring that the intermediation and other operational costs under the National Pension System are economical and reasonable;
- f. establishing mechanism for redressal of grievances of subscribers to be determined by regulations;
- g. promoting professional organizations connected with the pension system;
- h. adjudication of disputes between intermediaries and between intermediaries and subscribers;
- i. collecting data and requiring the intermediaries to collect such data and undertaking and commissioning studies, research and projects;
- j. undertaking steps for educating subscribers and the general public on issues relating to pension, retirement savings and related issues and training of intermediaries;
- k. standardizing dissemination of information about performance of pension funds and performance benchmarks;
- l. regulating the regulated assets;
- m. levying fees or other charges for carrying out the purposes of this Act;
- n. specifying by regulations the form and manner in which books of account shall be maintained and statement of accounts shall be rendered by intermediaries;
- o. calling for information from, undertaking inspection of, conducting inquiries and investigations including audit of, intermediaries and other entities or organizations connected with pension funds;
- p. exercising such other powers and functions as may be prescribed.

5. PFRDA's Functional Setup

DIAGRAMMATIC REPRESENTATION OF PFRDA'S FUNCTIONAL SETUP



- **PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY (PFRDA)**

PFRDA is responsible for registration of various intermediaries in the system such as Central Record Keeping Agencies (CRAs), Pension Funds (PFs), Point of Presence (POPs), Custodian, Trustee Bank, etc. PFRDA has a significant role to play in safeguarding the interest of the subscribers. It regulates the manner in which each intermediary function under the NPS architecture so as to ensure fair play for subscribers. It also ensures that all stakeholders/ intermediaries comply with the PFRDA Act/ Guidelines/ Regulations/ Circulars issued by PFRDA from time to time.

- **NATIONAL PENSION SYSTEM TRUST**

National Pension System Trust (NPST) is established by PFRDA under the provisions of the Indian Trusts Act of 1882 for taking care of the assets and funds under the NPS in the best interest of the subscribers. The powers, functions and duties of NPS Trust are laid down under the PFRDA (National Pension System Trust) Regulations 2015, besides the provisions of the Trust deed dated 27 February 2008. NPS Trust is the registered owner of all assets under the NPS architecture which is held for the benefit of the subscribers of the NPS. The securities are purchased by Pension Funds on behalf of, and in the name of the NPS Trust, however individual NPS subscriber remains the beneficial owner of the

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securities, assets and funds. NPS Trust, under the NPS Trust Regulations, is responsible for monitoring the operational and functional activities of NPS intermediaries' viz. Custodian, Pension Funds (PFs), Trustee Bank, Central Recordkeeping Agency(CRA)-activities related to exit and withdrawal and that of IRDAI registered Annuity Service Providers (empaneled with PFRDA) and also for providing directions/advisories to PF(s) and other intermediaries for protecting the interest of subscribers, ensuring compliance through audit by Independent Auditors, performance review of Pension Funds etc.

- **CENTRAL RECORDKEEPING AGENCY (CRA)**

It is an agency appointed by PFRDA to perform the functions of recordkeeping, accounting and administration for subscribers. The recordkeeping, accounting and administration functions for all subscribers of the National Pension System are centralized and performed by the CRA. The CRA is responsible for receiving instructions from Nodal Offices/PoPs and subscribers etc. through CRA web system, transmitting such instructions to the appointed Trustee Bank and Pension Fund to act accordingly. The CRA monitors subscriber contributions and instructions and transmits information to the Trustee Bank and relevant Pension Fund on a regular basis. The CRA provides periodic, consolidated PRAN statements to each subscriber and has hosted the eNPS online platform on behalf of NPS Trust. There are three CRAs currently.

- **TRUSTEE BANK**

The Trustee Bank is appointed by PFRDA for providing banking services to the NPS architecture. The Trustee Bank receives funds from various nodal offices/PoPs, reconciles the funds received with the subscriber details provided by CRA, transfers funds to PFs and Annuity Service Providers (ASPs) based on instruction given by the CRA. Axis bank is the registered Trustee Bank currently.

- **PENSION FUNDS (PF)**

(a) Pension Funds (PFs) are appointed/registered by PFRDA to manage the pension contributions of all subscribers under NPS through various schemes mandated by PFRDA. Subscribers have the option to select the PFs and allocate their contributions in one or more schemes of the PFs. The PFs are responsible for investment of NPS contributions in different asset classes. The terms and conditions of registration for PFs and their duties and functions are contained under Regulation 12 and 22 respectively of the PFRDA (Pension Fund) Regulations, 2015.

(b) On a broader perspective, PFs are required to undertake the investment management of the schemes and make investment management decisions within the scheme objectives as per the investment guidelines and instructions specified by PFRDA. PFs are

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required to optimize the return on the investments of the funds of the subscribers deployed by it and exercise all due diligence in carrying out its duties and in protecting the rights and interests of the subscribers.

- **CUSTODIAN**

Custodian of Securities means an entity which has been granted a certificate of registration under sub-section (3) of section 27 of the Act by the Authority as a Custodian of securities for the purpose of providing custodial and depository participant services for the pension schemes regulated by the Authority.

Pension Fund Regulatory and Development Authority (Custodian of Securities) Regulations, 2015 were notified on 14th May, 2015 and the Custodian of Securities has to abide by these regulations including any amendments thereunder.

Custodian undertakes activities as a Domestic Depository in terms of the Depositories Act, 1996 (22 of 1996) or as permitted by the Securities and Exchange Board of India;

- **POINT OF PRESENCE (POP)**

POP is the first point of interaction between the subscriber and the NPS architecture. Point of Presence (POP) performs the functions relating to registration of subscribers, undertaking Know Your Customer (KYC) verification, receiving contributions and instructions from subscribers and transmission of the same in the NPS architecture. PoP(s) and their authorized branches (PoP-SPs) are also required to comply with the provisions of the Prevention of Money Laundering (PML) Act, 2002 and the rules framed thereunder, as may be applicable from time to time.

Points of Presence have been appointed under PFRDA (Point of Presence) Regulations, 2018 or PFRDA (Point of Presence) Regulations, 2015 or PFRDA (Aggregator) Regulations, 2015 for performing any one or more of the following activities:

- i. National Pension System (NPS) – Distribution and servicing for public at large through physical as well as online platforms;
- ii. National Pension System (NPS) – Distribution and servicing for citizens at large through online platforms only;
- iii. National Pension System (NPS) – Distribution and servicing only for own employees and other personnel either through physical or online platforms;
- iv. NPS- Lite - Swavalamban scheme;
- v. Atal Pension Yojana;
- vi. Any other scheme regulated or administered by Authority.

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2.2 STAKEHOLDERS OF NPS

National Pension System has a variety of stakeholders such as NPS Trust, Pension funds, Central Recordkeeping Agencies, Custodian, Trustee Bank, Points of presence, Annuity Service, Retirement Advisors performing a definite role for the benefit of subscribers.

2.3 ABOUT PFRDA CURRENT IT STATE

PFRDA's own assessment of current technology landscape is that most operations currently are manual in nature, and digitization is partial. In this regard PFRDA has decided to digitize and automate its current operations through Technology Architecture (TARCH) Project. which is envisioned to be a modular and API based platform.

2.4 CURRENT ARCHITECTURE, APPLICATIONS, PROCESSES AND CHALLENGES IN THE CURRENT SYSTEM

1. Channel Solutions:

- Currently, engagements with subscribers take place across three platforms, namely, websites or portals, social media channels, and call centers. There are multiple external parties and subscriber-facing websites that are built on different platforms.
- 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 java script and hosted on NICSI Cloud.

2. Digital Enablement:

- 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.

3. Core Functions:

- The core functions of PFRDA include regulation, supervision, promotion, and development.
- Any Intermediary desirous to register with PFRDA in NPS Architecture shall do so by submission of required documents as required by PFRDA in order to satisfy the eligibility criteria to get registered as in Intermediary and post evaluation of these documents, PFRDA issues registration certificate to these entities.
- PFRDA supervises the registered entities by periodical reporting through standard reports/ prescribed regulatory reports.

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- PFRDA also promotes the NPS and APY Schemes by engaging with various POP-SPs/APY-SPs.
- Currently, all core functions and activities are being done manually and are based mainly on spreadsheets and email. There is very limited use of technology solutions and applications in the functioning of core activities.

4. Support Functions:

- The support functions of PFRDA include HR, Administration, Payroll, finance, IT, legal, RTI, Parliamentary Questions Research and statistics and Internal Audit
- Currently, Tally is used by the finance department to maintain various accounts, and a majority of the activities being performed by the finance team are manual using excel spreadsheets and email.
- ERP solutions are currently not being used for support functions.
- All support functions and activities except for some part of Finance & Accounts, are being done manually and are based mainly on spreadsheets, physical forms and email.

5. IT Infrastructure:

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.

6. Data and Analytics

- PFRDA receives the periodic reports and adhoc reports from different registered intermediaries in the NPS as well as from External Entities. These reports are being submitted in structured/semi-structured/un-structured formats through email/physical mode and are checked for its accuracy, compliance and validation. Some of the reports are being downloaded from CRA dashboard.
- Supervision departments of Intermediaries at PFRDA validate the submitted data, check for compliance & analyze these reports, note exceptions, seek explanations with the intermediaries and thus ensuring compliance through regular follow-up.
- Exceptions, if any are generated and submitted to the Senior Management for their direction and advice.
- This data is also being consolidated manually for MIS reporting to the Senior Management which requires substantial effort. Further 'Trackers' are being prepared for continuous follow up with intermediaries. These trackers become huge dependencies for users and at times multiple versions of trackers get accumulated leading to more time and effort.

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- Currently, PFRDA receives this data from various intermediaries/external entities using emails or physical files and a variety of different formats at different times. Some of the data are downloaded from dashboard of CRAs.
- PFRDA at present doesn't store or have any digital access to the data of intermediaries.

Data primarily includes subscriber level data in possession of Central Record Keeping Agencies (CRAs) and Investment data with Pension Fund Managers.

SECTION III- BROAD SCOPE OF WORK

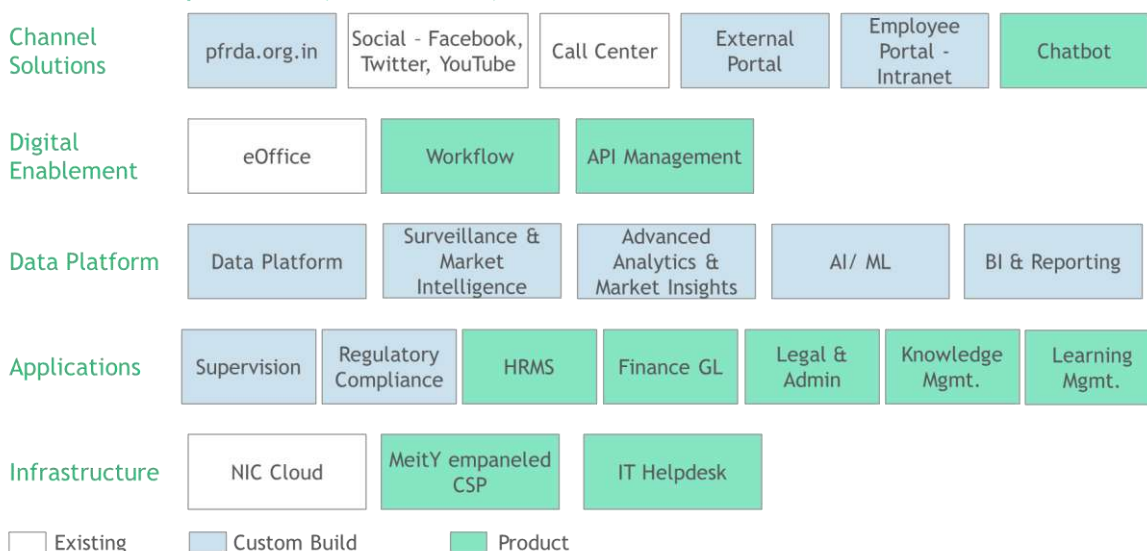
Technology is acting as a catalyst for change across multiple industries and enabling institutions and companies to better engage with their stakeholders and deliver a seamless and convenient service experience. It is also enabling innovation that is resulting in the creation of customized and nuanced products and offerings. The right technology infrastructure and solutions can act as catalysts for the pension ecosystem in India and make it more robust and pervasive.

3.1 ENVISIONED FUTURE STATE

To implement the above imperatives and holistically transform the technology landscape at PFRDA, the following target state architecture is envisioned.

Exhibit 1: Target state architecture for PFRDA

Architecture to be implemented using mix of custom developed solutions and commercial products (customized)



Note: Above Architecture is only for the purpose of reference, the bidders may propose their solutions for custom build and commercial products available with them.

The Target Technology Architecture as envisioned in Exhibit 1 proposed to be carried out with 4 modules comprising of:

- A. SOW -1: Website Revamp and Chatbot**
- B. SOW -2: PFRDA Online Intermediary Supervision Engine (POISE)**

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C. SOW -3: PFRDA Repository & Information Systems Management: Data and Analytics Platform (PRISM)

D. SOW -4: PFRDA INTRANET - Internal Digitalization (PINTRA)

3.2 SCOPE OF WORK

1. The successful SI is to study As-Is processes and propose To-Be processes for project TARCH, if required and provide Design, Development/Customization, Implementation, and Maintenance services for the outlined SOWs. The TARCH project will be an integrated framework in which linking is required between all SOWs. Selected SI to take acceptance of PFRDA on reengineered Business processes for digital transformation as proposed by the SI.
2. The solution with data light, serverless architecture using flat file structures can also be considered depending on the options available for an optimized solution in terms of efficiency and life cycle costs associated with it.
3. Business analyst team of the selected SI to be located at client's site i.e. PFRDA office premises for understanding business processes followed by PFRDA in manual form and suggest digital transformation of the same till development of the respective module covered under SOWs as defined till go live of the respective module. Suggested workflows to be submitted in the form of Functional Requirement Specifications (FRS).
4. The solution shall support auto alerts and reminders, integration of digital signature/e-sign, SMS gateway, payment gateway, multilevel authentication as per the design requirements of the modules as part of project TARCH.
5. SI shall disclose the origin of all software components used in the solution including any open source or 3rd party licensed components.
6. The solution to be developed with Agile methodology and should have zero dependency on system settings like pop up settings, plugins, add-ons installations etc. and even if there are some dependencies, SI shall be responsible for installing those dependencies, in all the required systems and provide support for the same during the contract period.
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.
8. Selected SI shall be solely responsible for the procurement and installation of all the required suitable solutions including software licenses and sourcing of cloud services including sizing from CSPs in the name of PFRDA. All security requirements such as 3rd

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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.

9. The complete solution has to be secured by design, end to end encryption as per the latest standards, masking of data fields, complied with all security measures that means all security provisions to be taken care of while designing application, product, database or integrated framework.

SOW-1: WEBSITE REVAMP AND CHATBOT

This category includes the implementation of a revamped PFRDA website along with a chatbot.

- a. The main website, i.e. *pfrda.org.in*, will need to be redesigned and have user friendly accessibility with interactive Graphical User Interface (GUI).
- b. The *pensionsanchay.org.in* need to be redesigned and will be available as link from PFRDA website.
- c. **Launching various surveys:** The system should be capable of being accessed using internet-based portal for facilitating surveys proposed to be conducted by the Authority. The system should have user-friendly navigation. The solution provider is required design in such a manner that any surveys or data collection forms can be launched with minimal efforts. These will be validations attached to elementary data and cross validations across fields as configured.
- d. 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.
- e. The website should be responsive, browser agnostic and bilingual, supporting both Hindi and English languages. Support of other Indian Languages is desirable. The website should be responsive and compatible with all kind of browsers and devices such as mobile, tablets etc.
- f. It needs to be redeveloped using latest technologies and build solutions to capture usage Analytics.
- g. Compliant to World Wide Web Consortium (W3C) and Web Content Accessibility Guidelines (WCAG).
- h. Compliant to Government of India Guidelines (GIGW) for website.
- i. **Load fast** – loading time through internet should be fast.

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- j. Website solution shall be designed to get Website Quality Certification issued by STQC Website Quality Certification Services.
- k. **SEO (Search engine optimization):** The site should be configured to support SEO best practices and should include the required metadata, output standards-compliant content, and automatically generate an XML site map.
- l. Website solution should take into consideration W3C Guidelines on Internationalization. The Website content and its design should be W3C XHTML and CSS compliant.
- m. There should be user-feedback mechanism with reporting and analytics to see web site statistics, average time spent, most accessed pages, etc.
- n. Website should be compliant to Nielsen and Molich's 10 User Interface Design Guidelines.
- o. **Chatbot:** The PFRDA website should also contain a chatbot to address frequently asked questions by visitors. It will need to be developed using suitable conversational analytics-related frameworks that can be embedded on the website.
 - I. The Chatbot should have the ability to interact with other systems in PFRDA ecosystem to retrieve information in consultation with various departments of PFRDA (such as NPS related queries to be replied from NPS promotion and Development department) and provide it to the subscriber
 - II. The chatbot should have the ability to administer surveys based on conversational flows to understand the subscribers needs better.
 - III. The chatbot should be able to handle any subscriber related workflow, such as submission of complaints (or) any other online workflows enabled by PFRDA (e.g. may be online subscriber registration / updating any data or any such activity if it is part of the scope)
- p. The website should be scalable, interoperable, flexible to support and modular in nature, to 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.
- q. CMS of the solutions shall be headless in nature. Micro service architecture to be used to deliver the same content across all channels.
- r. The Website shall be open for integration through APIs or other mechanisms as per the requirement.
- s. Other channels like social media channels and call center should continue in the target state as well.

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- t. The website hosting, security audit, SSL certificate and maintenance services to be provided by bidder.

SOW-2: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE (POISE)

PFRDA requires a solution for digitizing supervisory and regulatory compliance-related activities for intermediaries and non-intermediaries as well, through the intermediary portal in the frontend and supervisory and regulatory compliance-related applications in the backend.

Supervision: It is imperative to create an application for performing compliance related data validations and checks related to the supervision of various intermediaries.

This will check for conformance with the relevant regulatory guidelines and also provide alerts and early warnings related to imminent deadlines and any delays in the submission of data required for supervision. 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.

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.

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.

The module is to include the following:

- I. External portal with the ability for the intermediaries & selected other entities to self-register and/ or onboard themselves.
- II. The portal should be integrated with Payment gateway, SMS gateway and email gateway.
- III. Basic functionality for upload of monthly, quarterly, half-yearly, and annual supervision and regulation related reports by intermediaries
- IV. The ability for PFRDA teams to approve/reject/raise deviations on various submissions made by intermediaries.
- V. Dashboards to check on adherence
- VI. Generation of notifications and alerts.
- VII. The portal to be integrated with other SOWs.

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The Solution should address the following:

- a. PFRDA regulated entities include NPS Trust, CRAs, PoPs, PFs, TB, Custodians, RAs, ASPs, and others.
- b. In order to enable seamless interactions with the intermediaries, the external-facing portal is to have a common interface for all intermediaries to submit compliance and regulation-related reports and information to PFRDA for offsite monitoring, surveillance, and compliance-related activities.
- c. The application shall enable submission of reports by the intermediaries on periodic basis which may be daily/monthly/quarterly/half yearly/ annual/adhoc.
- d. The interface should provide a compliance dashboard for intermediaries and enable PFRDA to publish all communications to intermediaries.
- e. System driven data validation and data review;
- f. The same portal should also be extended to any non-intermediaries who are also required to submit information to PFRDA on a regular basis.
- g. Portal will provide an interface for PFRDA officers to approve, reject or raise deviations on the submissions made by the various stakeholders. This interface and functionality are to be integrated with PINTRA.
- h. The portal should have UI based capability to design new form and configurable workflows.
- i. The portal should be scalable, interoperable and flexible.
- j. The portal shall be open for integration through APIs or other mechanisms as and when the requirement arises.
- k. The monitoring system should have seamless integration with data and analytics platform(PRISM).
- l. The portal has to be used to conduct onsite inspections where officers can identify and list all observations related to potential non-compliance and assign them to intermediaries to provide clarifications. This portal will need to be custom developed for PFRDA.
- m. The portal should ensure seamless flow of data from report submission to the proposed Digital Compliance Monitoring System and generate alerts/reports/analytics reports in the format as required by the PFRDA. The reports must be generated automatically without manual interventions and manually after customization as per the requirement of the functional users of the PFRDA.
- n. The portal should be able to combine a 'rules-based' approach – compliance where quantitative and qualitative restrictions are checked and reports are generated.

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- 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.
- p. The portal should link seamlessly with data quality rules and masters for quality checks at the time of submission of data.
- q. 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.
- r. 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.

The sample workflow of one of the intermediaries (Trustee bank) illustrated below for ease of understanding.

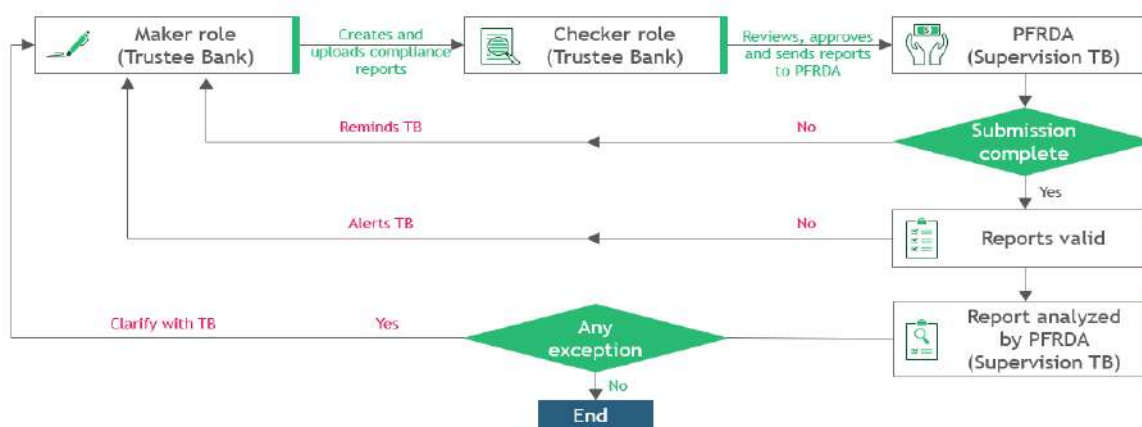


Exhibit: Sample workflow for compliance report submission by Trustee Bank to PFRDA

SOW-3: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM(PRISM)

Data Platform: PFRDA requires a comprehensive data platform to be built to store, data from CRA, other intermediaries and other internal applications of PFRDA based on well-established or standard protocols. It should provide tools for running analytics and MIS reports for supervision, regulatory policy formation, research, promotion and development-related activities and other activities to meet the objectives of PFRDA. The data will contain large amount structured (PRAN, pension account maintenance data, master data, etc.), semi-structured (XML etc.) and

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unstructured data (annual reports, PFRDA orders, etc.). The necessary tools or processes for ensuring data quality and integrity should be built in to the data platform.

The Data & Analytics module is to include the following:

- i. One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.
- ii. Daily incremental batch data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.
- iii. Datawarehouse design and build for aggregating data of CRAs, PFs, NPST, TB, Custodian, POPs and enabling ad-hoc queries and reports.
- iv. Ingestion of external data as per the requirement
- v. Automation of standard-reports/exceptions for Surveillance and Market Insights
- vi. Automation of standard reports required for regulatory policy formulation and promotion and development related activities
- vii. Time series analysis capabilities and Data visualization
- viii. Customised reports for various departments using dashboarding tools

Tentative sizing requirements are as follows –

- 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%.
- ii. No of users accessing the data platform is expected to be 150 approximately with a concurrency of 20%.

The Data Strategy for PFRDA should address the following:

1. Data Ingestion:

- a. Raw data to be collected from intermediaries such as CRA, PFs, NPST & other intermediaries, stake holders. Initially using bulk load to capture historic data and subsequently in an incremental batch mode or through data feed organized at regular intervals of time
- b. Data from external sources required for promotion and development related analytics will also be sourced into the data platform.
- c. Data extracts as per PFRDA specified formats can also be generated by intermediaries and transferred to PFRDA.
- d. The raw data will be sourced from various intermediaries in a phased manner and stored in multiple zones in a data platform post-cleansing, consolidation from multiple sources, transformation and aggregation as needed.

2. **Data Analytics:** Data platform will provide the opportunity to PFRDA departments to perform various analytics related to adherence to regulatory and compliance-related guidelines across intermediaries and also derive insights on the performance of various pension products and schemes across multiple parameters. Departments will be able to

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pull out periodic and ad-hoc reports on various regulatory submissions and typical exceptions they monitor on it.

Apart from the above, the system should be able to generate “Red Flags” basing on the rules specified for identified rules like time taken for upload of contributions by the POP, Generation of PRAN by the CRAs etc where there are specific timelines for execution of each of the activity.

3. **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.
4. **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.
5. The data platform may be developed to support structured/semi-structured/un-structured data.
6. **Dashboards** - Dashboard tools should provide various visualization capabilities with slicing and dicing of data for various standard and customized reporting requirements. The same may be on the lines of a facility of query builder by the users for obtaining the desired output in the form of a report.
7. **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.
8. The portal should be scalable, interoperable and flexible.
9. The portal shall be open for integration through APIs or other data transfer mechanisms as and when the requirement arises.
10. **Data Governance** – 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. Data security will also be maintained by ensuring role-based access to business teams on both raw/ curated data and reports. Data quality tools will provide cleansed and

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standardized data for consumption in various layers. Also, there shall be provision for maintaining the version control and change management.

Proposed PRISM framework:

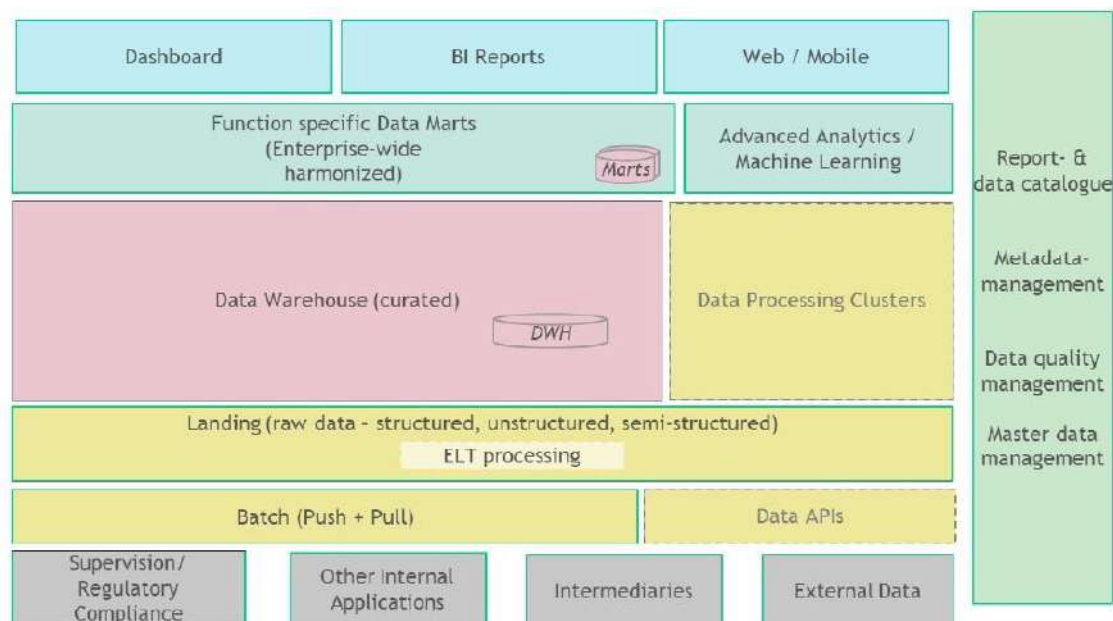


Exhibit: Reference Data Architecture for PFRDA

Note: Above Architecture is only for the purpose of reference, the bidders may propose their solution for PRISM.

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. PINTRA should provide role-based access to modules related to HR, Finance, Admin, IT and others as specified below:

1. HRMS - Human Resource Management System:

The HRM system should cover the following functionalities.

1. General features

- Requirements like Support for Bilingual (English and Hindi)
- Ease of Access using a Single Sign-on
- Provide support for Public Key Infrastructure

2. Human Resource Inventory Related

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3. Employee Access to System (Self Service)
4. Manpower Planning
5. Recruitment - SC / ST Cell and other categories
6. Competency Mapping
7. Training Administration
8. Appraisal and Performance Management - Increments
9. Promotions - Career Planning
10. Placement & Succession Planning - Resources and Project Management
11. Seniority Lists
12. Management of Transfer and Postings
13. Deputations and Secondments
14. Discipline and Vigilance Matters - Property Declaration
15. Industrial Relations & Compensation Policy
16. Part-Time Employees
17. Pension Matters - Work flow of the Pension Cell
18. Organization Management - Personnel Cost Planning
19. Reports
20. Time Management
21. Others
 - Medical Aid
 - Issue of No Objection Certificates (NOC)
 - Insurance Schemes
 - Issue of Identity Cards
 - Complaints
 - Details of Sports persons
 - Power of Attorney and Resolution Power (PA/RP) Management
 - Change of name, surname
22. Executive Information system and tools for planning and decision making

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23. MIS Requirements
24. Report Distribution Capabilities
25. Audit Trails
26. Specific Reports for Promotion, Transfer, Performance Appraisal, etc.
27. WEB enabling of the application
28. Integration capabilities
29. Document Management Aspects
30. Inventory Related Aspects

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
2. **Training:** preparation of comprehensive Training Plan as per training needs, Feedback collection, MIS reports-Employee wise, Training conducted period wise etc.
3. **Performance Management of the staff-** Workflow automation of Annual Performance Appraisal process, Promotion process, MIS report and Dashboard etc;
4. **Recruitment:** Automation of work flow of recruitment process for officers on direct recruitment/deputation/contract basis-from release of Advertisement to result generation, Design and Development of portal for this purpose, MIS reports etc;
5. **Joining and Relieving:** Automation of Workflow of Joining and relieving process of employee/staff, Workflow related to Inter-departmental/ inter-office transfers, Resignation, MIS reports etc.;
6. **Attendance & Leave Management:** Integration of Biometric Attendance data with HRMS module for Attendance and Salary computations, Workflow Automation of Leave processing, Leave encashments, MIS Reports etc.
7. **LTC availing and claim:** Workflow automation of LTC process and processing of LTC claims and MIS reports etc.
8. **Loans and Advances, Medical/Accident Claims:** Workflow automation for evaluation of loan/claims eligibility against different employee grades and processing of loans/claims applications, Maintenance of Personal and Medclaim Insurance Data and MIS reports etc;
9. **Promotion, Increments and Pay Fixation:** Work flow automation of the promotion process as per the policy, Auto generation of list of employees due for promotion, increment MIS reports etc.;

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10. **Tour Management:** Work flow automation of Official Tour Management process and MIS reports etc.;
11. **Separation Management of employees:** Either on retirement, resignation or upon death of the employee.
12. Maintain and Update database of all office orders /guidelines issued by the Authority.

2. 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 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.

3. Finance and Accounts – ERP system of Automation Finance Operations

The broad functional scope of this module includes the following:

1. **Salary Computation/Payroll and generation of MIS Reports**
2. **Reimbursement of perquisites/claims** on declaration/bill basis on monthly/quarterly/annually frequency, Calculator for reimbursement of differential amount of interest under housing loan as per scheme
3. **Record-keeping:** Recording of receipts and payments as a separate register for different accounts such as APY, SEPF, Swavalamban Kosh etc. and Preparation of monthly reconciliation statements for each account, Recording of all payments under head wise expenditures, Generation of reports such as Cheque Book Register, TDS Challans, Bank and FD Balance certificate as. on ending of FY, Migration of legacy financial data etc.;
4. **Fixed Assets Register:** Maintenance of Fixed Assets Register and calculation of depreciation on fixed asset as per Income Tax Act, Generation of accounting reports;
5. **Petty Cash:** Maintenance of cash book balances periodic basis;
6. **Budget:** Database of department wise information on budget estimates and revised estimates budget on yearly basis, reports on past trends of income & expenditure, Fund position, income & expenditure reports as on date;
7. **Investment of funds:** Maintenance of Funds and surplus fund information and generation of MIS reports as per requirement;

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- 8. TDS related:** Automation of various process related to TDS and generation of reports;
- 9. TDS under GST:** Automation of various process related to TDS under GST and generation of reports;
- 10. Payment Processing:** Automation payment related process and generation of reports;

4. Legal module:

The broad functional scope of this module includes the following:

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.

5. 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

6. Internal Audit Dept:

The broad functional scope of this module includes the following:

Automation of Audit/Inspection process, including Calendar for Audit/Inspection Schedule and allocation of resources for audit/inspection, reporting of results of audit/inspection and follow up of open points, Generation of MIS reports as per requirement.

- 7. RTI and Parliamentary questions:** Work flow automation of RTI and Parliamentary Questions process in PFRDA and generation of MIS reports.

8. DMS for Knowledge Management:

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

- 9. PFRDA has Retirement Planner Management System which is required to be integrated with the solution. The selected SI will be responsible for revamp of the below module, if required:**

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- Retirement Planner Management System - Integration of this portal with the solution, revamp of the module if required.

3.3 INFRASTRUCTURE:

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.
2. The selected SI to provide Cloud platform for hosting of the TARCH project with complete backup, security and disaster management system.

3.4 OPERATION AND MAINTENANCE

1. PFRDA envisages 05-year contract with the selected SI. The Service Provider is responsible for operations and maintenance services of Project TARCH.
2. The system will go live after satisfactory completion of User Acceptance Testing.
3. Go live will be counted upon successful hosting on MeitY empanelled cloud service provider with complete backup and Disaster Recovery with necessary security clearance and measures.
4. Warranty for 01(One) year will start from the date of PFRDA acceptance of Go-live of the project.
5. The maintenance period for each SOW will begin after Go-Live and warranty period. The maintenance period will be counted from the date of expiry of warranty.
6. Development and Implementation – Time to be proposed by service provider as part of project plan
7. The selected SI shall be responsible for operation and maintenance activities including Training and documentation support, Application Support, Service Monitoring, Incident Management Support, Backup/Restore Management Support, Configuration Management Support, Service Testing, Capacity Management, Availability Management, Storage Management etc.

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SECTION-IV-INSTRUCTIONS TO BIDDERS

PFRDA invites Expression of Interest (EOI) from established, reputed and reliable Solution Providers for “Design, Development/Customization, Implementation and Maintenance services for PFRDA **Technology Architecture Project (TARCH)** “and having necessary capability, suitable capacity, state-of-the-art infrastructure and relevant experience to provide these services, as mentioned hereinabove. The proposals shall be submitted by the Bidders strictly in accordance with conditions and manner prescribed in this Expression of Interest (EOI) document.

4.1 AVAILING BID DOCUMENTS

Eoi document can be downloaded from the web site <https://pfrda.org.in> or <https://www.eprocure.gov.in/epublish/app> up to the date and time mentioned in the Eoi Notice

4.2 COMPLETENESS OF THE EOI RESPONSE

Bidders are advised to study all instructions, forms, terms, requirements and other information in the EOI documents carefully. Submission of EOI response shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications and results. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI document or submission of a proposal not substantially responsive to the EOI documents in every respect whatsoever, shall be at the bidder's risk and may result in rejection of their proposal, at the sole discretion of the Authority, without providing an opportunity to represent.

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 New Delhi and drawn in favor of PFRDA, NEW DELHI along with the proposal.**

4.4 EOI VALIDITY PERIOD

The EOI validity period shall be 120 days from the date of opening of the EOI. In exceptional circumstances, the PFRDA may solicit the Bidder's consent for an extension of the period of EOI validity. Any such request by the PFRDA and the response thereto shall be made in writing and such extension of Bid validity period by the Bidder should be unconditional. A Bidder may refuse PFRDA's request for such extension. A Bidder accepting the request of PFRDA shall not be permitted to modify its Bid after its acceptance by PFRDA.

4.5 EOI PREPARATION COST

The Bidder shall be responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in

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providing any additional information required by PFRDA to facilitate the evaluation process. PFRDA shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the Bidder shall become the exclusive property of the PFRDA for all times but may be returned to the Bidder at sole discretion of PFRDA.

4.6 SUBMISSION OF EOI QUERIES

A prospective Bidder requiring any clarification on the EOI Document may submit his queries, via email, to the following e-mail id on or before 04-07-2022. Email Id for submission of queries: Balaji.b@pfrda.org.in with copy to k.mohangandhi@pfrda.org.in, it-projmgr@pfrda.org.in and girraj.yadav@pfrda.org.in.

The queries must be submitted latest by 04-07-2022 by 17:00 hrs. in the prescribed format as per **Annexure-7**.

4.7 AMENDMENT OF EOI DOCUMENT

At any time before the deadline for submission of proposal, the PFRDA, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI Document by an amendment, which shall form an integral part of this document and shall override any contradicting effects in this document. In order to afford prospective bidders reasonable time to take the amendment into account in preparing their proposals, PFRDA may, at its discretion, extend the last date for the receipt of proposals. The bidders are advised to visit the website (<https://pfrda.org.in> or <https://www.eprocure.gov.in/epublish/app>) on regular basis for checking necessary updates on the EOI document. PFRDA also reserves the rights to amend the dates mentioned in this EOI for bid process.

4.8 PFRDA'S RIGHT TO TERMINATE THE PROCESS

PFRDA may terminate the EOI process at any time and without assigning any reason and without incurring any liability, in whole or in part, towards the affected Bidder(s). PFRDA makes no commitments, express or implied, that this process shall result in a business transaction with anyone. This EOI does not constitute an offer or invitation to offer by PFRDA in whole or in part.

4.9 RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

PFRDA reserves the absolute right to accept or reject any EOI offer/bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for PFRDA's action.

4.10 SEALING, MARKING AND SUBMISSION OF EOI

1. The EOI shall be put in a large envelope having two separate envelopes containing

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- **Envelope-1:** EOI documents, Addenda & Corrigendum if any, duly filled EOI along with all necessary supporting documents and super scribed as “EOI Documents”
- **Envelope-2:** EOI Fee shall be super scribed as “EOI Fee” The large envelope / outer envelope containing above envelopes must be sealed and super scribed and shall be sent as under:

Details to be mentioned exactly on sealed envelop	
Eoi Details	To,
Eoi for Design, Development/Customization, Implementation and Maintenance services of PFRDA Technology Architecture Project (TARCH)	Chief General Manager - Project-TARCH, PFRDA, B-14/A, Chhatrapati Shivaji Bhavan, Qutab Institutional Area, New Delhi- 110016
Last date of Submission: On or before 19-07-2022 by 15:00 hrs	

2. PFRDA shall not be responsible for postal delays in any event whatsoever.
3. PFRDA shall not accept submission of a proposal in any manner other than that has been specified in the EOI document. Proposals submitted in any other manner shall be treated as defective, invalid and outrightly rejected.
4. If the envelopes are not sealed and marked as instructed above, PFRDA assumes no responsibility for the misplacement or premature opening of the contents of the application and consequent losses, if any suffered by the Bidder.
5. Each Bidder shall submit only one EOI proposal. Bidder who submits more than one EOI under this contract will be disqualified.
6. Willful misrepresentation of any fact in the EOI will lead to the disqualification of the Bidder without prejudice to other actions that PFRDA may take. The EOI and the accompanying documents will become property of PFRDA. The bidders shall be deemed to license and grant all rights to PFRDA to reproduce the whole or any portion of their product/solution for the purpose of evaluation. Also, to disclose the contents of submission to other bidders and to disclose and/or use the contents of submission as deemed fit.
7. The Bidder shall prepare original set of the Application (together with originals /copies of documents required to be submitted along therewith pursuant to this EOI document) and Bidder shall also provide a soft copy on a Pen Drive / USB stick. In the event of any discrepancy between the original and Pen Drive/USB stick, the original shall prevail.

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8. Each page of the proposal should be numbered and bear the initials of the authorized person from the Bidder along with the seal of the Bidder in token of confirmation of having understood the contents.
9. The proposal should be submitted along with a certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder organization to the terms and conditions detailed in this proposal.
10. Proposals must be direct, concise, and complete. PFRDA will evaluate bidder's proposal based on its clarity and completeness of its response to the requirements of the project as outlined in this EOI.
11. The detail scope of work will be included in the Request for Proposal (RFP) document. 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.
12. PFRDA reserves the right to accept or reject any or all the proposals without assigning any reason.
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.
15. The application development/customization work carried by the Bidder will be subject to unit testing, system integration testing & user acceptance testing and security audit as applicable. However, no additional fees/charges would be payable by PFRDA for the rectification of errors detected during the testing/audit process.
16. EOI as per formats prescribed should be submitted along with necessary documents. Further, Bidders are required to provide a budget estimate (not commercial quotes) for the project based on the scope of work mentioned above.
17. PFRDA may re-visit any of the conditions of this EOI before deadline for submission of EOI.

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4.11 LATE PROPOSAL FOR EOI

EOI not reaching on or before the specified time limit shall not be accepted, in any event whatsoever.

4.12 LANGUAGE OF BIDS

The responses prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and PFRDA, shall be written in English language. Any printed literature furnished by the Bidder in another language shall be accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern. If any supporting documents submitted are in any language other than English, translation of the same in English language shall be duly attested by the Bidder.

4.13 EOI SUBMISSION FORMAT

The entire proposal shall be strictly as per the format specified in this EOI. Proposal with deviation from this format shall be liable for rejection.

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.

4.15 MINIMUM ELIGIBILITY CRITERIA:

The eligibility criteria have to be duly satisfied as on the date of submission of bid and not later.

S.NO	ELIGIBILITY CONDITIONS	DOCUMENTS TO BE SUBMITTED
1	<p>a. Should be a company registered under the provisions of the Indian Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008.</p> <p>b. Registered with the GST authorities.</p> <p>c. Should have been in existence for the last Five years.</p>	<p>i. For a & c. - Certificate of incorporation / Partnership deed / LLP Registration</p> <p>ii. For b - GST registration certificate</p> <p>Note: In case of consortium, all the members should satisfy the above criteria and shall submit the above requisite documents.</p>
2	<p>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</p>	<p>Copy of the audited financial statements for FYs 2019-20, 2020-21, 2021-22 indicating annual turnover.</p>

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	<p>annual Turnover of minimum ₹ 700 crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies),</p> <p>Note: In case, the company/firm operates on calendar year, the audited statements will be required for calendar years 2019, 2020 and 2021</p>	<p>Note:</p> <p>1. A Certificate to this effect from a Chartered Accountant, in original may be submitted in case of the financial statement for FY 2021-22 is yet to be audited.</p> <p>2. In case of consortium, Prime/ Lead bidder should satisfy these criteria and submit the above requisite documents.</p>
3	<p>The bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process as prime/lead bidder</p>	<p>Letter of confirmation from the bidder on company letter head.</p> <p>Note: In case of consortium, the Prime/ Lead bidder should submit the above requisite documents.</p>
4	<p>The bidder should be certified</p> <p>CMMI Level 5 valid on due date of submission of proposal against EOI</p> <p>AND</p> <p>Preferably certified</p> <ul style="list-style-type: none"> • ISO 9001 • ISO 27001 • ISO/IEC 20000 	<p>Copy of valid CMMI Level 5 certificate and ISO Certificate (If applicable).</p> <p>Note:</p> <p>1. In case of bidders where the CMMI certification is under renewal, the bidders shall provide the details of the previous CMMI certification and the current assessment details for consideration in the EOI process.</p> <p>2. In case of consortium, the Prime/ Lead bidder should satisfy the criteria and submit the above requisite documents.</p>
5	<p>The bidder shall have the experience of successfully executed or completed or under maintenance at least one (01) project of</p>	<p>The list of each work under various SoWs are to be provided as per Annexure 6.</p>

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<p>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 RBI/IRDAI/SEBI/PFRDA as per terms below:</p> <p>a. <u>SOW 1:</u></p> <p>The project should cover the following aspects:</p> <ol style="list-style-type: none"> 1. Development of a Corporate Website <p>b. <u>SOW 2:</u></p> <p>The project should 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>AND</p> <p>(Completion certificates from the client;</p> <p>OR</p> <p>Work order + Self certificate of completion / Phase Completion Certificate (signed by Statutory Auditor – Company Secretary/ Chartered Accountant)</p> <p>OR</p> <p>Work Order + Phase Completion Certificate from the client</p> <p>Note A:</p> <ol style="list-style-type: none"> 1. If a project contains more than one SOW, the project experience may be considered against respective SOW Criteria subject to satisfying the necessary eligibility conditions. 2. In case of consortium, all the members should satisfy the criteria as per the applicable SOWs and submit the above requisite documents.
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	<p>c. <u>SOW 3:</u></p> <p>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. <u>SOW 4:</u></p> <p><u>ERP for automation of internal processes covering at least HR and Finance modules.</u></p> <p>Note:</p> <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>	
6	<p>Bidder should not be blacklisted / debarred by any Government Entity in India as on date of submission of EOI and also in the past 01 year</p>	<p>Self-declaration as per format in <i>Annexure-4</i> on company letter head</p> <p>Note: In case of consortium, all the members should satisfy the criteria and submit the above requisite documents.</p>
7	<p>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.</p>	<p>i. Letter of confirmation from OEM need to be submitted in case authorized partner of OEM.</p> <p>OR</p> <p>Self-undertaking in case of OEM.</p>

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	<p>OEM proposed by bidder should have its development-or support Centre in India. This should be full-fledged establishment operational in INDIA for a minimum of 05 years and not created for the submission of this EOI.</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:</p> <p>The bidders are allowed to modify the OEM at the RFP stage based on the requirements.</p>
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4.16 PROPOSED CONSORTIUM AND TEAMING AGREEMENT FOR RFP

1. A 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;
2. Contractual arrangement between all partners of the consortium to be in written format before submission of the proposal at the time of RFP.
3. All members of the consortium should be registered legal entity in India;
4. None of the members of the Consortium should be a blacklisted entity;
5. The prime/Lead bidder shall be responsible for the SOWs which are estimated to be at least 50% of the total value of the contract.
6. The prime/Lead bidder shall meet the turnover requirement as mentioned in the eligibility
7. The non-lead bidders shall be liable for the scope of work for which they are responsible along with the lead bidder.
8. PFRDA shall deal with only the prime /lead bidder as a single point of contact, who shall be liable for the entire scope of work and risks involved thereof, irrespective of the fact that it is only a part of the consortium.
9. The Prime/lead bidder shall only be an eligible bidder.
10. The eligible Bidder cannot be a member of more than one bidding consortium.
11. An individual Company/firm applying as a single/lead bidder cannot at the same time be the member of any other consortium.
12. Any change in the consortium member (provided in the EOI) at a later date is not allowed for cases where the consortium has benefited from the non-lead bidders credentials/ experience.

Bidder is required to submit the teaming details for Consortium as per **Annexure 8**.

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4.17 GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL:

Bidders have to submit a structured and organized proposal, which will be analyzed by PFRDA with respect to requirements of the project. Each point listed below must be provided in detail with the necessary supporting documents and assumptions. Information to be included by the bidders in their Proposal is as follows:

1. Understanding of Project Scope – Bidders may also propose any additional scope which they deem necessary to achieve objectives set out for the project.
2. Approach & Methodology for implementation & post-implementation period.
3. Proposed solution(s) for each Scope of Work (SOW) as per **Annexure-9**.
4. Solutions proposed by the bidder may be COTS/MOTS/Open Source with enterprise support/Customized solutions.
5. Proposed Team composition for completing the project-Scope of Work Wise
6. High level project execution plan with proper Timelines
7. Projected timeframe for implementation of each SOW including requirement gathering, design and development/Customization.
8. Teaming details for Consortium
9. Cloud Infrastructure requirements for setting Data Centre, Disaster Recovery- Data Centre and Staging setup -Scope of Work Wise.
10. Any other information as deemed necessary for completion of this project.

4.18 DOCUMENTS TO BE SUBMITTED

Following list is provided as the guideline for submitting various important documents along with the bid:

1. Cover Letter as per the format in **Annexure-1**;
2. Certificate of Registration/Certificate of Incorporation;
3. Goods & Service Tax Registration and Income Tax Certificate
4. Board Resolution / Power of Attorney executed by the bidder authorizing the signing authority to sign/execute the proposal as a binding document and also execute all relevant agreements forming part of EOI;
5. Check-list for the documents to be submitted in EOI response as per format specified in **Annexure-2**;
6. Bidders' Particulars as per format specified in **Annexure-3**;
7. Letter of confirmation from the bidder on company letter head as specified under Section 4.15 Eligibility Criteria Point 3.
8. Copy of valid CMMI level 5 certificate and ISO Certificates (If applicable).
9. Declaration regarding blacklisting as per the given format in **Annexure-4**;
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;

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11. Copy of Audited Balance sheet for last three financial years;
12. Copy of the audited Profit & Loss Statements for last three financial years;
13. Details of projects of the bidder as per format specified in **Annexure-6**;
14. Copy of Work Orders/Work Completion Certificate & Self Declaration
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.
16. Consortium details, if applicable as per **Annexure-8**
17. Proposal as per the instructions specified under 4.17 including **Annexure-9**
18. Signed & Stamped EOI document along with Addenda & Corrigendum if any
19. Budget estimate (not commercial quote) as per **Annexure-10**

The proposal shall be typed and signed on all the pages by the person/s duly authorized to sign on behalf of the Applicant.

Bidders shall furnish the required information on proposals in the enclosed formats only. Any deviations in format may make the EOI liable for rejection

4.19 EVALUATION PROCESS

The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by PFRDA. The Bidder's proposal must be complete in all respect, conform to all the requirements, terms and conditions and specifications as stipulated in the EOI document. The evaluation process of the EOI proposed to be adopted by PFRDA is indicated in this document. However, PFRDA reserves the right to modify the evaluation process at any time during the EOI Evaluation process, without assigning any reason, whatsoever, and without any requirement of intimating the bidder of any such change. PFRDA shall examine the bids to determine whether they are complete in response and whether the bid format confirms to the EOI requirements. PFRDA may waive any informality or nonconformity in a Bid which does not constitute a material deviation according to PFRDA, but the same shall not qualify as a universal waiver which may be claimed by the other Bidders.

4.20 EVALUATION OF PROPOSALS

All the information provided the Bidder for complying with the eligibility criteria shall be evaluated. If required, PFRDA may invite bidders to make a presentation as part of the evaluation. The feedback received will be evaluated and may be considered for designing the RFP. PFRDA may require verbal/written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the proposal submitted. bid documents. Evaluation shall be done based on the information provided in the proposal and subsequent clarification(s), if any.

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4.21 SELECTION CRITERIA FOR THE NEXT LEVEL

All bidders participating in EOI and satisfying the eligibility criteria specified in this Document shall be qualified for next stage.

All qualified Bidders will be invited to participate in the RFP. As per Clause-4.16, the lead bidder shall only be qualified bidder.

4.22 PFRDA' RIGHTS TO ACCEPT/REJECT ANY OR ALL PROPOSALS

PFRDA reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for PFRDA' action.

4.23 NOTIFICATIONS OF CONSIDERATION FOR NEXT LEVEL

Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by fax or email that it has been considered for the RFP.

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

4.25 DISPUTE RESOLUTION

In case any dispute or difference is raised against PFRDA by any Bidder/Bidder out of this EOI, the same shall be settled by way of arbitration, to be conducted under the provisions of the Arbitration and Conciliation Act, 1996, as amended, by sole Arbitrator to be appointed with the consent of PFRDA as well as the said Bidder/Bidder. The arbitration proceedings shall be conducted at New Delhi only.

4.26 CONFLICT OF INTEREST

Applicants shall not have a conflict of interest. All applicants found to have a conflict of interest, as mentioned below, will be disqualified. PFRDA's decision will be final.

a) Bidders in two or more different applications having controlling shareholders in common.

OR

b) A firm / company / agency hired to provide consulting services for the project and each of its affiliates viz. JV partners, sub-consultants, shall not be eligible in subsequently participating in the EOI (i.e. other than consulting services) for selection of vendors resulting from or directly/indirectly related to the firm's consulting services.

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OR

c) intermediaries registered with PFRDA or their group companies are not eligible to participate in this EOI.

FORMATS FOR SUBMISSION OF EOI PROPOSAL

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 (Project-TARCH),
Pension Fund Regulatory and Development Authority,
B-14/A, Chatrapati 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 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.

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It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

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ANNEXURE-2: CHECK-LIST FOR THE DOCUMENTS TO BE SUBMITTED IN EOI RESPONSE

S.No.	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	DD/Banker's Cheque of Rs. 25,000/- as Eoi Fee (in separate envelope)		
2.	EOI Covering Letter as per Annexure 1		
3.	Power of attorney / board resolution to the authorized Signatory of the EOI		
4.	Copy of Certificate of Registration/Certificate of Incorporation		
5.	Goods & Service Tax Registration and Income Tax Certificate		
6.	Bidders' Particulars as per format specified in Annexure-3		
7.	Declaration regarding blacklisting as per the given format in Annexure-4		
8.	Letter of confirmation from the bidder on company letter head as specified under Section 4.15 Eligibility Criteria Point 3		
9.	Copy of valid CMMI Level 5 certificate and ISO Certificate (If applicable).		
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		
11.	Copy of Audited Balance sheet for last three financial years		
12.	Copy of the audited Profit & Loss Statements for last three financial years		
13.	Details of projects of the bidder as per format specified in Annexure-6 ;		
14.	Copy of Work Orders/Work Completion Certificate & Self Declaration		

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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.		
16.	Consortium details, if applicable as per Annexure-8		
17.	Proposal as per the instructions specified under 4.17 including Annexure-9		
18.	Signed & Stamped EoI document along with Addenda & Corrigendum if any.		
19.	Budget estimate (not commercial quote) for the project -TARCH as per Annexure-10		

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ANNEXURE-3: MANDATORY INFORMATION TO BE SUBMITTED ON THE LETTER HEAD OF THE BIDDER.

S.No.	Particulars	Details
1.	Registered Name of the entity/firm	
2.	Complete Address of Registered Office	
3.	Constitution <i>(Proprietary / Partnerships / Private/Public etc.)</i> <i>Please enclose self-certified copy of certificate of incorporation</i>	
4.	Date and Country of Incorporation	
5.	a. Permanent Account Number (PAN)	
	b. GST No.	
6.	Number of years of operations in India	
7.	Name & Designation of the contact person to whom all references shall be made regarding this ITB	
8.	Telephone No. (Cell # and Landline # with STDCode)	
9.	E-Mail of the contact person:	
10.	Brief description of the Entity/firm including details of its main lines of business along with the brief profile of the organization	
11.	Website	
12.	CMMI / ISO assessment level and date of assessment	
13.	Contact Details of officials for future correspondence regarding the bid process:	
	Details	Authorized Signatory
	Name	Contact Person

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	Designation		
	Company Address		
	Phone		
	Mobile		
	Email		
	Fax		
14.	List of entities (Govt and Non Govt.) where SI integration was carried out in the past 3 years in India and Global	Government Entities/ Non Govt.	Scope of Work

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

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ANNEXURE-4: FORMAT FOR DECLARATION BY THE BIDDER FOR NOT BEING BLACKLISTED / DEBARRED FOR THE LAST 01 YEAR

(To be submitted on the letter head of the bidder)

Date: DD/MM/YYYY

To,

Chief General Manager (Project-TARCH),
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/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 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 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.

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

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ANNEXURE-5: FINANCIAL CAPABILITY STATEMENT

(On Statutory Auditor's letterhead)

Date: DD/MM/YYYY

To,
Chief General Manager (Project-TARCH),
Pension Fund Regulatory and Development Authority (PFRDA),
B-14/A, Chatrapati Shivaji Bhawan,
Qutab Institutional Area,
New Delhi- 110016

Dear Sir,

I hereby declare that I have scrutinized and audited the financial statement of
M/s_____.

The Net worth and the Turnover of the bidder for last three financial year as per audited
statement is as under:

Financial year	Net worth (INR Crore)	Turnover (INR Crore)

Signed and Sealed by Statutory Auditor

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

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**ANNEXURE-6: FORMAT FOR PROVIDING DETAILS OF SIMILAR PAST PROJECTS OF THE
BIDDER OR CONSORTIUM PARTNER(S) EXECUTED IN LAST FIVE YEARS**

(On Bidder's Letter Head)

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S.No	Particulars	Details
1	Name of the project	<Project Name>
2	Client Details	<Client Name & Complete Address> <Contact Person's Name> <Contact Number> <Email ID>
3	Scope of the project	<Provide short narrative description and details of the overall project scope>
4	Scope of the work done	<Provide details of scope of work under contract>; <highlight key result areas expected and achieved>
5	Duration of the project	<No. of Months & Years> <From: mm/yyyy> <To: mm/yyyy> <Current Status> <No. of locations/sites>
6	Month & year of go-live/completion	< Month & year of go-live/completion>
7	Total Cost of the Project	<Value of the contract>
8	Technologies used and Version of the solution implemented	
9	Any other relevant information	

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Note: Copy of the Work Orders/Completion certificates to be enclosed, including the projects completed by Consortium partners.

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

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ANNEXURE-7: FORMAT FOR PROVIDING PRE-BID QUERIES

Request for Clarification			
Name and Address of the Organization submitting request			
Name and Position of Person submitting request			
Contact Details of the Organization / Authorized Representative		Tel: Mobile: Fax: Email:	
Sr. no.	EOI Reference(s) (Section, Page)	Content of EOI requiring clarification	Points of clarification required

**Design, Development/Customization, Implementation and Maintenance services for PFRDA
Technology Architecture (TARCH) Project
ANNEXURE-8: CONSORTIUM DETAILS**

Total no. of partners in the Consortium proposed(maximum:03)	
Scope of work of the Lead Bidder	
Name and address of Consortium Partner 1	
Scope of work of the Consortium Partner 1	
Name and address of Consortium Partner 2	
Scope of work of the Consortium Partner 2	

Design, Development/Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project

ANNEXURE-9: PROPOSED SOLUTION FOR EACH SCOPE OF WORK

Sr. No.	SOW	Proposed Tech Stack/Solution	Licensing Requirements, if any
1.	Website Revamp		
2.	POISE (PFRDA Online Intermediary Supervision Engine) - REGTECH and SUPTECH		
3.	PRISM (PFRDA Repository & Information Systems Management)- Data and Analytics Platform		
4.	PINTRA (PFRDA INTRANET)- Internal Digitalization		

Note:

- i. Vendors may provide more than one Tech Stack/Solution.

Design, Development/Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project

ANNEXURE-10: BUDGET ESTIMATE (NOT COMMERCIAL QUOTE) FOR THE TOTAL CONTRACT PERIOD (05 YEARS) (IN RS.)

Sr. No.	SOW	Budget estimate for the contract period (05 years) exclusive of taxes					Basis for arriving on the total cost
		Year 1	Year 2	Year 3	Year 4	Year 5	
1	Website Revamp						
2	POISE (PFRDA Online Intermediary Supervision Engine) - REGTECH and SUPTECH						
3	PRISM (PFRDA Repository & Information Systems Management)- Data and Analytics Platform						
4	PINTRA (PFRDA INTRANET)- Internal Digitalization						
Total cost (in Rs.)							

Note:

- ii. Vendors may provide more than one cost projections based on varied technology stack.
- iii. The cost of solution as per 3.2(2) may also be provided.

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(End of document)