

## PFRDA

### Pre-bid responses

**05.05.2022**

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

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

Sr No	EOI Reference(s) (Section, Page)	Content of EOI requiring clarification	Points of clarification required	PFRDA Reply
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1	Page # 31 section 4.15	<p>MINIMUM ELIGIBILITY CRITERIA: Point 5</p> <p>The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p> <p>(Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data &amp; Analytics platform development &amp; maintenance, website revamp &amp; maintenance and ERP Implementation)</p>	<p>We write to request to allow eGovernance Projects or Application development projects where "Technological tools to authorities to improve efficiency through automation " also along with Part (a) to be Regtech and Suptech</p>	<p>Please refer Eligibility Criteria as mentioned in Corrigendum-2.</p>
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2	Page # 31 section 4.15	<p>MINIMUM ELIGIBILITY CRITERIA: Point 5</p> <p>The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p> <p>(Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data &amp; Analytics platform development &amp; maintenance, website revamp &amp; maintenance and ERP Implementation)</p>	We write to request to allow Projects which have been delivered for Global customers with Development from India	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
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3	Page # 31 section 4.15	<p>MINIMUM ELIGIBILITY CRITERIA: Point 5</p> <p>The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years. (Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data &amp; Analytics platform development &amp; maintenance, website revamp &amp; maintenance and ERP Implementation)</p>	We write to confirm that a project which is developed and implemented and is under Maintenance Support in last 5 years will also be considered	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
4	Page#24 3.2 INFRASTRUCTURE:	General Query - Request for Clarification	Please clarify the user concurrency or number of concurrent logins per second so that the infra sizing can be configured.	Requested information shall be examined and appropriately incorporated in the RFP.

5	Page# 25 3.2 INFRASTRUC TURE:	The Technology Architecture is to be hosted on the Cloud Platform. The Cloud platform service to be from MeitY empanelled Cloud Service Providers for setting up primary and disaster recovery sites for PFRDA to leverage significant benefits associated with the cloud technologies.	What are the Cloud Infra & Services required for PFRDA Technology Architecture (TARCH) Project ? Pls describe the requirements per project/application with units volumes	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
6	NA	Additional Points	The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
7	NA	Additional Points	CSP should provide VM's which provides encryption of data in transit , at rest using customer-managed encryption keys (CMEK) and customer-supplied encryption keys (CSEK), and providing encryption of data while in use.	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

8	NA	Additional Points	CSP should provide storage with object versioning to support the retrieval of objects that are deleted or replaced	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
9	NA	Additional Points	CSP should have a market place for taking different services like DB, Next Gen Firewall, Anti-Virus, Cache services etc. CSP prices for the services which are native to the CSP and should be available in the public domain for cross validation	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
10	NA	Additional Points	CSP should have own cloud native Managed DR tool for better management of DR	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

11	NA	Additional Points	CSP should have the CDN as a native offering like Load Balancer, DDoS & WAF for easy integration with the deployed workloads.	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
12	NA	Additional Points	Price list of the CSP should be in the public domain for transparency in quoted rates	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
13	NA	Additional Points	CSP should have ISO 22301 certification for business continuity implementation.	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

14		Additional Points	CSP should provide financially backed compute infrastructure availability spread across multiple AZs of >=99.99% from India Data Center	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
	NA			
15	Page # 31 - 4.15 MINIMUM ELIGIBILITY CRITERIA	3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years.	Request you to include "India or Abroad" as SupTech is very new in India. --Also Request you to allow Company Secretary certified evidence about the award & completion of the project, as all such projects will be under strict NDA, hence details may not be able to be disclosed.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
16	Page # 32 - 4.16 PROPOSED CONSORTIUM	PROPOSED CONSORTIUM	Instead of Consortium, Sub-contracting the non-core solution components may have been a better way. Kindly give it a consideration.	Not accepted



17	Page # 6 - SECTION-1 IMPORTANT DATES AND TIMELINES	Last date (deadline) for receipt of EOI Fee (Demand Draft) and EOI response	You may have to extend the EOI response timeline by few weeks.	Please refer revised timelines as mentioned in Corrigendum-2.
18	Section 3.1: SOW2 Page:17	SOW-2: POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	Please provide a separate process flow of the Supervisory and RegTech application capabilities expected	Requested information shall be examined and appropriately incorporated in the RFP.
19	Section 3.1: Diagram	Supervisory and RegTech mentioned as custom-built application	Please clarify on the IP ownership of the custom-built application, who will possess the IP.	The IP Ownership of the custom-built application shall be with PFRDA
20	4.15 MINIMUM ELIGIBILITY CRITERIA: Page 30	Copy of the audited financial statements (for public companies) or Certificate to the effect from the firm's auditor for latest preceding three years.	Bidder requests to modify the clause as - Copy of the audited financial statements (for public companies) or Certificate to the effect from the firm's auditor or Chartered Accountant for latest preceding three years.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

21	4.18 DOCUMENTS TO BE SUBMITTED: Page 34	8. Certificate from the statutory auditor towards positive net worth and turnover of the company for last three financial years as per format specified in Annexure-5: Financial capability certificate;	Bidder requests to modify the clause as - Certificate from the statutory auditor or Chartered Accountant towards positive net worth and turnover of the company for last three financial years as per format specified in Annexure-5: Financial capability certificate;	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
22	ANNEXURE-2: CHECK-LIST FOR THE DOCUMENTS TO BE SUBMITTED IN EOI RESPONSE: Page 38	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	Bidder requests to modify the clause as - Certificate from the statutory auditor or Chartered Accountant towards positive net worth and turnover of the company for last three financial years as per format specified in Annexure-5: Financial Capability Statement	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

23	4.15 MINIMUM ELIGIBILITY CRITERIA: page 31	The bidder shall have experience of having executed and completed similar SOWs/projects as terms below: a) 3 similar projects of Compliance monitoring including RegTech and SupTech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years	We understand that the bidder is allowed to propose projects which cover either of the two - SupTech or RegTech, not in the same project. Compliance, SupTech and RegTech experiences are to be submitted as separate cases. Please confirm. Please also allow projects implemented in India or abroad as SupTech is relatively a new concept in India.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
24	4.17 GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL: , page 32	Proposed solution(s) for each Scope of Work (SOW) as per the following format:	At the current stage, the bidder can only suggest a potential solution / technical stack based on whatever brief requirements are given in the EOI. We understand that the proposed stack can be changed based	Confirmed

			on the final published RFP. Please confirm.	
25	SOW-1: WEBSITE REVAMP, page 16	Other channels like social media channels and call center should continue in the target state as well.	We understand that there is no scope for the SI with respect to social media channels and call center. Please confirm	Confirmed
26	SOW-2: POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH: page 19	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.	1. Will these reports be submitted through the APIs or through the front-end portal?2. Please provide details about the report size, frequency, mode of submission etc. for each such report, in the RFP, to work out the required infra sizing and licensing.	Through Portal

27	3.3 OPERATION AND MAINTENAN CE, page 25	The maintenance period for each SOW will be for 4 years after Go-Live + Warranty.	What is the warranty period?	Requested information shall be examined and appropriately incorporated in the RFP.
28	3.1 ENVISIONED FUTURE STATE, page 15	To implement the above imperatives and holistically transform the technology landscape at PFRDA, the following target state architecture is envisioned.	In the envisioned architecture, some of the functionality is depicted as custom build and some as a product. We request you to please keep this envisioned architecture as a guidance and leave the decision of whether product or custom build, to the SI.	Agreed
29	STAKEHOLDERS OF NPS, 12	Currently National Pension System (*not NPS Trust) involves a variety of stakeholders. Approximate intermediary and user numbers are given in the table below.	Please specify what is the interaction of the proposed PFRDA system with each stakeholder in terms of onboarding, regular reporting, information exchange, bulk data transfer etc.	Requested information shall be examined and appropriately incorporated in the RFP.

30	<p>SOW-3: PRISM: PFRDA REPOSITORY &amp; INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: 20</p>	<p>One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.</p>	<p>1. Please clarify whether this historic data is to be fetched from these agencies directly or is it available with PFRDA and has to be migrated to the new system. 2. Please specify the mechanism for this data transfer, in case it is to be fetched from each of these agencies. Also provide the volume of the data to be ingested in bulk</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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31	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: , 20	Ingestion of external data, including market information such as NITI Aayog, CSO, NSSO etc.	1. Will this ingestion of external data be done through the APIs or is there any need for web scrapping (from different websites, social media) to be done along with other methods of data ingestion. 2. Please specify the frequency of ingestion of such data and volume for the same, in the RFP	Requested information shall be examined and appropriately incorporated in the RFP.
32	3.1 ENVISIONED FUTURE STATE, page 15	To implement the above imperatives and holistically transform the technology landscape at PFRDA, the following target state architecture is envisioned.	As mentioned in the EOI, PFRDA is looking to host this application on MeITY empaneled cloud. So to best leverage the native cloud capabilities it is suggested that in the detailed RFP, the requirement specifications for different components as depicted in the target architecture,	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

			should be such that the bidder is flexible to leverage maximum native services from the Cloud Service Provider for a more cost effective and efficient solution.	
33	4.17 GENERAL INSTRUCTIO NS FOR SUBMISSIO N OF TECHNICAL PROPOSAL: , page 33	Proposed solution(s) for each Scope of Work (SOW) as per the following format	In the table given for the 'proposed solution', what is expected to be provided in the column - 'Licensing Requirements'	Suitable Licencing requirements OF Applications - Subscription based/user based/No. of cores based etc may be proposed



34	4.17 GENERAL INSTRUCTIO NS FOR SUBMISSIO N OF TECHNICAL PROPOSAL: , page 33	Solution Components	1. Please allow usage of open-source components 2. Please allow bidders to propose some components such as Helpdesk on a SAAS model	Selected SI shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
35	Retirement Planner Management System, page 24	Retirement Planner Management System	Can you please provide the functional overview of this module?	Retirement Planner providers scheduling and Management of the trainings by the Agency appointed by PFRDA for Retirement Planners

36	Page 30 - 4.14 ACCEPTANCE OF TERMS & CONDITIONS	The Bidder shall, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including the scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.	Bidder request to modify the existing clause as below: The Bidder shall, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including the scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder subject to the deviations.	No Change in the Clause.
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Page – 36 -  
ANNEXURE-  
1: EOI  
COVER  
LETTER

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.

Bidder request to modify the existing clause as below:

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

No Change in the Clause.

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

			<p>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. . <i>We agree for conditional acceptance with deviations of the terms and conditions set out in the EOI document and also agree to abide by this EOI response.</i> 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</p>	
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			specified in the EOI response.	
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Page 41 -  
ANNEXURE-  
4: FORMAT  
FOR  
DECLARATI  
ON BY THE  
BIDDER FOR  
NOT BEING  
BLACKLISTE  
D /  
DEBARRED

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

(To be submitted on the letterhead of the bidder)

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.

Bidder request to  
modify the existing  
clause as below:

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

Sub: Declaration for  
not being debarred /  
black-listed by  
Central / any State  
Government  
department in India  
as on the date of  
submission of the bid  
We hereby declare  
that *to the best of our  
knowledge and  
based on the  
documents available  
as on date of  
submission of the  
response* our  
entity/firm does not  
have any pecuniary  
liability or any  
claim/disciplinary/leg  
al proceeding(s)

No Change in the  
Clause.

			<p>pending against us/ our partners or any other cause which could hamper our ability to render the services as envisaged. We also declare that to <i>the best of our knowledge and based on the documents available</i> 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</p>	
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			<p>/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 <del>or our affiliates</del> have, during the past one year, neither failed to <i>materially</i> perform any agreement, as evidenced by imposition of a penalty by an arbitral award or a judicial pronouncement against us <i>which may have a material adverse impact</i> on the or our Affiliates, nor have been expelled from any project or agreement nor had any</p>	
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			agreement terminated for breach by us or our affiliates.	
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39	4.15 MINIMUM ELIGIBILITY CRITERIA – SI no 2	The Bidder should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 700 Crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies)	Bidder requests PFRDA to modify the clause as below: The Bidder should be a profitable company for the last three financial years and must have an annual turnover from <i>System Integrator (SI) related activities including design, development, implementation, maintenance, integration and delivery of software</i> of not less than INR 700 Crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies). <i>This should exclude sales of system software or COTS/ hardware.</i>	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
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40	4.15 MINIMUM ELIGIBILITY CRITERIA – Page 31	Copy of the order for the project executed.	Bidder request PFRDA to allow submission of certificate from company secretary as all such projects are under strict client NDA. It will not be possible to violet the NDA clauses that Bidder has with existing clients.	Please refer Corrigendum-2 for revised Eligibility Criteria
41	Page -31: Consortium clause	Bidding parties/bidders may form a consortium and bid for the execution of this project	Bidder requests to modify this clause not to allow consortium. Instead, PFRDA should allow subcontracting of non-core solution components.	Not accepted

SOW-1:  
WEBSITE  
REVAMP  
(page-16)

PFRDA website is required to be Re-designed & Developed with Sub-domains, Microsites, Mobile app (Android and iOS) and further leverage it by using Standard Content Management System – CMS / Digital Experience Platform – DXP.

I. current site does not have any login/register feature. Is it required in the new site?  
II. Data will be provided in excel or doc format from Client or we need to take it from PFRDA or any other microsites site.  
III. Please provide list of Metadata for SEO Purpose or we need to take it from PFRDA and other supporting sites?  
IV. Any workflow going to use for the content approvals?  
V. As we show news on current site so is any scheduler needed for the news which publish on future date?  
VI. Does Form needed with Captcha feature along with it?  
VII. How many Sub-

Requested information shall be examined and appropriately incorporated in the RFP.

			<p>domains, Microsites will be part of PFRDA Corporate website? What should be the request and response format of the data (eg. Xml, json, form data etc.)?</p> <p>VIII. For the new mobile app, are we focusing on the subset of features/functionalities or entire feature list of PFRDA website?</p>	
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43	SOW-1: WEBSITE REVAMP (page-16)	PFRDA website is required to be Re-designed & Developed with Sub-domains, Microsites, Mobile app (Android and iOS) and further leverage it by using Standard Content Management System – CMS / Digital Experience Platform – DXP	Does the mobile app need to support only smartphone or both smartphone and tablets?  Does the application need to support offline? Please elaborate the offline features to be supported. How many users need to be supported offline?	Smart Phone and Tablets both.
44	SOW-1: WEBSITE REVAMP (page-17)	The Website shall be open for integration through APIs or other mechanisms as per the requirement.	I. Is there any SSO integration with Other Sites? II. How many API are there for this entire website/ application development?	Requested information shall be examined and appropriately incorporated in the RFP.
45	SOW-1: WEBSITE REVAMP (page-16)	Website and mobile app design should be compliant to Nielsen and Molich's 10 User Interface Design Guidelines.	Is PFRDA having any digital design system available?	Not available with PFRDA

46	SOW-1: WEBSITE REVAMP (page-17)	The Website shall be open for integration through APIs or other mechanisms as per the requirement.	Is there any navigation/maps system Integration required?	Requested information shall be examined and appropriately incorporated in the RFP.
47	SOW-1: WEBSITE REVAMP (page-17)	Multiple Languages	Are you going to provide the content/data of site in different languages?	Present requirement is for Bilingual. However PFRDA may extend the requirements
48	SOW-1: WEBSITE REVAMP (page-17)	Analytics	Current Website does not have General Data Protection Regulation (GDPR) to take permission from user to access its activities. Will that be required in the new website?	IT shall be as per the applicable Govt of India Laws.
49	SOW-1: WEBSITE REVAMP (page-17)	Calculation of NPS	Interest rates are changing yearly basis so is any webservice going to provide dynamic interest rate or we need to store in CMS.	Bidders may propose suitably



50	SOW-1: WEBSITE REVAMP (page-17)	Reports	<p>I. What are the allowed extension for the reports to export/import? Our current assumption is PDF only. Please correct, if otherwise.</p> <p>II. What is the maximum size to be allowed to upload a docs?</p> <p>III. We need to store the docs on same NIC server or any other server to store the docs?</p> <p>IV. Is any auto validation to check the report is correct or not is required or will it be manual?</p>	Requested information shall be examined and appropriately incorporated in the RFP.
51	SOW-2: POISE	1 The portal should be integrated with Payment gateway, SMS gateway and email gateway.	Are you using any Payment Gateway /SMS Gateway / Email Gateway if yes, please provide details?	Yes

52	SOW-2: POISE	Basic functionality for upload of monthly, quarterly, half-yearly, and annual supervision and regulation related reports by intermediaries	<p>1. Please provide the allowed extensions for the reports to be uploaded.</p> <p>2. Is any data check before uploading the reports?</p> <p>Please provide max Size of files to be allowed for uploading a file?</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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53	New Suggested Clause for RFP – Acceptance of Deliverables	New Clause – Acceptance of Deliverables	<p>Bidder requests PFRDA to include the acceptance criteria for deliverable.</p> <p>PFRDA will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to PFRDA as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of PFRDA. PFRDA will prepare the Acceptance Test data along with the</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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			<p>expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by PFRDA. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by PFRDA, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will</p>	
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			<p>correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. PFRDA will confirm acceptance in writing to Bidder. The PFRDA shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by PFRDA if the PFRDA (a) fails to provide the list of</p>	
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			<p>non-conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).</p> <p>Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the PFRDA. Items reported as defects that are not deviations from the immediate previous</p>	
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			accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately	
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54	New Suggested Clause for RFP - Change Management Procedure	New Clause - Change Management Procedure	<p>Bidder requests PFRDA to include Change Management clause as part of the draft MSA for the RFP.</p> <p>A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the PFRDA to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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and cost. Bidder will present this assessment to the PFRDA for its approval within a reasonable time period. Bidder will incorporate the change after receiving the PFRDA's written approval. In case of delay in approval by the PFRDA, the baseline itself may undergo a change; this will mean a reassessment of the charges.

Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the PFRDA. These will be evaluated jointly by the PFRDA and

			Bidder and will be provided by the PFRDA at no cost to Bidder	
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55	New Suggested Clause for RFP - Payment of Invoices/Bills	New Suggested Clause for RFP - Payment of Invoices/Bills	<p>Bidder requests PFRDA to include Payment of Invoice clause as part of the draft MSA for the RFP.</p> <p>All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by PFRDA and any such withholding by</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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the Bidder shall not be treated as breach by it of the provisions of this Agreement.

All fees payable to Bidder are exclusive of any sales, use, value added tax, service, GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, PFRDA shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the

			<p>appropriate taxing authority upon receipt of such amount from the PFRDA. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the PFRDA. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</p>	
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56	New Suggested Clause for RFP - Intellectual property rights	New Suggested Clause for RFP - Intellectual property rights	<p>Bidder requests PFRDA to include Intellectual property rights clauses as part of the draft MSA for the RFP.</p> <p>All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and PFRDA shall not acquire any right title or interest of any nature therein</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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except to the extent provided herein. Bidder shall however grant in favour of PFRDA the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorize PFRDA to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate

the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP.

All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's



			<p>licensor and PFRDA shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p>	
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57	New Suggested Clause for RFP - Confidentiality	New Suggested Clause for RFP - Confidentiality	<p>Bidder requests PFRDA to include Confidentiality clauses as part of the draft MSA for the RFP.</p> <p>Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective PFRDAs. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets,

computer programs,  
computer software,  
computer data  
bases, computer  
software  
documentation,  
quotations and price  
lists, research  
products, inventions,  
development,  
processes,  
engineering  
techniques,  
strategies,  
customers, internal  
procedures,  
employees and  
business opportunity  
and clearly identified  
and marked as  
"Confidential  
Information". The  
data contained  
herein shall not be  
disclosed,  
duplicated, used in  
whole or in part for  
any purpose other  
than to evaluate the  
proposal provided  
that, a contract is  
awarded to this

			<p>proposal as a result of, or in connection with the submission of this data. Both the parties shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it:</p> <ul style="list-style-type: none"><li>a. Is obtained from another source without restriction.</li><li>b. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality;</li></ul>	
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			<p>c. becomes generally known to the public without violation of this Proposal;</p> <p>d. is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information;</p> <p>e. is required to be provided under any law, or process of law duly executed.</p>	
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58	New Suggested Clause for RFP - Liability	New Suggested Clause for RFP - Liability	<p>Bidder requests PFRDA to include liability clauses as part of the draft MSA for the RFP.</p> <p>Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the PFRDA or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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			<p>on the part of or on behalf of the PFRDA, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the PFRDA. Such failures or delays shall be brought to the notice of the PFRDA and subject to mutual agreement with the PFRDA, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall</p>	
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be entitled to invoice the PFRDA for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.

Notwithstanding anything to contained in this Agreement or under any other document, neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue, loss of data), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such

damages.

The total cumulative liability of either party arising from or relating to this Agreement or otherwise shall not exceed the total amount paid to Bidder by the PFRDA in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).

59	New Suggested Clause for RFP - General Indemnity	New Suggested Clause for RFP - General Indemnity	<p>Bidder requests PFRDA to include General Indemnity clauses as part of the draft MSA for the RFP.</p> <p>The PFRDA will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the PFRDA by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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			loss, injury, claim or damages.	
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60	<p>New Suggested Clause for RFP - Indemnity for infringement of intellectual property rights</p>	<p>New Suggested Clause for RFP - Indemnity for infringement of intellectual property rights</p>	<p>Bidder requests PFRDA to include Indemnity for infringement of intellectual property rights clauses as part of the draft MSA for the RFP.</p> <p>The PFRDA warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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			initiated against it by any third parties alleging infringement of their rights..	
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61	New Suggested Clause for RFP - Termination	New Suggested Clause for RFP - Termination	<p>Bidder requests PFRDA to include Termination clauses as part of the draft MSA for the RFP The Agreement resulting from this proposal may be terminated:</p> <p>(a) by either party by giving the other party not less than ninety (90) days written notice of termination;</p> <p>(b) forthwith if either party commits any material breach of any term of this contract and which in the case of a breach capable of being remedied shall not have been remedied within thirty (30) working days of written notice to remedy the same;</p> <p>(c) forthwith by either party if the other party shall convene a meeting of its</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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			creditors or if a proposal is made for a declaration as insolvent or a proposal for any other composition scheme or arrangement (or assignment for the benefit of its creditors), or if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of the business assets of the other party or if an order is made or a resolution is passed for the purpose of the winding-up of the other party or for the making of an administration order (otherwise than for the purpose of amalgamation or reconstruction); (d) by either party pursuant to Force	
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Majeure.

Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.

In the event of this assignment being terminated, the PFRDA shall be liable to make payments of all the amount due under this assignment for which services have been rendered by

			<p>Bidder's Consultant's. Forthwith on the expiry or earlier termination of this agreement, each party shall, return to the other party all documents and materials, belonging to the other party with regard to this assignment, or shall at the option of the disclosing party destroy all documents or materials in connection with this assignment.</p>	
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62	General	Extension of Submission timeline	As a detailed solution is asked as part of the response including technology stack, Bidder requests at least 3 weeks of extension to the existing submission timeline of 4 <sup>th</sup> May.	Please refer Corrigendum-2 for revised timelines
63		General	There is no specific ask to propose open source or components with Gartner / Forrester mentions. What should be primary criteria for choosing products	Bidder may propose COTS/Open source with Enterprise support.
64	3.1 ENVISIONED FUTURE STATE	SOW-4: PINTRA: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION	There are few application components related to ERP, need to know any specific ERP solution considered or bidder can propose any ERP solution with these minimal modules?	Bidder to propose suitable Solution as per requirements of PFRDA

65		General	Need volumetrics (approx numbers) for number of Registration forms, number of Supervision & Regulation Reports , count of daily /monthly/quarterly uploads. This would be required for Cloud Infrastructure requirements	Requested information shall be examined and appropriately incorporated in the RFP.
66	Page 32; Section 4.17	GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL: Proposed solution(s) for each Scope of Work (SOW) as per format below	Licensing requirement: What is expected in this column, number of proposed solution licences or how many in proposed technology stack are licensed products.	Suitable Licencing requirements OF Applications - Subscription based/user based/No. of cores based etc may be proposed

67	Page 32; Section 4.15 MINIMUM ELIGIBILITY CRITERIA	<p>The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p> <p>(Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data &amp; Analytics platform development &amp; maintenance, website revamp &amp; maintenance and ERP Implementation)</p>	<p>We believe that there is a very limited work has been done in the area of RegTech and SupTech in the country. While other that the terminology the work in the area of Solutions in the space of Regulatories have been done.</p> <p>The Solutions spread across the Regulatory Registration, Processing and Filing of returns has been done for quite sometime. The customers like MCA, FIU, CBDT have been doing the similar work but have not declared it as RegTech or SupTech.</p> <p>We request you for removal of the</p>	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
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			restricting points of RegTech and SupTech from the requirements.	
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68		Copy of the order for the project executed.	As almost all the contracts that we have in the Government/PSU/Regulators/Autonomous bodies are under NDA and attaching the Work Order of PO or the Reference letter from customer would not be possible. Please clarify if the Letter for the Company Secretary of the Bidder company would be OK to be provided.	Please refer revised timelines as mentioned in Corrigendum-2.
69	Page 6 Section 1	Place, Time and Date of opening of the proposals received in response to the EOI notice	We request for extension in submission of the EOI response. The Time required to submit a good response for the requirements mentioned in the EOI. We request PFRDA for atleast 2 Weeks time for submission	Please refer revised timelines as mentioned in Corrigendum-2.

			of the EOI response after the Last Corrigendum / Query response from PFRDA.	
70	Section I - Important Dates and Timelines , Page 6	Last date (deadline) for receipt of EOI Fee (Demand Draft) and EOI response. 04 May 2022 up to 15:00 hours	We request to please provide at least 3 weeks time to submit EOI response from date of response of pre-bid queries ( 28th Feb) i.e. 19th May 2022 instead of 3rd May 2022 as proposed	Please refer Corrigendum-2 for revised timelines
71	Section I - Important Dates and Timelines , Page 6	EOI Fee (Non-Refundable):25000/-	Kindly waive of EOI Fee as this is Expression of Interest	Not accepted



72	4.15 MINIMUM ELIGIBILITY CRITERIA : Page 30	The bidder shall be the OEM / Certified or authorized agent / reseller / partner for supply of licenses and solution implementation and maintenance support under warranty / AMC of the proposed solution. OEM proposed by bidder should have its development & support center in India. This should be full fledged establishment and not created for the submission of this ITB.	Choice of technology vendors may change when the detailed requirements will come in RFP document and SI may choose an appropriate product meeting the RFP requirements at time of bidding. Also OEM having their development & support center in India will limit the options. So we recommend to remove the same as an eligibility criterion.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
73	4.15 MINIMUM ELIGIBILITY CRITERIA : Page 30	The bidder shall have experience of having executed and completed similar SOWs/projects as terms below: a) 3 similar projects of Compliance monitoring including Regtech and Supotech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years	Kindly clarify the meaning of The word "Similar" here and the expectation.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

74	4.15 MINIMUM ELIGIBILITY CRITERIA : Page 30	The bidder shall have experience of having executed and completed similar SOWs/projects as terms below: a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years	Kindly allow bidder to use Global references in addition to India.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
75	4.15 MINIMUM ELIGIBILITY CRITERIA : Page 30	The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:	Kindly allow projects which are either completed in last 5 years or Ongoing with Go-live achieved in last 5 years	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
76	4.16 PROPOSED CONSORTIUM AND TEAMING AGREEMENT FOR RFP : Page#32 / Page 31	References	Please allow bidder to use references of OEM considered for solution . This will enable more participation and competitiveness at time of bidding	Not accepted

77	4.15 MINIMUM ELIGIBILITY CRITERIA : Page 30	DOCUMENTS TO BE SUBMITTED: Copy of the order for the project executed.	Kindly allow self certification by company signatory in lieu of Work Order/Completion certificate.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
78	4.15 MINIMUM ELIGIBILITY CRITERIA : Page#30 & 4.18 DOCUMENT S TO BE SUBMITTED Page 33	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;	Kindly allow self certification by company Chartered Accountant Certificate or Company Secretary in lieu of Certificate from the statutory auditor	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
79	4.14 ACCEPTANC E OF TERMS & CONDITION S Page 30	The Bidder shall, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including the scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.	Please confirm if the Bidder will be allowed to modify proposed solution including OEM stack, proposed timeline & plan , proposed team composition , Teaming details for Consortium etc. during RFP response.	The proposed solution may be modified. 2. Refer corriegndum-2 for revised Consortium Clause.

80	4.21 SELECTION CRITERIA FOR THE NEXT LEVEL Page 35	All qualified Bidders will be invited to participate in the RFP. As per Clause-4.16, the lead bidder shall only be qualified bidder. The consortium partner may be from qualified bidders or any other parties.	Can consortium be formed after EOI process but before the start of the project? Kindly clarify the last statement of the referenced clause - "The consortium partner may be from qualified bidders or any other parties."	Refer to Corriegedum -2 for revised Consortium Clause.
81	ANNEXURE-6: Format for providing details of past projects of the bidder page 43	Client Details <Client Name & Complete Address> <Contact Person's Name> <Contact Number> <Email ID>	In case client projects are under NDA , sharing Client details will not be possible. Kindly consider.	Please refer Corrigendum-2 for revised Eligibility Criteria
82	STAKEHOLDERS OF NPS , Page 12	PFRDA has projection of 9144 users spread across NPS Trust , Pension funds till Other stake holders/reasearchers	Please provide details whether the suggested users will have excess to External portal only ? Please detail out which all systems these users will have access to and for what all	Users from PFRDA regulated entities shall have access to external portal only and interact with PFRDA through this portal.

			<p>purposes the users interact with PFRDA ( example registration , reporting ..)</p>	
83	<p>Core Functions: Page 13</p>	<p>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</p>	<p>Does PFRDA expects all the intermediary to get onboarded/registere d through new external portal where they will submit the required documents which will then be passed to PFRDA official for necessary approval or any interactions if there is any GAP ? If Yes please provide the details of processes and documents for intermediary to get on boarded ?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>

84	DATA and Analytics , Page 14	PFRDA receives the periodic reports on different periodicity including daily, monthly, quarterly, half yearly, yearly basis and adhoc reports from different registered intermediaries in the NPS as well as from External Entities. These reports are being submitted in XLS/Word/PDF formats through email/physical mode and are checked for its accuracy, compliance and validation. Some of the reports are being downloaded from CRA dashboard.	Please share the following details :- 1) Number of intermediaries and External entities from reports are received 2) Number of unique format in which data is reported 3) Average size of Report in MB 4) Frequency and count of reports 5) Data Archival Policy 6) Sample reports of each report type	Requested information shall be examined and appropriately incorporated in the RFP.
85	DATA and Analytics , Page 14	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	How supervision of submitted data is done today ?	Manual process
86	3.1 , Envisioned Future State , Page 15	Exhibit 1 , Target state architecture for PFRDA	Please provide the details of Social channels being used and who all are users of same	Citizens of India

87	3.1 , Envisioned Future State , Page 15	Exhibit 1 , Target state architecture for PFRDA	<p>In channels layer , we observe three portals which are to be built :-  One is Intranet Portal , second is pfrda.org.in and third is external portal .  We understand that intranet portal will have the pages for RTI , Legal , Audit , Ombudsman etc.  External Portal will be used for intermediaries self registration / on boarding and regular reports submission ?  pfrda.org.in will be corporate portal and pensionsanchay will be part of same.  Please confirm our understanding</p>	Requirements as mentioned in EoI
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88	3.1 , Envisioned Future State , Page 15	Exhibit 1 , Target state architecture for PFRDA	In Infrastructure Layer , MeitY empaneled CSP , please confirm that entire solution stack can be offered on Cloud ( SaaS) . Hope the solution is not restricted to IaaS only , please confirm our understanding.	Bidder may propose suitable solution
89	3.1 , Envisioned Future State , Page 15	Exhibit 1 , Target state architecture for PFRDA	Digital Enablement Layer : API Management - Please confirm the scope for API management.	As per the requirement
90	SOW-1: WEBSITE REVAMP , Page 16	Chatbot: The corporate website should also contain a chatbot to address frequently asked questions by subscribers and intermediaries. It will need to be developed using suitable conversational analytics-related frameworks that can be embedded on the website.	Please specify the indicative number of journeys / queries type that is to be developed for CHAT BOT	Requested information shall be examined and appropriately incorporated in the RFP.
91	SOW-1: WEBSITE REVAMP , Page 16	The main website, i.e. pfrda.org.in, will need to be revamped and branded as the corporate website. The pensionsanchay.org.in shall be a part of sub-domain under PFRDA corporate website	Please specify the unique users , peak concurrent sessions and average time spend on site across both website pfrda.org.in and	Requested information shall be examined and appropriately incorporated in the RFP.



			pensionanchay.org.in	
92	SOW-1: WEBSITE REVAMP , Page 16	Other channels like social media channels and call center should continue in the target state as well	Please explain how social media channels are being used and is there any integration of same with portal ? What is the target state that is being referred here?	Requirements as mentioned in EoI

93	SOW-1: WEBSITE REVAMP , Page 17	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	The entire description in SOW-1 aligns to mostly a Read-only content WebSite without Login.However, this point - "for the benefit of stakeholder" through Dashboards. Makes it a candidate for enabling Login / authentication and relevant clarifications. 1. 1) Who are the stakeholders being referred to in SOW-1 section ? 2. Requesting quantification of "Dashboards" ? How many and categorization of Dashboards. 3. Since the Dashboard may carry valuable data, does PFRDA Website revamp require login / authentication ?	Requested information shall be examined and appropriately incorporated in the RFP.
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			<p>4. If "yes" to point 3 , need details on user base (personas) who will login to PFRDA sitein including user Volumetrics.</p> <p>5. Will Mobile functionality contain READ-ONLY, Informational Content OR also display Dashboard information and require login / authentication ?</p>	
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94	<p>SOW-1 Design, Development/ Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project PENSION FUND REGULATOR Y AND DEVELOPMENT AUTHORITY 15 SECTION III- BROAD SCOPE OF WORK : RFP Page16</p>	<p>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</p>	<p>What kind of search is performed and what are the future expectations from the SEO?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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95	<p>SOW-1  Design,  Development/  Customization,  Implementation and  Maintenance  services for  PFRDA  Technology  Architecture  (TARCH)  Project  PENSION  FUND  REGULATOR  Y AND  DEVELOPMENT  AUTHORITY  15  SECTION III-  BROAD  SCOPE OF  WORK :  RFP Page16</p>	<p>There should be user-feedback mechanism with reporting and analytics to see web site stats, average time spent, most accessed pages, etc</p>	<p>Is there any current Web Analytics suite / system used ? OR needs to proposed NEW as part of this solution ?</p>	<p>To be proposed by the bidder</p>
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96	<p>POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH , Page 17</p>		<p>Does PFRDA envision a data harmonisation Exercise for its SupTech platform? Data Harmonisation is an exercise though which all the different data collected by different departments of PFRDA are analyzed, defined and then consolidated to remove duplicates. In our experience, this process reduces reporting burden on the Entities by almost 30%. It also significantly enhances the quality of the data collected. In this exercise, we should study the forms in totality, understand why that Data point is being collected, understand the validations on that</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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			<p>data point, frequency of collection, usage in reports and supervision and linkages to circulars and authoritative literature. This would ensure that we are not simply collecting data because of something in the past . Please share the list of forms with all the fields in which intermediaries or any other entries report the data</p>	
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97	POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH , Page 17	Supervision	Does PFRDA, envision building a Risk Based Supervision system?	Not in the scope at presen+G102t
98	POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH , Page 17	Regulatory Compliance	PFRDA has mentioned Interoperability. Does PFRDA have a data standard in mind like XBRL/SDMX for the data it collects? Most regulators are moving to adopt data standards to ensure interoperability.	Bidder may propose suitable standards as per the best practices



99	<p>SOW-2 :          POISE:          PFRDA          ONLINE          INTERMEDIA          RY          SUPERVISIO          N ENGINE -          REGTECH          AND          SUPTECH :          Page17</p>	<p>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.          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, OCR, and document management. It will 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.</p>	<p>Please share the compliance related requirements. If there is any document that can be referred , please share the same.</p>	<p>Dcouemts referred are available in the website under the category Regulations, Rules, Gudelines, Circulars etc</p>
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100	<p>SOW-2: POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH: Page 17</p>	<p>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, OCR, and document management. It will 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 - workflow</p>	<p>1)How many compliance-related reports currently in the existing process? 2)Do you have a business process identification for Workflow Management ? Any Sop documentaiton avaiable on the current Manual Activies 3)Any process metrics define in discovered workflow or Process (es) and reports ? 4) Does it exist a business service inventory, and if so, do they map to existing integrated services (outbound) workflow solution consume? Number of top level process (level 1) Number of steps in level 1 Number of sub-</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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			<p>processes How many process routing rules? How many decision points?</p>	
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101	<p>SOW-2: POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH: Page 17</p>	<p>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, OCR, and document management. It will 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 - OCR, Document Managment</p>	<p>1) How many Physical and Scanned documents for OCR Document Processing like Photo Matching, Check Processing etc.. 2) Size of the documents ,What all documents/requests /inputs you receive for processing? In which Language does these document are received. 3)What is the number of Work Days per Month per user? 4) What is the number of total logged-in users? 5) Number of data elements on the Screen? 6) Volume of Storage documents 7)Please specify the environment requirements (e.g. #</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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environments,  
environment types)  
that the platform  
OEM vendor needs  
to provide and  
support

8) Number of  
documents created  
by users during a  
peak load :

9)Number of  
property-based  
searches by users  
during a peak load  
10)Number of full-  
text searches by  
users during peak  
load

11)Number of  
documents viewed  
by users during  
peak load :

102	<p>SOW-2 :          POISE:          PFRDA          ONLINE          INTERMEDIA          RY          SUPERVISIO          N ENGINE -          REGTECH          AND          SUPTECH :          Page18</p>	<p>SOW-2: External portal with the ability for the intermediaries &amp; selected other entities to self-register and/ or onboard themselves.</p>	<p>An External Portal for Intermediaries is expected to have self-registration, which requires an eco-system to create, update users in user repository, authenticate , reset user credentials etc. This relates to Identity and User Access Management and clarification required is :</p> <p>a. Is there existing Identity &amp; Access Management system available OR this needs be suggested and be part of stack proposed Tech stack ?</p> <p>b. In the current site / system what is any LDAP (user repository) used ?</p>	<p>Bidder to propose suitable Solution as per requirements of PFRDA</p>
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103	SOW-2 : POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH : Page18	The portal should be integrated with Payment gateway, SMS gateway and email gateway.	We assume these systems with provided and owned by PFRDA and the system integrator is only expected to Integrate with these systems. Please share are there any other 3rd party/external applications/sources that needs to be integrated. For example UIDAI, NSDL etc.	PFRDA shall provide necessary support for integrations and if required bidder may propose wherever necessary
104	SOW-2 : POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH : Page18	The portal (External Portal) to be integrated with PINTRA portal for the access of PFRDA users.	Requesting elaboration of this point. Is there an expectation of Single sign-on between PINTRA & External Portal ? Which requires capability related to implementation of full-suite, Identity & security access management System ?	Requested information shall be examined and appropriately incorporated in the RFP.

105	SOW-2 : Design, Development/ Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project : Page18	Dashboards for intermediaries and PFRDA to check on adherence	Are the KPIs decided in terms of number/count, complexity levels and formulae or PFRDA expects the chosen SI partner to work with the PFRDA officials to identify the same? Please share sample reports that are being reported today.	Requested information shall be examined and appropriately incorporated in the RFP.
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106	SOW-2 : Design, Development/ Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project : Page18	The portal to be integrated with PINTRA portal for the access of PFRDA users	End objective of the reports on the portal : What kind of analysis is done or decisions are made using these reports?	Requested information shall be examined and appropriately incorporated in the RFP.
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107	SOW-2 : Design, Development/ Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project : Page19	The portal should ensure seamless flow of data from report submission to the proposed Digital Compliance Monitoring System and generate 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.	What level of reports drill-downs is expected from the application? For ex. Level 1-> Level 2-> Level 3	Requested information shall be examined and appropriately incorporated in the RFP.
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108	SOW-2 : Design, Development/ Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project : Page19	The portal should be able combine a 'rules-based' approach – compliance where quantitative and qualitative restrictions are checked and reports are generated.	Can a sample exception report be shared to understand the qualitative restrictions? If not, then please provide some examples to get some clarity on the qualitative restrictions	Requested information shall be examined and appropriately incorporated in the RFP.
109	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH , Page 19	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 technology	Does PFRDA also share data with other government bodies? Is anything required to be built on that account . Please share the details of same	Requested information shall be examined and appropriately incorporated in the RFP, as per requirement

110	<p>SOW-2 : Design, Development/ Customization, Implementation and Maintenance services for PFRDA Technology Architecture (TARCH) Project : Page19</p>	<p>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</p>	<p>What is the frequency of these circulars and in which format are these shared?</p>	<p>As and when issued by PFRDA</p>
111	<p>SOW-3: PRISM: PFRDA REPOSITORY &amp; INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Page 20</p>	<p>Daily incremental batch data transfer from CRAs, PFs, NPST, TB, Custodian, POPs</p>	<p>1. What is the annual growth of data envisaged? 2. Can you please confirm if there is a need to store the pdf, word etc in the Data Platform. 3. What is the frequency of the Data load into the Data Platform for the incremental Data ?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>

112	Page 20 - SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM:	Data Platform: PFRDA requires a comprehensive data platform to be built to store aggregated and curated data received from various intermediaries and other internal applications of PFRDA.	Please list down all the intermediaries and other internal applications of PFRDA from which data will move to the Data Warehouse. Also call out details of external systems from which data is expected to come in warehouse.	Requested information shall be examined and appropriately incorporated in the RFP.
113	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Page 20	One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.	Please specify the volume of data to be transferred from each system . 1. What is the format of the data to be migrated? Is it structured, unstructured or semi-Structured data? 2. What is the volume of Data to be migrated? 3. Does the	Requested information shall be examined and appropriately incorporated in the RFP.

			migration include PDFs, Documents etc?	
114	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Page 20	Daily incremental batch data transfer from CRAs, PFs, NPST, TB, Custodian, POPs	1. What is the format of the incremental data ? Is it structured, unstructured or semi-Structured data? 2. What is the volume of Data to be ingested on a daily basis? 3. Does daily data loading involve PDFs, Documents etc?	Requested information shall be examined and appropriately incorporated in the RFP.

115	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM:	iv. Ingestion of external data, including market information such as NITI Aayog, CSO, NSSO etc.	1. We understand that PFRDA will help us in getting the required permissions or access to fetch the data from those external systems? 2. Please provide details of how many such external systems to be connected to?	Requested information shall be examined and appropriately incorporated in the RFP.
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116	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Data Ingestion:Page 20	Data from external sources required for promotion and development related analytics will also be sourced into the data platform	Please share indicative Analytics use cases which PFRDA envisage for analyzing the data in DWH.	Requested information shall be examined and appropriately incorporated in the RFP.
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117	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Data Ingestion:Page 20	Data from external sources required for promotion and development related analytics will also be sourced into the data platform	Please share indicative use case that is envisaged by PFRDA. What kind of promotions and developments are being referred here? Can we get some details or samples regarding the same?	Requested information shall be examined and appropriately incorporated in the RFP.
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118	<p>SOW-3: PRISM: PFRDA REPOSITORY &amp; INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Advanced Analytics and Market Insights:Page 21</p>	<p>Multiple advanced analytics tools will be integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments.</p>	<p>Please share indicative Analytics use cases which PFRDA envisage where AI/ML usage is envisaged . What are the Advanced Analytics Tool PFRDA is referred here ?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP .</p>
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119	<p>SOW-3:  PRISM:  PFRDA  REPOSITORY &amp;  INFORMATION  SYSTEMS  MANAGEMENT - DATA  AND  ANALYTICS  PLATFORM:  BI &amp;  Reporting:Page  21</p>	<p>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.</p>	<p>What is the number of standard and ad-hoc reports targeted by PFRDA? What is the expectation on dashboard tools (which one) and what level of flexibility is expected by the users in terms of frequency and granularity of customised insights?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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120	Page #21 - SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Page 21	The data platform may be developed to support structured data.	This clause specifies only support for structured data . However diagram on Page 22 depict all data types viz. structured, unstructured and semi-structured. Please share the sources of unstructured and semistructured data that PFRDA envisages coming to the DWH and potential usage of the same.	Presently it is limited to Structured Data only.
121	Data Governance , Page 21	Page #21 - Data Governance	As part of Master Data Management? Is there a need to create a golden copy of Customers, Products etc? Will PFRDA provide the standardized names for customers and products and any other subject areas on the MDM needs to be implemented?	Requested information shall be examined and appropriately incorporated in the RFP.

122	Proposed PRISM framework , Page 22	Page #22 - Proposed PRISM framework (Diagram)	What are the different Data Marts that are envisaged?	Requested information shall be examined and appropriately incorporated in the RFP.
123	SECTION III- BROAD SCOPE OF WORK HRMS - Cloud based Human Resource Management System, Page -22	PFRDA intends to automate the HR processes across all its administrative offices with a state of art cloud based Human Resource Management System (HRMS).	We are assuming the "Cloud based HRMS" system means the HRMS system will be hosted on cloud. The license can be perpetual or it can be SAS based . Please validate.	Bidder to propose suitable Solution as per requirements of PFRDA
124	SECTION III- BROAD SCOPE OF WORK HRMS - Cloud based Human Resource Management System, Page -22	To facilitate secure, instantaneous, and online payment options for the compensations, taxes and statutory benefits associated with the HR services	Request you to confirm the following about the scope of the HRMS system: a) HRMS system will cover the payroll management of the internal staff of the organization. b) There will be integration of the Payroll management	Requested information shall be examined and appropriately incorporated in the RFP.

			system with the bank, so that post payroll run, the salary and other benefits are directly credited to the bank account of the employees of the PFRDA.	
125	SECTION III- BROAD SCOPE OF WORK HRMS - Cloud based Human Resource Management System, Page -22	Suggest ways to monitor the performance of officers through digital tools and augment their productivity in office and WFH environment	As per the scope, the HRMS system should have the tool for improving the productivity of the employee working on the WFH environment. Request you to confirm the key expectation of PFRDA from the for improving the productivity of the employees working on WFH mode.	Requested information shall be examined and appropriately incorporated in the RFP.

126	SOW-4: PINTRA: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZAT ION:Page 22	Resource and Workflow Management and Administrative Reporting – The tracking and management of these assignments and schedules is currently done manually using Microsoft Excel • Supporting the creation, distribution, and collection	Number of top level process (level 1) Number of steps in level 1 Number of sub-processes How many process routing rules? How many decision points?	Requested information shall be examined and appropriately incorporated in the RFP.
127	SECTION III- BROAD SCOPE OF WORK Core Finance – ERP system of Automation Finance Operations, Page -23	Therefore, we plan to implement the automation of Procurement, Payables, Treasury, and Fixed Assets Management etc., to ensure accuracy and efficiency.	We are assuming that apart from the Finance( Payable, treasury, procurement, Asset management etc.), PFRDA is also expecting the Procurement system for automating the procurement process. Request you to explain the key expectations from the procurement system. We are assuming the tendering and vendor collaboration will not be done through the ERP	Requested information shall be examined and appropriately incorporated in the RFP.

			system. Please confirm.	
128	SECTION III- BROAD SCOPE OF WORK Core Finance – ERP system of Automation Finance Operations, Page -23	Building customised calculators for the purpose of Finance department to pay certain benefits to the staff members of PFRDA.	As per the scope PFRDA is expecting the customized calculator for the calculation of the benefits of the employee. Request you to provide the list of the expected calculations that is required for the employee in the HRMS system. For	Requested information shall be examined and appropriately incorporated in the RFP.



			example Payroll, Conveyance etc.	
129	SECTION III- BROAD SCOPE OF WORK Admin, Page -23	Internal application for digitizing processes related to admin department, including vendor contract management, visitor management, tracking of assets, inward and outward communication management, travel management, etc.	As per the scope of work, ERP system is supposed to manage the internal and external communication with the vendor. Request you to conform our assumption: a) The communication with Vendor will only be done through the document and workflow. b) The access of the ERP system will not be provided to the	Yes

			<p>vendor.  c) The tender management will not be the part of scope of the ERP system,</p>	
130	<p>SOW-4:  PINTRA:  PFRDA  INTRANET  PORTAL -  INTERNAL  DIGITALIZATION:  RTI and  Parliamentary  Questions :  Page23</p>	Internal Audit portal	<p>How is the internal audit happening today? Please share the details.</p>	Internal Audit is happening manually

131	4.17 GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL page 32	Cloud Infrastructure requirements for setting DC, DR and Staging setup -Scope of Work Wise	Request to allow this response at a deployment architecture level and allow detailing at the RFP stage. Considering this to be a Expression of Interest.	yes
132	4.17 GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL:	Proposed Team composition for completing the project- Scope of Work Wise	Can we propose a high level org structure at EOI stage rather than details of manpower to be deployed for each of the SOW including man month detail etc.? Kindly clarify	yes
133		General	There is no specific ask to propose open source or components with Gartner / Forrester mentions. What should be primary criteria for choosing products	Bidder may propose COTS/Open source with Enterprise support.

134	3.1 ENVISIONED FUTURE STATE	SOW-4: PINTRA: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION	There are few application components related to ERP, need to know any specific ERP solution considered or bidder can propose any ERP solution with these minimal modules?	SI may propose the suitable product/application as per the Functional requirements as per RFP terms and conditions
135		General	Need volumetrics (approx numbers) for number of Registration forms, number of Supervision & Regulation Reports , count of daily /monthly/quarterly uploads. This would be required for Cloud Infrastructure requirements	Requested information shall be examined and appropriately incorporated in the RFP.

136	Page 32; Section 4.17	GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL: Proposed solution(s) for each Scope of Work (SOW) as per format below	Licensing requirement: What is expected in this column, number of proposed solution licences or how many in proposed technology stack are licensed products.	Suitable Licencing requirements OF Applications - Subscription based/user based/No. of cores based etc may be proposed
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137	Page 32; Section 4.15 MINIMUM ELIGIBILITY CRITERIA	<p>The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p> <p>(Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data &amp; Analytics platform development &amp; maintenance, website revamp &amp; maintenance and ERP Implementation)</p>	<p>We believe that there is a very limited work has been done in the area of RegTech and SupTech in the country. While other that the terminology the work in the area of Solutions in the space of Regulatories have been done.</p> <p>The Solutions spread across the Regulatory Registration, Processing and Filing of returns has been done for quite sometime. The customers like MCA, FIU, CBDT have been doing the similar work but have not declared it as RegTech or SupTech.</p> <p>We request you for removal of the</p>	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
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			restricting points of RegTech and SupTech from the requirements.	
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138		Copy of the order for the project executed.	As almost all the contracts that we have in the Government/PSU/Regulators/Autonomous bodies are under NDA and attaching the Work Order of PO or the Reference letter from customer would not be possible. Please clarify if the Letter for the Company Secretary of the Bidder company would be OK to be provided.	Please refer Corrigendum-2 for revised Eligibility Criteria
139	Page 6 Section 1	Place, Time and Date of opening of the proposals received in response to the EOI notice	We request for extension in submission of the EOI response. The Time required to submit a good response for the requirements mentioned in the EOI. We request PFRDA for atleast 2 Weeks time for submission	Please refer revised timelines as per corrigendum-2



			of the EOI response after the Last Corrigendum / Query response from PFRDA.	
140	Page No-30; Section-4.15	The Bidder should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 700 Crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies	We request you to kindly amend this clause as: The Bidder should be a profitable company for the last three financial years and must have an average annual turnover of not less than INR 700 Crores during the last three financial years (Not inclusive of the turnover of associate / group companies).	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

141	Page No-30; Section-4.15	The Bidder should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 700 Crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies	<p>The Bidder should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 500 Crores for each of the last three financial years (Not inclusive of the turnover of associate / group companies.</p> <p>Reason for request: Considering the estimated project cost and the CVC guidelines, we request you to consider the change in asked annual turnover.</p>	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
142	Page No-35; Section-4.21	All qualified Bidders will be invited to participate in the RFP. As per Clause-4.16, the lead bidder shall only be qualified bidder. The consortium partner may be from qualified bidders or any other parties.	As per our understanding upto three partners can form a consortium i.e. lead bidder and one/two other consortium partners. Kindly confirm.	Please refer Corrigendum-2 for revised Consortium Clause

143	Page No-32; Section-4.16	The lead Bidder shall only be qualified bidder. The consortium partner may be from qualified bidders or any other parties.	<p>We request to amend the clause as follows. Either the lead Bidder independently or through a consortium should be able to qualify the criteria.</p> <p>Additionally, the Lead bidder should qualify more than 50% of the RFP eligibility criteria independently. It is to be ensured that the lead bidder shall have the single point of responsibility for the consortium in their bid responses.</p>	Please refer Corrigendum-2 for revised Consortium Clause
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144	NA	NA	<p>As per our understanding if any of the consortium partner is complying to the past experience criteria, it will be accepted as documentary evidence against the past experience criteria of the EOI, provided the Lead bidder should qualify more than 50% of the RFP eligibility criteria independently</p> <p>Kindly confirm.</p>	<p>Please refer Corrigendum-2 for revised Consortium Clause</p>
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145	Page No-31; Section-4.14	<p>The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p>	<p>We request you to kindly amend this clause as: The bidder shall have experience of having implemented similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector/Govt./ PSU Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects in any one of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p> <p>We request you to amend the point considering the fact that this project is inclined towards Data Analytics. Also,</p>	<p>Please refer Eligibility Criteria as mentioned in Corrigendum-2.</p>
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			<p>Kindly replace "executed and completed" with "Implemented" because "executed and completed" covers the implementation, operations and maintenance, i.e generally a period around 5 years at least.</p>	
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146	Page No-31; Section-4.14	<p>The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p>	<p>We request you to kindly amend this clause as:</p> <p>The bidder shall have experience of having implemented similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector/Govt./ PSU Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects in anyone of the two SOWs (ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years.</p> <p>Kindly replace "executed and completed" with "implemented" because the former covers "implementation,</p>	<p>Please refer Eligibility Criteria as mentioned in Corrigendum-2.</p>
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Operations and maintenance" and takes around 5 years at least.

Also, Kindly amend the "b" point as mentioned above. Skillset required for website development is commodity. Hence, request you to amend the scope to focus on the key requirements which are ERP and Data Analytics.



147	SOW-1: WEBSITE REVAMP: Page 16	This category includes the implementation of a revamped PFRDA website along with a chatbot.	Since there are multiple portals as well as applications like DMS being envisaged as part of solution, it is critical to have a strong search engine which can search across portals and applications and give results, which can be achieved through an enterprise search engine. Please confirm our understanding is correct.	Requested information shall be examined and appropriately incorporated in the RFP.
148	SOW-1: WEBSITE REVAMP: Page 16	k. There should be user-feedback mechanism with reporting and analytics to see web site stats, average time spent, most accessed pages, etc. Bidder should provide monthly MIS report with the above statistics along with hardware usage and performance indexes.	Please confirm whether the stats not only at page level, but at content level is also expected as part of Web Site Analytics. Eg. Most accessed Document, maximum drop-out from which field in a form etc.	Requested information shall be examined and appropriately incorporated in the RFP.

<p>149</p> <p>4.15 - Minimum Eligibility Criteria Page 31</p>	<p>The bidder shall be the OEM / Certified or authorized agent / reseller / partner for supply of licenses and solution implementation and maintenance support under warranty / AMC of the proposed solution. OEM proposed by bidder should have its development &amp; support center in India. This should be full fledge establishment and not created for the submission of this ITB.</p>	<p>Request to change the clause as follows to give clarity. The bidder shall be the OEM / Certified or authorized agent / reseller / partner for supply of licenses and solution implementation and maintenance support under warranty / AMC of the proposed solution.</p> <p>OEM's proposed by bidder should have its development or support center in India which is operational for minimum of 5 years from the ITB submission date.</p>	<p>Please refer Eligibility Criteria as mentioned in Corrigendum-2.</p>
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150	Page no. 25	The Technology Architecture is to be hosted on the Cloud Platform. The Cloud platform service to be from MeitY empanelled Cloud Service Providers for setting up primary and disaster recovery sites for PFRDA to leverage significant benefits associated with the cloud technologies.	What are the Cloud Infra & Services required for PFRDA Technology Architecture (TARCH) Project ? Pls describe the requirements per project/application with units volumes.	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
151	NA	Additional Points/Suggestions	The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
152	NA	Additional Points/Suggestions	CSP should provide VM's which provides encryption of data in transit , at rest using customer-managed encryption keys (CMEK) and customer-supplied encryption keys (CSEK), and providing encryption of data while in use.	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

153	NA	Additional Points/Suggestions	CSP should provide storage with object versioning to support the retrieval of objects that are deleted or replaced	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
154	NA	Additional Points/Suggestions	CSP should have a market place for taking different services like DB, Next Gen Firewall, Anti-Virus, Cache services etc. CSP prices for the services which are native to the CSP and should be available in the public domain for cross validation	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
155	NA	Additional Points/Suggestions	CSP should have own cloud native Managed DR tool for better management of DR	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

156	NA	Additional Points/Suggestions	CSP should have the CDN as a native offering like Load Balancer, DDoS & WAF for easy integration with the deployed workloads.	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
157	NA	Additional Points/Suggestions	Price list of the CSP should be in the public domain for transparency in quoted rates	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
158	NA	Additional Points/Suggestions	CSP should have ISO 22301 certification for business continuity implementation.	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

159	NA	Additional Points/Suggestions	CSP should provide financially backed compute infrastructure availability spread across multiple AZs of >=99.99% from India Data Center	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
160	NA	Additional Points/Suggestions	Kindly confirm if cloud native services can be utilized for the solution, like; cognitive services for Chatbot, development services for website etc.	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions
161	NA	Additional Points/Suggestions	In this EOI document, we could not find any compliance/requirement regarding data security and privacy. We request to clarify if what all cloud & data specific security compliances & solution need to consider.	Bidder shall propose the necessary Cloud Infrastructure as per the application requirements and RFP terms and conditions

162	NA	Additional Points/Suggestions	We also request to enable online response submission of this EOI considering the recent increase in COVID cases.	Eoi responses to be submitted as per the details mentioned in Eoi
163	NA	Additional Points/Suggestions	<p>Since this project involves the seamless integration of four different modules, we suggest to include COTS product instead of Open source customization.</p> <p>Open-source tools generally tend to have Compatibility issues, Liabilities and warranties, difficulty of use, at times difficult exit management due to high customization level. For a project of such repute and high importance, we suggest to prefer an OEM tool having</p>	Bidder may propose COTS/Open source with Enterprise support. as per requirements of PFRDA

			most of the required features out-of-the-box available and a scope of customization on need-basis.	
164	NA	Additional Points/Suggestions	We further request for due date extension for atleast 2 weeks from current due date of 04.05.2022.	Please refer Corrigendum-2 for revised timelines
165			1. Bidder turnover should be 700 crores as per the EOI. We request you to amend the same to 250 Cr.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.



166			2. Bidder should be CMMi5 as per the EOI. We request you to accept CMMi3 certification .	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
167			3. Request you to allow Consortium to work thru SI also	Please refer to Corrigendum-2 for revised Consortium clause
168			4. Also request you to allow vendor to develop the end-to-end solution even in open source (except Oracle DB).	Bidder to propose the suitable solution as per requirement of PFRDA
169	Section 4.15 Minimum Eligibility Criteria, Pg No. 31	The bidder shall have experience of having executed and completed similar SOWs/projects as terms below: a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years	It is requested if this criteria be extended to include experience from outside India also. Also, since it is a large Government Transformation project, therefore, it is requested that implementation of large eGov projects may also be allowed under this criteria.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

170	Section 4.16 Proposed Consortium and Teaming Agreement for RFP, Pg No. 32	Bidder is required to submit the teaming details for Consortium as per the below table	Please confirm whether we may bid in consortium later at the RFP stage even though currently we may be submitting EOI response as a single entity.	Refer to Corriegedum -2 for revised Consortium Clause.
171	Section 4.15 Minimum Eligibility Criteria, Pg No. 31	The bidder shall be the OEM / Certified or authorized agent / reseller / partner for supply of licenses and solution implementation and maintenance support under warranty / AMC of the proposed solution. OEM proposed by bidder should have its development & support center in India. This should be full fledge establishment and not created for the submission of this ITB.	Given the Government of India guidelines to use open source technologies, it is requested that preference should be accorded to solution designs built on open source stack and therefore, the OEM certificate requirement in that case can be removed.	Bidder may propose COTS/Open source with Enterprise support as per requirement of PFRDA

172	Section 4.10 Sealing, Marking and Submission of EOI, Pg No. 28	Last date of Submission: On or before 04 May 2022 15:00 hrs	To put forward a compelling response, we would like to request if the submission deadline be extended by atleast 2 weeks	Please refer revised timelines as menionted in corrigendum-2
173	Section 3 Broad Scope of work, 3.1 Envisioned Future State, SoW 1 - Website Revamp, Page 17	n. 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.	How many data sources are there from which information/ data is expected to be fetched besides PRISM, PINTRA, POISE? Is the refresh cadence for the data?	Requested information shall be examined and appropriately incorporated in the RFP.
174	Section 3 Broad Scope of work, 3.1 Envisioned Future State, SoW 1 - Website Revamp, Page 17	s. Website should provide customized pension calculators NPS Prosperity Planner (NPP) for the benefit of Subscribers.	Please confirm whether the business logic around calculator is available and shall be made available to SI during implementation process	Preliminary Business Logic shall be provided, if necessary.

175	<p>Section 3 Broad Scope of work, 3.1 Envisioned Future State, SOW-2: POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH, Page 18</p>	<p>I. External portal with the ability for the intermediaries &amp; selected other entities to self-register and/ or onboard themselves.</p>	<p>Is the process to self-register/ onboard entities and intermediaries in place? Are verification integrations such as that with e-KYC etc required? Who is the approver of the registration?</p>	<p>e-KYC verification not in the present scope</p>
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<p>176</p>	<p>Section 3 Broad Scope of work, 3.1 Envisioned Future State, SOW-2: POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH, Page 18</p>	<p>h. The portal shall be open for integration through APIs or other mechanisms as and when the requirement arises</p>	<p>Are these various integrations identified?</p>	<p>Integrations to be carried for the identified requirements and requested information shall be examined and appropriately incorporated in the RFP. .</p>
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177	<p>Section 3  Broad Scope  of work, 3.1  Envisioned  Future State,  SOW-2:  POISE:  PFRDA  ONLINE  INTERMEDIA  RY  SUPERVISIO  N ENGINE -  REGTECH  AND  SUPTECH,  Page 19</p>	<p>p. It is the responsibility of the SI Vendor to get the Applications hosted and maintained in the Cloud environment.</p>	<p>While we understand that Cloud platform service is to be from MeitY empanelled Cloud Service Providers, is there a preference for a cloud hosting service?</p>	<p>Bidder to propose the suitable CSP to deliver the project</p>
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178	<p>Section 3 Broad Scope of work, 3.1 Envisioned Future State, SOW-3: PRISM: PFRDA REPOSITORY &amp; INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM, Page 20</p>	<p>iii. Datawarehouse design and build for aggregating data of CRAs, PFs, NPST, TB, Custodian, POPs and enabling ad-hoc queries and reports.</p>	<p>Are there data sources for information and data to be fetched besides the ones mentioned here? Are the KPIs/ KPAs and their calculations defined?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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179	<p>Section 3 Broad Scope of work, 3.1 Envisioned Future State, SOW-3: PRISM: PFRDA REPOSITOR Y &amp; INFORMATI ON SYSTEMS MANAGEME NT - DATA AND ANALYTICS PLATFORM, , Page 20</p>	<p>ii. Daily incremental batch data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.</p>	<p>What is the expected size of the daily incremental batch data we are seeking to transfer?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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180	<p>Section 3 Broad Scope of work, 3.1 Envisioned Future State, SOW-3: PRISM: PFRDA REPOSITORY &amp; INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM, Page 21</p>	<p>3. Advanced Analytics and Market Insights: Multiple advanced analytics tools will be integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments.</p>	<p>Are these use cases defined?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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181	<p>Section 3  Broad Scope  of work, 3.1  Envisioned  Future State,  SOW-4:  PINTRA:  PFRDA  INTRANET  PORTAL -  INTERNAL  DIGITALIZAT  ION - Core  Finance –  ERP system  of Automation  Finance  Operations,  Page 23</p>	<p>Building customised calculators for the purpose of Finance department to pay certain benefits to the staff members of PFRDA.</p>	<p>Is the logic for the custom calculators expected or is it available?</p>	<p>Logic shall be provided by PFRDA for developing the functionality, wherever available</p>
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182	<p>Section 3 Broad Scope of work, 3.1 Envisioned Future State, SOW-4: PINTRA: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZAT ION - RTI and Parliamentary Questions, Page 23</p>	<p>Portal to upload RTI and PQ questions received and track the responses through a dashboard.</p>	<p>Are the APIs to integrate with RTI and any other required system available and can be assumed will be provided to us?</p>	<p>PFRDA shall provide necessary support for integrations and if required bidder may propose wherever necessary</p>
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183	<p>Section 3  Broad Scope  of work, 3.1  Envisioned  Future State,  SOW-4:  PINTRA:  PFRDA  INTRANET  PORTAL -  INTERNAL  DIGITALIZAT  ION - Core  Finance –  ERP system  of Automation  Finance  Operations,  Page 23</p>	<p>The existing data from Tally to be migrated to the ERP solution.</p>	<p>How many years of data to be migrated?  Kindly provide the average no. of transactions in a year.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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184	<p>Section 3 Broad Scope of work, 3.1 Envisioned Future State, SOW-4: PINTRA: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZAT ION - Core Finance – ERP system of Automation Finance Operations, Page 23</p>	<p>PFRDA believes that the acquisition of well-integrated financial solutions will pave the way for achieving growth and sustainability. Therefore, we plan to implement the automation of Procurement, Payables, Treasury, and Fixed Assets Management etc., to ensure accuracy and efficiency.</p>	<p>Currently accounting is maintained through tally software. we assume that an open source based solution to be considered for the Finance and Accounting to be system. Please clarify.</p>	<p>Bidder to propose suitable Solution as per requirements of PFRDA</p>
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185	<p>Section 3  Broad Scope  of work, 3.1  Envisioned  Future State,  SOW-4:  PINTRA:  PFRDA  INTRANET  PORTAL -  INTERNAL  DIGITALIZAT  ION - HRMS -  Cloud based  Human  Resource  Management  System, Page  22</p>	<p>PFRDA intends to automate the HR processes across all its administrative offices with a state of art cloud based Human Resource Management System (HRMS).</p>	<p>We would request you to provide detailed features of the HRMS module which need to be considered in the proposed system.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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186	Section 1 Point No. 12	Date of Presentation for Bidders	As clarified during the pre-bid meeting, shortlisted bidders are only required to present their proposed technology solution - it will not be binding on the shortlisted bidders and the final solution shall be proposed basis the detailed functional and system specifications released during the RFP stage. You are requested to please confirm this understanding	Proposed bidder may propose suitable solutions as per SOW during Eol presentation.
187	SOW-1 Website Revamp Page No. 16, SOW-3 PRISM Page No. 20	Website Revamp, PRISM	These modules will be implemented with On-Prem server or cloud based?	Cloud based as mentioned un Eol

188	SOW-3: PRISM Page No. 20	One time data transfer	What is the volume of historical data for CRAs, PFs, NPST, TB, Custodian, POPs to be transferred to the Central data warehouse.	Requested information shall be examined and appropriately incorporated in the RFP.
189	SOW-3:PRISM Page No. 20	Ingestion of external data, including market information such NITI Aayog, CSO, NSSO etc.	Do we need to pull the data from external data sources, if yes, kindly share the exhaustive list of external data sources?	Presently the external data sources shall be limited to Intermediary Data, CMIE Data etc. Requested information shall be examined and appropriately incorporated in the RFP.
190	SOW-3:PRISM Point 3 Page No. 21	Multiple advanced analytics tools will be integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments.	Kindly help us sharing the No. of use cases (AI/ML), which needs to be build under PRISM. This will help us to define our efforts and estimation accordingly.	Requested information shall be examined and appropriately incorporated in the RFP.



191	SOW-3:PRISM Point-5 Page No. 21	The data platform may be developed to support structured data.	As we understand that data analytics platform build for PFRDA will only consume the structured data. Kindly confirm.	The present requirement is for structured data
192	SOW-4:PINTRA Page No. 23	Building customised calculators for the purpose of Finance department to pay certain benefits to the staff members of PFRDA.	Kindly elaborate - the feature to be build for customised calculator.	Requested information shall be examined and appropriately incorporated in the RFP.
193	Section 3.1 Envisioned Future State, Exhibit 1 (Target State Architecture for PFRDA)	Existing Channel Solutions - Call Centre	Request clarification on the following points please: 1. What is the nature of the calls to this call centre and what is the call volume? 2. Is the successful bidder expected to take over the call centre operations or whether this will continue to be managed through existing modalities?	Call Center is not in the scope of this project

194	Section 3.1 Envisioned Future State, Exhibit 1 (Target State Architecture for PFRDA)	Digital Enablement - eOffice	As clarified during the pre-bid meeting, eOffice shall continue functioning as per the existing modalities and the successful bidders is not expected to manage the eOffice operations on behalf of PFRDA - this understanding may please be clarified?	This application shall be continued to be used and maintained by PFRDA itself. This is not in the scope of the selected SI.
195	Section 3.1 Envisioned Future State, Exhibit 1 (Target State Architecture for PFRDA)	Infrastructure - IT Helpdesk	Please clarify whether this IT Helpdesk shall only be restricted to the internal users of PFRDA and/or its intermediaries? Also, is the successful bidder expected to be just provide the IT Helpdesk solution or whether manpower and associated infrastructure also to be provided by the successful bidder	It is expected to cater to both internal and external users

196	Section - 3.2 INFRASTRUCTURE Page No. 24	Data Center and Disaster Recovery Infrastructure.	1. Does PFRDA have the Data Centre for this project. If not, what is the plan for the same. Kindly share. 2. In case the solution is to be hosted on cloud, will a separate DR be needed or whether RTO/RPO SLAs shall suffice?	Applications shall be hosted on Cloud. Separate DR is required
197	Section - 4.15.5 Page No. 31	The bidder shall have experience of having executed and completed similar SOWs/projects as a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/Regulators/ Autonomous bodies in India in 5 years	Extract of Work Order or Contract containing Scope of Work:  In many projects, due to confidential nature the customers do not write the exact scope of work in the SOW / Contract. In such cases, can we provide a client letter obtained post project completion stating at a high level the work done by our project team?	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

			Also, please clarify if on-going engagements shall also qualify under this criteria	
198	Section - 4.15.5 MINIMUM ELIGIBILITY CRITERIA Page No. 31	b) 3 similar projects each in any two of the three SOWs (Website/ERP & Intranet/Data & Analytics Platform) in India in last 5 years.	In many projects, due to the confidentiality clause we may not be allowed to share the SOW / Contract even with a government entity. Please allow submission of self-certification of the Scope of Work by the Authorized	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

			representative in such a case.	
199	Additional Query	Is PFRDA looking for an Open Source Tool usage for this EOI or looking for Commercial Off the Shelf (COTS) products? Can the bidders also propose a mix of Open Source and COTS products?		Proposed bidder may propose suitable solutions as per functional requirements.
200	Additional Query	When is the RFP expected to be published?	We are highly excited about this bid and are sure we can add value to the PFRDA having worked on similar assignments. A rough timeline would help plan for the RFP response and resources in a better manner at our end.	RFP shall follow EoI. PFRDA intends to complete the SI selection process at the earliest

201	Additional Query	Please clarify the overall implementation and operations and maintenance timelines for this engagement		Total Contract period is 5 years which includes Design/Development/Customization, implementation
202	4.15 MINIMUM ELIGIBILITY CRITERIA	<p>5) The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:</p> <p>a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years</p> <p>b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp; Intranet/Data &amp; Analytics Platform) in India in last 5 years. (Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data &amp; Analytics platform development &amp; maintenance, website revamp &amp; maintenance and ERP Implementation)</p>	<p>a) Request to change the 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector to 1 similar project of compliance monitoring including Regtech and Suptech or data management in BFSI sector.</p> <p>b) Please clarify the 3 similar projects each in any two of the three SOWs - Do need to submit 3 similar projects in any of the two (total 6 projects) or 3 similar projects of</p>	Please refer Eligibility Criteria as mentioned in Corrigendum-2.

			<p>any of two SOWs</p> <p>c) Please consider India/International project reference.</p>	
203	<p>4.15 MINIMUM ELIGIBILITY CRITERIA</p>	<p>The bidder shall be the OEM / Certified or authorized agent / reseller / partner for supply of licenses and solution implementation and maintenance support under warranty / AMC of the proposed solution. OEM proposed by bidder should have its development &amp; support center in India. This should be full fledged establishment and not created for the submission of this ITB.</p>	<p>Request to please elaborate the AMC model, timing, SLA's etc.</p>	<p>Criteria shall be as specified in the EoI</p>

204	Page 17, Regulatory Compliance	Application to validate compliance-related reports and information submitted by intermediaries.	Request to please elaborate the Regulatory obligations and rules to comply. Also please explain the intermediaries who all will be involved.	Please refer to EoI for the information
205	3.2 INFRASTRUC TURE:	The Technology Architecture is to be hosted on the Cloud Platform. The Cloud platform service to be from MeitY empanelled Cloud Service Providers for setting up primary and disaster recovery sites for PFRDA to leverage significant benefits associated with the cloud technologies.	Request to please elaborate whether any application development required for cloud platform.	Bidder to propose suitable Cloud Architecture as per requirements of PFRDA
206	4.17 GENERAL INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL:	Approach & Methodology for implementation & post-implementation period.	Request to please suggest the expected implementation timeline period (This is needed for efforts estimations and project plan)	Bidder to propose the timelines



207	General	Workflows	Request to please share the workflow of each process. For example, how many workflows etc.	Requested information shall be examined and appropriately incorporated in the RFP.
208	General	Data Size and transaction frequency	Request to please share the approx data size and transaction frequency	Requested information shall be examined and appropriately incorporated in the RFP.
209	SECTION II – INTRODUCTION Page 13 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	Please share the details of external parties and Subscriber facing websites that is used for engagement. If possible please provide details on technology stack like Language (like PHP, Asp.net, Java etc), Middleware, Runtime, OS and Database. Is there any message broker service in place.	Requested information shall be examined and appropriately incorporated in the RFP.

<p>210</p>	<p>SECTION II – INTRODUCTI ON Page 13 1. Channel Solutions:</p>	<p>The pfrda.org.in website is developed using ASP.Net 4.0 and hosted on IIS servers</p>	<p>Please provide details of number of servers on which application is hosted Is it Monolithic or Microservice based Architecture Is it 3 tier architecture or 2 tier Operating system edition and version Database edition and version Security controls in place and compliance requirement Number of concurrent users End Users/Admin/Internal users will be connecting/browsing the application over the internet/VPN/MPLS. please provide the details on number of site as well as users from each location.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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<p>211</p>	<p>SECTION II – INTRODUCTI ON Page 13 1. Channel Solutions:</p>	<p>Another consumer-facing site, pensionsanchay.org.in is developed using java script and hosted on Apache webservers and hosted in NICSI Cloud</p>	<p>Please provide details of number of servers on which application is hosted Is it Monolithic or Microservice based Architecture Is it 3 tier architecture or 2 tier Operating system edition and version Database edition and version Security controls in place and compliance requirement Number of concurrent users End Users/Admin/Internal users will be connecting/browsing the application over the internet/VPN/MPLS. please provide the details on number of site as well as users from each location.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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212	SECTION II – INTRODUCTI ON Page 14 5. IT Infrastructure:	Currently, the NIC Data Center is being leveraged for hosting the websites – pfrda.org.in and pensionsanchay.org.in and eOffice.	Sizing, SLA, Managed services, Uptime, Operating system, Database, Actual data of both websites and type of data associated with the websites. Any tool in use for DevOps/CI-CD pipeline Current Backup tool and policy inplace. Can we extend the same tool on cloud or bibber has to propose new enterprise tool Is there a secondary site (DR)-RTO, RPO, Data change rate	Requested information shall be examined and appropriately incorporated in the RFP.
213	SECTION II – INTRODUCTI ON Page 14 6. Data and Analytics:	PFRDA receives the periodic reports on different periodicity including daily, monthly, quarterly, half yearly, yearly basis and adhoc reports from different registered intermediaries in the NPS as well as from External Entities. These reports are being submitted in XLS/Word/PDF formats through email/physical mode and are checked for its accuracy, compliance and validation. Some of the reports are being downloaded from CRA dashboard	Is there any plan to standardized/ templated these periodic reports?  Are you Open for PaaS (Platform as a Service) for Data Analytics?	Standardised Templates to be provided. SI to provide the suitable Architecture

214	<p>SECTION III- BROAD SCOPE OF WORK Page no. 16 SOW-1: WEBSITE REVAMP:</p>	<p>The main website, i.e. pfrda.org.in, will need to be revamped and branded as the corporate website. The pensionsanchay.org.in shall be a part of sub-domain under PFRDA corporate website.</p>	<p>Please provide details of number of servers on which application is hosted Is it Monolithic or Microservice based Architecture Is it 3 tier architecture or 2 tier Operating system edition and version Database edition and version Security controls in place and compliance requirement Number of concurrent users End Users/Admin/Internal users will be connecting/browsing the application over the internet/VPN/MPLS. please provide the details on number of site as well as users from each location. Any tool in use for DevOps/CI-CD</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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			<p>pipeline  Current Backup tool and policy in place.  Can we extend the same tool on cloud or bibber has to propose new enterprise tool  Is there a secondary site (DR)-RTO, RPO, Data change rate</p>	
215	<p>SECTION III-  BROAD SCOPE OF WORK  SOW-1:  WEBSITE REVAMP:    Page no.16</p>	<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.</p>	<p>What type of information flow between these application  Is there any message broker service in place or can we extend the same on cloud</p>	<p>SI to propose suitable solution as per requirement</p>

216	<p>SECTION III- BROAD SCOPE OF WORK SOW-2: POISE: PFRDA ONLINE INTERMEDIA RY SUPERVISIO N ENGINE - REGTECH AND SUPTECH:  Page no. 17</p>	<p>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.</p>	<p>Sizing, SLA, Managed services, Uptime, Operating system, Database, Actual data of both websites and type of data associated with the websites.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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217	<p>SECTION III- BROAD SCOPE OF WORK SOW-3: PRISM: PFRDA REPOSITOR Y &amp; INFORMATI ON SYSTEMS MANAGEME NT - DATA AND ANALYTICS PLATFORM:</p> <p>Page no. 20</p>	<p>PFRDA requires a comprehensive data platform to be built to store aggregated and curated data received from various intermediaries and other internal applications of PFRDA. It should provide tools for running analytics and MIS reports for supervision, regulatory policy formation, and promotion and development-related activities.</p>	<p>Please share the sources and type of Data.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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218	<p>SECTION III- BROAD SCOPE OF WORK SOW-3: PRISM: PFRDA REPOSITOR Y &amp; INFORMATI ON SYSTEMS MANAGEME NT - DATA AND ANALYTICS PLATFORM:</p> <p>Page no. 20</p>	<p>One-time data transfer from CRAs, PFs, NPST, TB, Custodian, POPs.</p>	<p>Please mention the number of sources and approx. Data size to be transfered from variuos sites.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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219	<p>SECTION III-          BROAD          SCOPE OF          WORK          SOW-3:          PRISM:          PFRDA          REPOSITOR          Y &amp;          INFORMATI          ON          SYSTEMS          MANAGEME          NT - DATA          AND          ANALYTICS          PLATFORM:</p> <p>page no. 20</p>	<p>Daily incremental batch data transfer from CRAs, PFs,          NPST, TB, Custodian, POPs.</p>	<p>Please share the          approx. amount of          daily incremental          data.</p>	<p>Requested          information shall be          examined and          appropriately          incorporated in the          RFP.</p>
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220	<p>SECTION III- BROAD SCOPE OF WORK SOW-3: PRISM: PFRDA REPOSITOR Y &amp; INFORMATI ON SYSTEMS MANAGEME NT - DATA AND ANALYTICS PLATFORM:</p> <p>Page no. 20</p>	<p>Ingestion of external data, including market information such NITI Aayog, CSO, NSSO etc.</p>	<p>Please sepcify the sources, type and approx. amount of data ffor ingestion.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
221	<p>Advanced Analytics and Market Insights:</p>	<p>Multiple advanced analytics tools will be integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments.</p>	<p>Please specify the AI/ML Use cases.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>

222	<p>SOW-3: PRISM: PFRDA REPOSITORY &amp; INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM: Page no. 20</p>	<p>Datawarehouse design and build for aggregating data of CRAs, PFs, NPST, TB, Custodian, POPs and enabling ad-hoc queries and reports.</p>	<p>Are you Open for PaaS (Platform as a Service) for Datawarehouse?</p>	<p>SI to propose suitable solution</p>
223	<p>3.2 INFRASTRUCTURE: Page no.24</p>	<p>The Technology Architecture is to be hosted on the Cloud Platform. The Cloud platform service to be from MeitY empanelled Cloud Service Providers for setting up primary and disaster recovery sites for PFRDA to leverage significant benefits associated with the cloud technologies.</p>	<p>Please let us know if DC and DR site needs to be far enough to tolerate natural disaster so that both DCs shouldn't be impacted simultaneously. Please mention the minimum distance required between DC &amp; DR site so that these are in</p>	<p>SI to propose suitable solution</p>

			separate seismic Zones.	
224			To reduce manageability and for better integration, it is recommended to ask for Single OEM for Data Analytics & Datawarehouse as a PaaS Solution.	SI to propose suitable solution

225	4.15 MINIMUM ELIGIBILITY CRITERIA, pg 30	1. Should be a Company registered under Indian Companies Act. The bidder (Service Provider) will be a single legal entity.	Firm A' refers to one or more of Parent firm , a private company limited by guarantee, its network of member firms, and their related entities. Firm A and each of its member firms are legally separate and independent entities. A does not provide services to clients. A is registered as a LLP in India under the The Limited liability Partnership Act, 2008, This is the business entity type for every member firm across the globe under the Firm A's Brand. Request inclusion of LLP within the clause under the circumstances.	Please refer Eligibility Criteria as mentioned in Corrigendum-2.
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226	4.15 MINIMUM ELIGIBILITY CRITERIA, pg 30	4. The bidder should be certified CMMI Level 5 AND  Preferably certified • ISO 9001 • ISO 27001 • ISO/IEC 20000	Firm A India LLP and Firm A consulting are a part of the network of A's member firms referred above. CMMi 5 certificate of Firm A's Consulting arm will be enclosed as evidence for the clause.	Not Accepted
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<p>227</p>	<p>4.15 MINIMUM ELIGIBILITY CRITERIA, pg 31</p>	<p>5.The bidder shall have experience of having executed and completed similar SOWs/projects as terms below: a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years  b) 3 similar projects each in any two of the three SOWs (Website/ERP &amp;Intranet/Data &amp; Analytics Platform) in India in last 5 years.  (Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data &amp; Analytics platform development &amp; maintenance, website revamp &amp; maintenance and ERP Implementation)</p>	<p>1) It is requested that the Bidders be allowed to use global experience, credentials and certifications of their member firms with the network of independent member firms for meeting pre-qualification and other evaluation criteria.  2) Relaxation of Public sector citations only to also therefore include such work done to assist clients in the private sector in India and globally too.  3) REGTECH and SUPTECH criteria be removed for evaluation  4) Since a majority</p>	<p>Please refer Eligibility Criteria as mentioned in Corrigendum-2.</p>
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			contracts are confidential by clients to be quoted in public record, please allow a Self-declaration to suffice in the regard as proof.	
228	3.1ENVISIONED FUTURE STATE, pg 15	Exhibit 1: Target state architecture for PFRDA	Understanding this project would need to be implemented in an agile way under a fixed and a	SI to propose suitable solution

			short timeline , we recommend inclusion of COTS products for the Data Platform as well as REGTECH and SUPTECH functions in the application layer respectively.	
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4.15  
MINIMUM  
ELIGIBILITY  
CRITERIA,  
pg 31

The bidder shall have experience of having executed and completed similar SOWs/projects as terms below:  
a) 3 similar projects of Compliance monitoring including Regtech and Suptech in BFSI sector preferably in Government/ PSUs/ Regulators/ Autonomous bodies in India in 5 years  
b) 3 similar projects each in any two of the three SOWs (Website/ERP & Intranet/Data & Analytics Platform) in India in last 5 years. (Execution includes supply, customization / development, testing, training, implementation, maintenance of regtech and suptech platform development and maintenance, data & Analytics platform development & maintenance, website revamp & maintenance and ERP Implementation)

we request the authority to allow global experience as well.

Please refer Eligibility Criteria as mentioned in Corrigendum-2.

230

We request the authority to accept a certificate, in original, certifying all the required information, issued by CEO / CFO / MD / Country Head /Business Unit Head of the bidder/ Head of bidding entity along with a declaration that the bidding company is not in a position to submit the required documents owing to the NDA with an endorsement by Chartered Accountant/ Certified Public Accountant (not being an employee or a director or not having any interest in the bidder(s) company / firm) where the bidder cites reasons of Non-Disclosure Agreement (NDA)

Please refer Eligibility Criteria as mentioned in Corrigendum-2.

			<p>for its inability to submit necessary documents in support of meeting the experience criteria,</p>	
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231		Exhibit: Sample workflow for compliance report submission by Trustee Bank to PFRD	To automatically verify compliance, it is necessary to have a database of compliance rules. These rules will have to be executed against submitted report (online form/data) and compliance (or noncompliance) metric to be generated. Please confirm, if PFRDA currently has such database, or it is expected that SI will have to design the database	SI to propose the design as per requirement
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232	SOW-2	Exhibit: Sample workflow for compliance report submission by Trustee Bank to PFRD	<p>It is understood that presently subsidiaries submit their compliance reports in form of a document (PDF/Excel etc.). Kindly confirm that as part of this project the subsidiaries will upgrade at their end and upload a pre-agreed format (as per compliance mandate) of data onto the repository. This will enable automatic compliance verification.</p> <p>It is also understood that such upgrade at subsidiary end is not part of scope current project.</p>	Agreed
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233	SOW-2	One Time Data Transfer	<p>Kindly confirm how many years of past data is to be uploaded. What is the volume of data in GB to be loaded as part of one time data load.</p> <p>Kindly provide the breakup for each subsidiary.</p>	Since Inception of CRAs
234	SOW-3	Surveillance and Market Intelligence:	<p>It is understood that the surveillance and Market Intelligence related insights will be derived from the compliance data submitted by subsidiaries. There is no other source of data to be ingested for analytics requirement.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
235	SOW-3	Surveillance and Market Intelligence:	<p>There is no expectation of connecting to subsidiary systems and doing any kind of forensic checks. Kindly confirm.</p>	<p>Presently not in this scope</p>



236	SOW-3	Advanced Analytics and Market Insights:	Kindly provide a list of use cases that PFRDA foresee will need AI/ML tools.	Requested information shall be examined and appropriately incorporated in the RFP.
237	SOW-3	Proposed PRISM Framework	The framework depicts "External Data". Kindly confirm the sources and volume of data they expect to ingest (one time and incremental)	Requested information shall be examined and appropriately incorporated in the RFP.
238	SOW-3	Exhibit: Sample workflow for compliance report submission by Trustee Bank to PFRD	To automatically verify compliance, it is necessary to have a database of compliance rules. These rules will have to be executed against submitted report (online form/data) and compliance (or noncompliance) metric to be generated. Please confirm, if PFRDA currently has such database,	There is no such Database. SI to design/provide

			or it is expected that SI will have to design the database	
239	SOW-2	Exhibit: Sample workflow for compliance report submission by Trustee Bank to PFRD	It is understood that presently subsidiaries submit their compliance reports in form of a document (PDF/Excel etc.). Kindly confirm that as part of this project the subsidiaries will upgrade at their end and upload a pre-agreed format (as per compliance mandate) of data onto the repository. This will enable automatic	Common Template to be provided to Intermediaries for upload of reports

			<p>compliance verification. It is also understood that such upgrade at subsidiary end is not part of scope current project.</p>	
240	SOW-2	One Time Data Transfer	<p>Kindly confirm how many years of past data is to be uploaded. What is the volume of data in GB to be loaded as part of one time data load. Kindly provide the breakup for each subsidiary.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>

241	SOW-3	Surveillance and Market Intelligence:	It is understood that the surveillance and Market Intelligence related insights will be derived from the compliance data submitted by subsidiaries. There is no other source of data to be ingested for analytics requirement.	Requested information shall be examined and appropriately incorporated in the RFP.
242	SOW-3	Surveillance and Market Intelligence:	There is no expectation of connecting to subsidiary systems and doing any kind of forensic checks. Kindly confirm.	Not in the scope at present
243	SOW-3	Advanced Analytics and Market Insights:	Kindly provide a list of use cases that PFRDA foresee will need AI/ML tools.	Requested information shall be examined and appropriately incorporated in the RFP.

244	SOW-3	Proposed PRISM Framework	The framework depicts "External Data". Kindly confirm the sources and volume of data they expect to ingest (one time and incremental)	Requested information shall be examined and appropriately incorporated in the RFP.
245	SOW-3	Datawarehouse design and build for aggregating data of CRAs, PFs, NPST, TB, Custodian, POPs	Please confirm the number of tables/API in each source system from where data needs to be ingested in DWH.	Requested information shall be examined and appropriately incorporated in the RFP.
246	SOW 3	BI Reports & Dashboards	Please confirm the aprox. number of BI Reports & Dashboards needs to be build as part of this RFP.	Requested information shall be examined and appropriately incorporated in the RFP.
247	SOW 3	ITSM	What is the ticketing tool used here for logging of tickets, do you have seperate modules in place for Incident and Service request and Knowledge management.	No tools are in use presently

248	SOW - 4	ITSM	What are all the ITSM processes defined and being followed.	Requested information shall be examined and appropriately incorporated in the RFP.
249	SOW - 4	ITSM	Do you have service reporting in place, if yes what are all SLAs and KPIs are defined and being reported	No such reporting is present
250	SOW - 4	ITSM	Do you have a Operational governance in place	No
251	SOW - 4	ITSM	Do you manage any Vendors governance, if yes what is the count of Vendors.	No
252	SOW - 4	ITSM	What is the ticket volume for Incident Management and Service request management as part of RFP scope.	Requested information shall be examined and appropriately incorporated in the RFP.

253	SOW - 4	3.3 OPERATION AND MAINTENANCE -> 12. Storage Management	What is the current storage size and expected storage size growth within next 3 to 5 years	Requested information shall be examined and appropriately incorporated in the RFP.
254	PFRDA EoI	3.2 INFRASTRUCTURE -> Data Center and Disaster Recovery Infrastructure	We understand that the target cloud environment needs to setup a DR strategy. Are there any DR guidelines that needs to be followed during the setup ?	Requested information shall be examined and appropriately incorporated in the RFP.
255	PFRDA EoI	3.2 INFRASTRUCTURE -> Data Center and Disaster Recovery Infrastructure	What is the RPO & RTO expected for the DR setup?	Requested information shall be examined and appropriately incorporated in the RFP.
256	PFRDA EoI	3.2 INFRASTRUCTURE -> Data Center and Disaster Recovery Infrastructure	Is it expected from TechM to manage the Data center activities?	Yes

257	PFRDA EoI	<p>Core Finance – ERP system of Automation Finance Operations</p> <p>-&gt; The existing data from Tally to be migrated to the ERP solution</p>	<p>We understand that there are existing websites (pfrda.org.in and pensionsanchay.org.in) that contains vital data. PFRDA wants us to migrate data in the Tally to cloud.</p> <p>a. We would like to understand if there are any other data like Pensioner's data etc that needs to be migrated to cloud?</p> <p>b. Are there any existing databases that needs to be migrated to Cloud</p> <p>c. Are there any documents/files that needs to be migrated and what is their size.</p> <p>d. Are there any object storage that needs to be migrated and what is their size.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
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258	PFRDA EoI	Admin:• Vendor Management including contact details; Inventory Management; Vehicle Bookings; Stationaries; Arrangements of meetings/ lunch/ travel ; Circular Management ; Visitor Management ; Letters/ Mail Management; Library Management etc.	Will all Admin related applications be accessed by internal users only?	yes
259	SOW-4	Ombudsman E-Appeal Module:	Does this module include subscriber complaints too?	Module is related to Subscriber Appeals to Ombudsman
260	SOW-4	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH:	Is intermediary registration in scope of the RFP?	Yes
261	SOW-2	Service Desk	Who will provide functional training to the TechM team	Requested information shall be examined and appropriately incorporated in the RFP.
262		Service Desk	Kindly provide 6-12 Months of Raw Data Dump from the ITSM/Ticketing tool.	Not available with PFRDA
263		Service Desk	Are their SOP/KB documents available already or these needs to be created?	To be created by SI vendor

264		Service Desk	Will SBIMF extend the Remote Desktop tool, or we need to propose?	Query do not pertain to EoI published by PFRDA
265		Service Desk	What are the various language requirements and their respective support hours, by desk type ?	Requested information shall be examined and appropriately incorporated in the RFP.
266		Service Desk	What is the existing Ticketing Tool and/or other tools being used to process transactions, triaging, troubleshooting etc. It was mentioned that there is a shared Service Now instance with NTT Data, please describe that shared instance. Who owns the licenses? Are there other ITSM tools in use?	Query do not pertain to EoI published by PFRDA

267		Service Desk	For Call based services ,We assume that TechM has to facilitate the ACD setup for Voice Telephony (Inbound and Outbound), basic IVR, and Reporting & Recording. Please confirm if this understanding is correct? Please help to confirm whether client will do call collection and post IVR treatment forward the calls to TechM EPABX for call distribution? OR TechM has to do call collection with TechM owned DDI/TFN directly from end user?	Query do not pertain to EoI published by PFRDA
268		Service Desk	We understand that ITSM/Corporate application would be extended by client, please confirm the preference on the type of connectivity	Requested information shall be examined and appropriately incorporated in the RFP.

			either via internet or MPLS?	
269		Service Desk	Please confirm for accessing the applications, whether client would extend their MPLS/Internet VPN till TechM nearest PoP; OR TechM has to provide connectivity till Client Data center ?	Query do not pertain to EoI published by PFRDA
270		Service Desk	What are the various channels in scope ( i.e. Calls/Emails/web portal )	Requested information shall be examined and appropriately incorporated in the RFP.
271		Service Desk	What is the monthly volume of Calls, Emails and tickets generated through web portal	Requested information shall be examined and appropriately incorporated in the RFP.

272		Service Desk	What is the mean time to complete a transaction?	Requested information shall be examined and appropriately incorporated in the RFP.
273		Service Desk	Please confirm for accessing the applications, whether client would extend their MPLS/Internet VPN till TechM nearest PoP; OR TechM has to provide connectivity till Client Data center ?	Query do not pertain to EoI published by PFRDA
274		Service Desk	Please share the required Job description for resources in scope ?	Requested information shall be examined and appropriately incorporated in the RFP.
275		Service Desk	Please describe the current solutions implemented that provide self service options to end users ? How effective are they ?	No such system exists

276		Service Desk	What are the primary device types and their OEMs, configs ?	Query do not pertain to EoI published by PFRDA
277		Service Desk	Where does the current desk operate from and how many agents are deployed ? Understanding the current service is provided by NTT Data, Please share any specifics that are allowed, any volume and metrics reports that can be shared would also be very helpful. Is the preference to continue near-shore/off-shore, on-shore, or hybrid delivery of services?	Query do not pertain to EoI published by PFRDA
278		Further PFRDA supervises the registered entities through periodical reporting through standard reports/ prescribed regulatory reports.	What is the frequency and approximate count of these reports?	Different frequencires-Daily, Weekly, Monthly, half-yearly, Yearly

279	ABOUT PFRDA CURRENT IT STATE - <i>Core Functions</i>	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.	Since ERP is currently not being used, which application is being leveraged to manage "some part" of F&A activities?	Tally Software, as mentioned in EoI
280	ABOUT PFRDA CURRENT IT STATE - <i>Support Functions</i>	Currently, PFRDA receives this data from various intermediaries/external entities using emails or physical files and a variety of different formats at different times.	How is the data extracted from the physical files / emails / attachments, where is it stored and in which format is it stored?	No such process being followed
281	ABOUT PFRDA CURRENT IT STATE - <i>Support Functions</i>	Exceptions, if any are generated and submitted to the Senior Management for their direction and advice.	Other than for the exceptions, we are assuming there is a maker-checker (and approver) process for approving the data received from various sources. If yes, how many such flows need to be considered for the scope.	Requested information shall be examined and appropriately incorporated in the RFP.

282	ABOUT PFRDA CURRENT IT STATE - <i>Support Functions</i>	The website should be responsive, browser agnostic, and bilingual, supporting both Hindi and English languages. Support of other Indian Languages is desirable.	Please share the list of languages and if the documents also need to be designed in the Indian languages?	Limited to Indian Languages
283	SOW-1: WEBSITE REVAMP	Website should provide customized pension calculators NPS Prosperity Planner (NPP) for the benefit of Subscribers.	Is it correct to assume that the documents containing calculation logic are available and would be shared during the actual development phase.	yes
284	SOW-1: WEBSITE REVAMP	The same portal should also be extended to any non-intermediaries who are also required to submit information to PFRDA on a regular basis.	Does this non-intermediary user group also include individual subscribers? If yes, please provide an approximate count of such concurrent users.	Requested information shall be examined and appropriately incorporated in the RFP.
285	SOW-2: bullet point d	The portal should ensure seamless flow of data from report submission to the proposed Digital Compliance Monitoring System and generate reports/analytics reports in the format as required by the PFRDA	Can you please give more details about the digital compliance monitoring system?	System refereed here is POISE



286	SOW - 2: bullet point k	Retirement Planner Management System -	What is this system and what is the functionality? Who is the owner? Who are the users of this system?	PFRDA is the owner; and shall be used by all stakeholders in the PFRDA functional setup and also by citizens of India
287	Core Finance – ERP system of Automation Finance Operations	How many sub-domains to be used? Do we need admin role for each sub domain?		Two. Admin role for each sub-domain not required
288	SOW 1	What does Microsite mean here? Please highlight the microsities that are in scope		Microsites includes NPS & APY
289	SOW 1	What are the list of multi-lingual languages? Please confirm if we can scope is only English and Hindi?		Presently English and Hindi
290	SOW 1	Do we need multiple roles to publish the CMS content? For example, workflow for content publish.		Yes

291	SOW 1	We recommended Drupal as CMS. Because of ease of use and code customization is very easy with powerful security system. Does PFRDA have any platform preference for the SOW 1 CMS ?		SI may propose the suitable solution as per the requirement of PFRDA
292	SOW 1	Who is managing CMS copy content currently?		PFRDA is managing the same
293	SOW 1	<a href="https://cdnbbsr.s3waas.gov.in/s3c92a10324374fac681719d63979d00fe/uploads/2020/03/2020032611.pdf">Confirm latest version of Government of India Guidelines (GIGW) Link: https://cdnbbsr.s3waas.gov.in/s3c92a10324374fac681719d63979d00fe/uploads/2020/03/2020032611.pdf</a>		As made available in the MieTy website
294	SOW 1	What are your current problems or challenges with your existing site(s)? (provide at least 3)		Obsolete Technology Stack, Accessibility, Improve UI/UX of the Website
295	SOW 1	Expected Launch date for SOW 1		As per the timelines proposed by proposed bidder
296	SOW 1	Average number of Visitors on the site (per day) on website		As per the timelines proposed by proposed bidder
297	SOW 1	Number of content updates per month for the Website		Around 50 per month

298	SOW 1	Total number of users per day on Website	Requested information shall be examined and appropriately incorporated in the RFP.
299	SOW 1	Total number of concurrent sessions Real Time	Requested information shall be examined and appropriately incorporated in the RFP.
300	SOW 1	Total number of backoffice users per day	Requested information shall be examined and appropriately incorporated in the RFP.
301	SOW 1	# of customers	Requested information shall be examined and appropriately incorporated in the RFP.

302	SOW 1	Total number of unique pages on website		Requested information shall be examined and appropriately incorporated in the RFP.
303	SOW 1	Average number of page views per day		Requested information shall be examined and appropriately incorporated in the RFP.
304	SOW 1	Average number of searches per day		Requested information shall be examined and appropriately incorporated in the RFP.
305	SOW 1	Average page size		Requested information shall be examined and appropriately incorporated in the RFP.

306	SOW 1	Is there DB backup and resilience in place		Requested information shall be examined and appropriately incorporated in the RFP.
307	SOW 1	Is there an infra and app monitoring tool in place		Requested information shall be examined and appropriately incorporated in the RFP.
308	SOW 1	Is there an autoscale setup		Requested information shall be examined and appropriately incorporated in the RFP.
309	SOW 1	Number of releases carried out per month (Hotfix + planned changes)		Requested information shall be examined and appropriately incorporated in the RFP.

310	SOW 1	<ul style="list-style-type: none"> <li>· Most of the IT equipment and system software are approximately 10 years old and reached their end of life</li> <li>· Almost 90% space of existing storage is utilized</li> <li>· Advanced security appliances are not available</li> <li>· End to end monitoring of existing infrastructure is required to be done etc.</li> </ul>	<ol style="list-style-type: none"> <li>1. Is the ask to refresh the HW based on SAP migration to HANA?</li> <li>2. What is the ask on security aspect requirement, please elaborate?</li> <li>3. Is the ask to implement end to end monitoring tool for existing Infrastructure?</li> </ol>	Query do not pertain to EoI published by PFRDA
311		<p>A few observations with respect to the existing non-IT infrastructure at SPMCIL are as below:</p> <ul style="list-style-type: none"> <li>· Most of the equipment at DC and DRC such as UPS, PACs etc. have reached end of life.</li> <li>· Access to key areas within the DC/ DRC is done through smart-card based access control system, which needs to be further strengthened for providing more secured access.</li> <li>· At present, there is no provision of CCTV at DRC.</li> <li>· Building Management System for monitoring the physical environment and utilities is not operational.</li> </ul>	Is SPMCIL is looking for a new BMS system? Along with CC TV integration? If yes, any idea How one will evaluate the # of CCTV cameras required of what type? Is there any scope for Vendor to survey and align the CCTV ask?	Query do not pertain to EoI published by PFRDA

312		<p>The bidders are also advised to make a visit to SPMCIL DC and DRC before pre-bid meeting in order to make any assessment relating to site preparation and other requirements.</p>	<p>Is there scope for the Bidder to do inspection, who have not done any site inspection? How will it fan out if there is any major flow found between inspection and actual Implementation time?</p>	<p>Query do not pertain to EoI published by PFRDA</p>
313		<p>The System Integrator is required to meet the minimum bill of material, sizing criteria and other requirements as mentioned in Annexures 7 &amp; 8 and Section VII and of this bidding document. However, System Integrator shall be responsible to procure and supply any additional software and licenses, if required, for successful implementation (including integration) of project.</p>	<p>Is this additional requirement of software and licenses (if required) will be part of Change request? And the SI will charge the required cost for procurement to SPMCIL?</p>	<p>Query do not pertain to EoI published by PFRDA</p>
314		<p>All licenses procured should be of full use, enterprise, perpetual, unrestricted and irreversible except mentioned otherwise.</p>	<p>The above Para states that "Supply of SAP Licenses is not in the scope of System Integrator and it will be procured separately by SPMCIL" So, its for SPMCIL to take note of this</p>	<p>Query do not pertain to EoI published by PFRDA</p>

			point or is there any role of SI in this licence procurement?	
315		Functional coverage as mentioned in Annexure 2 of this bidding document are minimum requirements. It is expected that the System Integrator may be required to include additional functional requirements, which may come up during the period of its self-assessment to arrive at an appropriate design of the solution.	Will the SI be allowed to take up change requirement process for the Additional functionality requirements? Is this understanding correct?	Requirements shall be finalised in consultation with PFRDA till BRD is prepared.
316		System Integrator must note that SPMCIL can add processes/ modules/ functionalities/ items/ subitems before or during blueprint finalization to achieve the overall goal of the project.	Any addition of "processes/ modules/ functionalities/ items/ subitems before or during blueprint finalization to achieve the overall goal of the project: can be considered as Change Request and the extra effort billed to SPMCIL??	Query do not pertain to EoI published by PFRDA



317		Helpdesk setup	Help desk duration of support required? Is it 24x7, 24x5 or 9 to 6 working days?	Business Hours only
318		Exhibit: Sample workflow for compliance report submission by Trustee Bank to PFRD	To automatically verify compliance, it is necessary to have a database of compliance rules. These rules will have to be executed against submitted report (online form/data) and compliance (or noncompliance) metric to be generated. Please confirm, if PFRDA currently has such database, or it is expected that SI will have to design the database	Needs to be designed by Selected SI

319	SOW-2	Exhibit: Sample workflow for compliance report submission by Trustee Bank to PFRD	<p>It is understood that presently subsidiaries submit their compliance reports in form of a document (PDF/Excel etc.). Kindly confirm that as part of this project the subsidiaries will upgrade at their end and upload a pre-agreed format (as per compliance mandate) of data onto the repository. This will enable automatic compliance verification.</p> <p>It is also understood that such upgrade at subsidiary end is not part of scope current project.</p>	Portal to upload the compliance reports shall be provided by PFRDA.
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320	SOW-2	One Time Data Transfer	<p>Kindly confirm how many years of past data is to be uploaded. What is the volume of data in GB to be loaded as part of one time data load. Kindly provide the breakup for each subsidiary.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
321	SOW-3	Surveillance and Market Intelligence:	<p>It is understood that the surveillance and Market Intelligence related insights will be derived from the compliance data submitted by subsidiaries. There is no other source of data to be ingested for analytics requirement.</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
322	SOW-3	Surveillance and Market Intelligence:	<p>There is no expectation of connecting to subsidiary systems and doing any kind of forensic checks. Kindly confirm.</p>	<p>At present there is no such expectation. This may be taken up once the system matures</p>

323	SOW-3	Advanced Analytics and Market Insights:	Kindly provide a list of use cases that PFRDA foresee will need AI/ML tools.	Requested information shall be examined and appropriately incorporated in the RFP.
324	SOW-3	Proposed PRISM Framework	The framework depicts "External Data". Kindly confirm the sources and volume of data they expect to ingest (one time and incremental)	Requested information shall be examined and appropriately incorporated in the RFP.
325	SOW-3	Exhibit 1: Target state architecture for PFRDA	For Digital Enablement, the target architecture shows eOffice as existing? Is it that service provider has to integrate the existing eOffice module or can suggest Document Management system based on the the solution being suggested?	If feasible, integration to be explored

326	Eol pdf file	Website revamp	<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.</p> <p>Q- Will this system provide and APIinterface or service provider has to suggest - an Integration framework if yes.. how wil the data form the external system will be pushed across?</p>	SI to propose
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327	SOW-1: WEBSITE REVAMP	Website revamp	Website should provide customized pension calculators NPS Prosperity Planner (NPP) for the benefit of Subscribers. Please elaborate on the the customization in terms of what is expected with examples.	Logic shall be provided by PFRDA for developing the functionality
328	SOW-1: WEBSITE REVAMP	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	The portal should be integrated with Payment gateway, SMS gateway and email gateway. Will the above above facilities to be provided by PFRDA?	SMS and Email Gateway shall be provided by PFRDA and wherever required, SI may provide

329	SOW2	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	<p>In order to enable seamless interactions with the intermediaries, the external-facing portal is to have a common and seamless interface for all intermediaries to submit compliance and regulation-related reports and information to PFRDA for offsite monitoring, surveillance, and compliance-related activities.</p> <p>How will all the intermediaries interact?, userstanding is via teh external - facing portal? How / who maintains the List of intermediaries and their access rights in teh current state? Please explain.</p>	Requested information shall be examined and appropriately incorporated in the RFP.
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330	SOW2	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	The portal should have UI based capability to design new form and configurable workflows. Please explain the above stmt.in terms of examples as to what capability to design new form?	Requested information shall be examined and appropriately incorporated in the RFP.
331	SOW2	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	The portal shall be open for integration through APIs or other mechanisms as and when the requirement arises. Please explain the above point with examples?	Requested information shall be examined and appropriately incorporated in the RFP.
332	SOW2	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	The monitoring system should have seamless integration with data and analytics platform. The monitoring system referred above is it corresponds to Application or Infra or Both? Please explain what	Requested information shall be examined and appropriately incorporated in the RFP.



			functionality is to be part in terms of "seamless integration with data and analytics platform"?	
333	SOW2	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	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. What is onsite inspection refers to? Please explain and how this will be captured on the portal?	Requested information shall be examined and appropriately incorporated in the RFP.

334	SOW2	POISE: PFRDA ONLINE INTERMEDIARY SUPERVISION ENGINE - REGTECH AND SUPTECH	Digital Compliance Monitoring System Please elaborate on the "Digital Compliance Monitoring System"?	Digital Compliance Monitoring System refers to POISE
335	SOW2	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM	Daily incremental batch data transfer from CRAs, PFs, NPST, TB, Custodian, POPs. The above incremental data to be provided by respective data holders in terms of agreed format? Is this understanding correct?	Yes. Data shall be provided as per agreed template.
336	SOW3	SOW-3: PRISM: PFRDA REPOSITORY & INFORMATION SYSTEMS MANAGEMENT - DATA AND ANALYTICS PLATFORM	3. Advanced Analytics and Market Insights: Multiple advanced analytics tools will be integrated into the data platform to enable various advanced analytical use cases based on AI/ML for PFRDA departments. Please elaborate on	To be provided by SI vendor

			Multiple advanced analytics tools? Assumption the tools will be procured by PFRDA?? Is this understanding correct?	
337	SOW3	SOW-4: PINTRA: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION	Knowledge Management: • Linked with intranet to manage internal policies, communications, circulars, other important documents, and information to be made accessible using role-based access controls to various PFRDA officers. Is PFRDA looking for integration of a Knowledge Management	Requested information shall be examined and appropriately incorporated in the RFP.

			system or to integrate with any existing systems?	
338	SOW4	SOW-4: PINTRA: PFRDA INTRANET PORTAL - INTERNAL DIGITALIZATION	Legal: Portal for advocates to upload submissions; Bill management of advocates; Data on empanelled advocates and number of cases with each advocate along with average time per case. How is this currently managed within current state? What other functionality needs to be catered in this regards please	Manual process

			elobrate with an example?	
339	SOW4	• Data Center and Disaster Recovery Infrastructure	Data Center and Disaster Recovery Infrastructure. As required the whole setup to be run from Cloud environement, not sure on what / which Data Center and DR is being discussed? Please elobrate.	SI to propose the design as per requirement
340	3.2 INFRASTRUC TURE	General	What is the expected Concurrent users from External /Internal would be logged into the System?	Requested information shall be examined and appropriately incorporated in the RFP.

341	General	Existing Data	<p>1. Current size of Data that to be migrated, is the data in some structured format?</p> <p>2. Is PFRDA will confirm and provide sign off on the data being provided by external entities?</p> <p>3. If the data not in structured format, then who would be responsible for taking up and provided as per required format?</p>	<p>Requested information shall be examined and appropriately incorporated in the RFP.</p>
342	General	SPOC	<p>Assumption is PFRDA SPOC will / shall provide all the confirmation on requirements be it internal or external?</p>	<p>Requirements gathering is apart of the scope of work for the selected SI. PFRDA shall assist the SI in this process and confirm the gathered requirements</p>

343	General	OCR	Requirement regarding OCR, please elaborate on the functionality pertaining to OCR in terms of what kind of files it should be able to read?	Audit reports Scanned PDS may be
344	General	Support and maintenance	During support and maintenance is there any requirement for service provider to monitor 24X7X365 days? As there was no mention about the same?	Website is required to be monitored for 24*7*365 days
345	General	Helpdesk	Help desk support will be during office hours on business days? Is this understanding correct?	Help Desk support will be during Office hours on business days
346	General	Security	Do not talk anything about Application / Cloud security? What would be the Security solution PFRDA would be looking at? Is it ok for service	Bidder to propose the required Infrastructure

			vendor to suggest cloud security services or there is any specific cloud native security solution. Please specify?	
347	General	Mobile App	What features of the CMS / Portal should be part of Mobile app? Or is it the whole application should be accessible on Mobile? Please elaborate as it's not coming out clearly in the EoI document.	Requested information shall be examined and appropriately incorporated in the RFP.