

RFP REF. NO: PFRDA/2023/TARCH/PINTRA/01

DATED: 04/07/2023



Request for Proposal

for

**SELECTION OF SYSTEM INTEGRATOR(SI) FOR DESIGN,
DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF
PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION
(HRMS AND FINANCE) ALONG WITH MOBILE APP FOR HRMS**

TENDER ISSUING AUTHORITY

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

Chhatrapati Shivaji Bhavan,
Katwaria Sarai, B-14/A, Qutab
Institutional Area, Block B Rd,
New Delhi-110016
Website: pfrda.org.in

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1. Disclaimer

- i. The information contained in this RFP or information provided subsequently to Bidder(s) in documentary form/email by or on behalf of PFRDA, shall be deemed to be part of this RFP.
- ii. The purpose of this RFP is to provide the interested and eligible Bidder(s) with information to assist them in preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. PFRDA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP to get the best proposal.
- iii. PFRDA makes no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process by bidders.
- iv. PFRDA also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- v. The Bidder is presumed to have examined all instructions, forms, terms and specifications in this RFP along with the eligibility conditions as on the date of submission of its bid. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vi. This RFP is not an offer by PFRDA but an invitation to receive proposals/bids from interested and eligible bidders for selection of System Integrator for the design, development and maintenance of the project for PFRDA.

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- vii. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is executed between PFRDA and the successful bidder. PFRDA reserves the right to cancel the selection process at any stage, prior to the appointment of System Integrator and signing the contract without any liability owed to any party.
- viii. This RFP is being issued with no financial commitment and PFRDA reserves the right to withdraw the RFP and change or vary any part thereof or foreclose the same at any stage.
- ix. This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

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2. Abbreviations

#	Abbreviation	Explanation
1.	AMC	Annual Maintenance Contract
2.	API	Application Programming Interface
3.	C&AG	Comptroller and Auditor General of India
4.	CBI	Central Bureau of Investigation
5.	CERT-In	The Indian Computer Emergency Response Team
6.	Cloud DC-DR	Cloud Data Center- Disaster Recovery
7.	CMMi	Capability Maturity Model Integration
8.	CRAs	Central Record Keeping Agencies
9.	CVC	Central Vigilance Commission
10.	DB	Database
11.	DXP	Digital Experience Platform
12.	EMD	Earnest Money Deposit
13.	ERP	Enterprise Resource Planning
14.	FRS	Functional Requirements Specification
15.	GB	Giga Byte
16.	GCC	Government Community Cloud
17.	GIGW	Government of India guidelines for websites
18.	HRMS	Human Resource Management System
19.	IOPS	Input/ Output Operations Per Second
20.	ISO	International Organization for Standardization
21.	LCS	Least Cost Based Selection
22.	MeitY	Ministry of Electronics and Information Technology

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23.	NIB	Notice Inviting Bid
24.	NIC	National Informatics Centre
25.	NOC	Network Operations Center
26.	NPV	Net Present Value
27.	OEM	Original Equipment Manufacturer
28.	PFRDA	Pension Fund Regulatory and Development Authority
29.	PINTRA	PFRDA Intranet portal- Internal Digitalization
30.	RFP	Request for Proposal
31.	RPO	Recovery Point Objective
32.	RTO	Recovery Time Objective
33.	SAAS	Software as a service
34.	SI	System Integrator
35.	SLA	Service Level Agreement
36.	SOC	Security Operations Centre
37.	SOW	Scope of Work
38.	SRS	System Requirements Specification
39.	SSL	Secure Sockets Layer
40.	STQC	Standardization Testing and Quality Certification
41.	TARCH	Technology Architecture
42.	TLS	Transport Layer Security
43.	VAPT	Vulnerability Assessment and Penetration test

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44.	VPC	Virtual Private Cloud
45.	VPN	Virtual Private Network

3. Definitions

In this document, the following terms shall be interpreted as indicated below:

- i. **"Authority"** means Pension Fund Regulatory and Development Authority (PFRDA), a statutory Body created by an act of Parliament.
- ii. **"Bidder"** means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. **"Bid"** means the written reply or submission of response to this RFP in the manner sought for.
- iv. **"The Contract"** means the agreement entered into between the PFRDA and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **"Total Contract Price/Project Cost/TC"** means the price payable to Service Provider over the entire period of Contract excluding GST for the full and proper performance of its contractual obligations.
- vi. **"Vendor/Service Provider/SI"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose Bid has been accepted as per the selection criteria set out in the RFP and to whom notification of award has been made by PFRDA and contract entered into.
- vii. **Software Solution/ Services/ System/Project/PINTRA** – "Software Solution" or "Services" or "System" or "Project" or "PINTRA" means all software products, services and deliverables to be provided by a Bidder as per scope of work described in the RFP and includes services ancillary to the development of the solution, such as installation, commissioning, integration, provision of technical assistance, training, auditing and other obligation of Service Provider as covered under the RFP.
- viii. **Annual Maintenance Contract (AMC)** - It means the service to be

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provided by SI at an annual cost of maintenance of Software Solution / Service.

- ix. **ITSM**- means the IT Service Management (ITSM) ticketing tool.
- x. **Go Live**- means implementation of complete solution as per requirements mentioned in this RFP
- xi. **L1 Bidder**- The quality of technical proposals is scored as per criteria announced in the RFP. Only those responsive and eligible bids that have achieved the minimum specified qualifying technical score are considered for further evaluation. After opening and scoring the price bids of technically qualified bidders, the bidder with lowest financial bid will be ranked as L1 bidder. In case of tie between two or more bidders, then the bidder with highest technical score amongst such bidders shall be the successful (L1) bidder.

4. **Notice Inviting Bids (NIB)**

RFP Reference No: PFRDA/2023/TARCH/PINTRA/01 Date: <---date--->

- i. PFRDA, through the proposed project intends to deploy a comprehensive, structured, and total software solution as a platform for managing and automating its internal activities which includes HRMS, Payroll management, Finance and Accounts and other ancillary modules along with Mobile App for HRMS for improving the efficiency and efficacy of its operations.
- ii. Interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP.
- iii. Address for submission of Bids, contact details including email address for sending communications are given in **Schedule of Events** of this RFP.
- iv. The purpose of PFRDA floating this RFP is to seek a detailed technical and financial proposal for procurement/development of a Software Solution/ service as desired in this RFP. The proposed Software Solution/ service/tool must have seamlessly integration features and uniform look with PFRDA's other existing or futuristic modules.

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- v. Interested Bidders are advised to carefully go through the entire RFP before submission of Bids understand fully their eligibility and capability to undertake and execute the work successfully as this is an important project for PFRDA; wherein the expertise of the SI shall be relied upon by PFRDA. Bidders desirous of taking up the project for supply/development of proposed Software Solution/ service for PFRDA are invited to submit their technical and financial proposal in response to this RFP.

5. Schedule of Events

<p>Request for Proposal for Selection of Systems Integrator (SI) for the Design, Development, Implementation and Maintenance of a comprehensive, structured and total software solution as a platform for managing and automating its internal activities including HRMS, Payroll management, Finance and Accounts and other ancillary modules along with Mobile App for HRMS for improving the efficiency and efficacy of these operations.</p> <p>Bid title: Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS</p>	
<p>Name and Address of the Organization</p>	<p>PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY(PFRDA) Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A, Qutab Institutional Area, Block B Rd, New Delhi-110016</p>
<p>RFP Ref. no.</p>	<p>PFRDA/2023/TARCH/PINTRA/01</p>
<p>RFP Document Fee</p>	<p>Rs. 25,000/- (Rupees Twenty-five thousand only) plus GST as applicable. RFP document fee to be submitted in the form of Demand Draft or Banker's Cheque drawn in favour of PFRDA,</p>

	<p>NEW DELHI.</p> <p>Note: Bidders who have submitted bid proposals against EOI for TARCH project Ref no.: PFRDA/2022-23/IT/02 floated on 27 June 2022 are exempted from submitting RFP document fee.</p>
Earnest Money Deposit (EMD)	Rs.30,00,000/- (Rupees Thirty lakhs only) EMD should be submitted along with the bid in the form of a Bank Guarantee (BG) issued by a Scheduled Commercial bank which should be valid upto 180 days from the due date of bid submission.
Bank Guarantee	10% of the total Contract value. Performance Security to be submitted by successful bidder/SI in the form of a bank guarantee (BG), issued by a Scheduled Commercial bank which should be valid upto 180 days from the date of completion of the contract from successful Bidder. The BG may need to be extended accordingly depending on the extension of the Contract period.
Date of Publishing the NIB	04 July 2023
Last date of submission of pre-bid queries	18 July 2023
Email id on which pre-bid queries to be sent	Email: itprojects-pfrda@pfrda.org.in
Primary point of contact for RFP process	Sh. K. Mohan Gandhi Chief General Manager (PROJECT-

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	TARCH) PFRDA
Date of Pre-bid Meeting	21 July 2023 Venue and time of the pre-bid meeting intimated later on PFRDA website
Bid Submission Start Date and Time	4 July 2023, 16:00 hrs
Bid Submission End Date and Time	16 August 2023, 15:00 hrs.
Address for Submission of RFP Document (through speed post/registered post/in person) to be submitted in the tender box located at the reception of PFRDA office premises	To, Chief General Manager (PROJECT-TARCH) Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A, Qutab Institutional Area Block B Rd, New Delhi- 110016
Technical Bid Opening Date and Time	16 August 2023, 16:00 hrs.
Financial bid Opening Date and Time	To be communicated to the technically qualified bidders at the later stage.
Bid Validity	180 Days from the bid submission end date
PFRDA GSTIN no.	07AAALP0291L1ZU

6. **About PFRDA**

- i. Pension Fund Regulatory and Development Authority is a statutory body, which operates within the legal framework of PFRDA Act, 2013, with an objective to promote old age income security by establishing, developing and regulating pension funds, to protect the interests of subscribers to schemes of pension funds and for matters connected therewith or incidental thereto.
- ii. The Pension Fund Regulatory and Development Authority Act (23 of 2013) ("the PFRDA Act/ the Act") was notified on 1 February 2014 in the Gazette of India. PFRDA is regulating the National Pension System ("NPS"), subscribed by the employees of Govt. of India, State Governments and by employees of private institutions/organizations & unorganized sectors. Later, in the year 2015, a government-backed minimum guarantee pension scheme named "Atal Pension Yojana" ("APY"), primarily targeted at the unorganized sector, was launched by the Government of India on 09 May 2015 and the administration of the scheme has been handed over to PFRDA.
- iii. PFRDA is responsible for registration of various intermediaries in the system such as Central Record Keeping Agencies (CRAs), Pension Funds (PFs), Point of Presence (POPs), Custodian, Trustee Bank, etc. PFRDA has a significant role to play in safeguarding the interest of the subscribers. It regulates the manner in which each intermediary function under the NPS architecture so as to ensure fair play for subscribers. It also ensures that all stakeholders/intermediaries comply with the PFRDA Act/ Guidelines/ Regulations/ Circulars issued by PFRDA from time to time. The duties, roles and responsibilities of the Authority are as per Sec 14 of the PFRDA Act, 2013.

7. **Objective**

The objective of this project is to automate the internal processes of the Authority through a seamless integrated software management solution based on existing PFRDA Act, Rules and Regulations etc. It is expected that most of the manual work being undertaken at present including document flow, data entry, processing and subsequent storage will be migrated to this automated solution/system. It is expected that this solution shall enable processing, analyzing, reporting, retrieving and managing the data and information in an effective manner through the automated processes.

The design should support cross browser rendering across all prominent

operating systems as well as platforms such as desktops, laptops, and mobile devices and be responsive in nature.

8. Current Status of IT landscape

PFRDA's own assessment of current technology landscape related to the present work is that most of the operations are performed manually, and digitization is partial.

PFRDA envisaged a turn-key project Technology Architecture (TARCH) comprising of automation of its internal processes, Regulatory and Supervisory framework, Data Analytics and PFRDA website revamp. The TARCH project will be executed through multiple RFPs. This RFP is issued in respect of automation of its internal processes. Timely and satisfactory completion of the work under this RFP shall be of utmost importance to PFRDA in as much as this work shall have a bearing on other processes.

The support functions of PFRDA include HR, Administration, Payroll, finance, IT, legal, RTI, Parliamentary Questions, Research and statistics, Internal Audit and a majority of the activities being performed are manual in nature using MS Word, Excel spreadsheets and email. Following are software tools currently being used by PFRDA:

- i. Eoffice, a software solution provided by NIC, has an e-File and Collaborative tool for Knowledge Management module that is used mainly for file management and Document Management. E-office will be continued as File Management System.
- ii. IT Service Desk System as SAAS product by Fresh Service available through
URL: <https://pfrda-itservicedesk.freshservice.com/support/home-> to be replaced by the proposed system
- iii. Tally Prime 2.1 for Accounting purpose- to be replaced by the proposed system
- iv. Bio-Metric attendance system- to be integrated with the proposed system
- v. Currently, the NIC Cloud is being leveraged for hosting the websites – pfrda.org.in (PFRDA website) and pensionsanchay.org.in (PFRDA

microsite), RP portal (Portal for Retirement Advisors) and e-office (File Management System from NIC) is hosted on NIC data Centre.

9. Scope of Work

The Bidder is expected to study the RFP in detail to gain an understanding of the requirements for the proposed solution for PFRDA. The successful Bidder to whom the contract would be eventually awarded will be required to:

- i. Create a detailed Functional Requirement Specification (FRS) and System Requirement Specification (SRS) document with the understanding, knowledge and experience that it possesses and based on the specific requirements of internal departments of PFRDA. The FRS & SRS preparation team of the successful Bidder should be experienced, with full functional knowledge of the solution.
- ii. Design, Development, Implementation and Maintenance of a comprehensive, structured, integrated and total software solution as a platform for managing and automating its internal activities including HRMS, Payroll management, Finance and Accounts and other ancillary modules for improving the efficiency and efficacy of these operations.
- iii. Design and develop Mobile app for HRMS of PFRDA
- iv. Cloud size estimation and procurement of MeitY empanelled Cloud - III tier or above (Virtual private cloud/GCC) with Disaster Recovery (DR) Centre for hosting of the software solution. Such cloud-based solution should be hosted within the geographical boundaries of India. The solution shall be accessible through the intranet and should be accessible from anywhere through web VPN login.
- v. The SI to study as-is processes, propose and develop an integrated Solution with single sign on. Tools, Services, Solution used for this development must support integration features with existing and futuristic modules of PFRDA.
- vi. Business analyst team of the SI to be located at PFRDA office premises for understanding business processes followed by PFRDA and suggest digital transition of the same. Suggested workflows to be submitted in the form of Functional Requirement Specifications (FRS) and Software Requirements Specification (SRS).
- vii. All the software modules of the proposed solution should be of latest version

at the time of deployment and AMC as well as stable one. Since, the project is of six (06) years duration, updates/upgrades on software solution, if required during the AMC period to match latest version of the software shall be considered under scope of work of the SI.

- viii. Bidders are open to use propriety solution, COTS/MOTS products, bespoke development. In case of using open source, it has to be Enterprise supported.
- ix. The solution shall support auto alerts and reminders, integration of digital signature/e-sign, SMS and email gateway, payment gateway, multilevel authentication as per the design requirements of the modules.
- x. SI shall disclose the origin of all software components used in the solution including any open source (to be with Enterprise support) or third (3rd) party licensed components.
- xi. The solution to be developed with Agile methodology in the manner that from fifth month, processes as given in functional scope of work of this RFP to be live based on sprints and complete project to be implemented within nine (09) months. SI to design solution architecture accordingly.
- xii. The software solution to be have zero dependency on system settings like pop up settings, plugins, add-ons installations etc. and even if there are some dependencies, SI shall be responsible for installing those dependencies, in all the required systems and provide support for the same during the contract period.
- xiii. As Facility Management, from the date of start of warranty period till next one year, two (02) representatives from SI be present at PFRDA premises on all working days as nodal representative for the purpose of Facility management, software bug resolution, defect resolution in processes, databases, application or related software, helpdesk, training to the users, incident management, issue resolution etc. Apart from this, helpdesk through email and phone to be established and activated by selected SI on all working days till completion of the contract.
- xiv. SI shall be solely responsible for the procurement/development and installation of all the required suitable solutions including software licenses. The software licenses from third (3rd) party/OEM should be arranged by SI and such licenses to be in the name of PFRDA. PFRDA will sign such licenses.
- xv. All security requirements such as security audit clearance certificate from CERT-IN empanelled vendor, VAPT shall be responsibility of SI. SI shall also be responsible for all security aspects including disaster Management

activities such as complete backup of APIs, code and data etc. for the integrated solution.

- xvi. The complete solution has to be secured by design, end to end encryption as per the latest standards, complied with all security measures while designing application, product, database or integrated framework.
- xvii. Any other activities in relation to the above to ensure seamless functioning upon installation and commissioning of the project.

Functional requirements and other details under scope of work are given in **Appendix-I** of this document.

The SI is expected to cover the following broad steps during execution of work as indicated below:

1. Start –Off/Kick-off meeting
2. Requirement Gathering (As-Is & To-Be Analysis)
3. Documentation – FRS & SRS
4. Development - Customization / Configuration / 3rd party Integration
5. Deployment
6. Testing
7. Data Migration
8. Implementation
9. Training
10. Go – Live
12. Post Implementation Support
13. Warranty
14. Facility Management System
15. AMC Support
16. Any other relevant activity

9.1 Start –off/kick-off meeting

Start-off is the first activity after award of the project to the SI, focusing on the project objective, milestones, resource roles and responsibility.

9.2 Requirement Gathering (As-is & To-Be Analysis)

9.2.1 As-is Analysis

- i. Bidder is expected to get detailed understanding of the existing legacy-systems, its processes, workflows including manual operations.
- ii. Bidder needs to understand the scope of the integrated solution including HRMS, Payroll, Finance and Accounts and related ancillary activities.

9.2.2 To-Be Analysis

- i. SI is expected to propose a seamless integrated solution with uniform User interfaces,
- ii. The architecture should be loose coupled and based on open standards to support scalability and integration to existing and futuristic modules.
- iii. SI shall prepare & submit an Integrated Project Plan for the entire project that covers detailed tasks, which are intended to be performed as part of the project along with the scope and duration of each of the activity.
- iv. Any other relevant and connected activity.

9.3 Documentation

- i. SI is expected to create a detailed documentation for Functional Requirement Specification (FRS) as well as System Requirement Specifications (SRS). Both documents need to be submitted after kick-off of the project. This document should be approved and accepted by PFRDA.
- ii. SI shall be entirely responsible for architecture of the system implemented to satisfy all features, functions, performance including the security and shall ensure that the Systems design should adhere to the industry wide best practices and support futuristic integration and scalability.
- iii. Deployment and Configuration Documentation: Detailed instructions for deploying the software solution, configuring the environment,

- setting up databases, and any other necessary system configurations.
- iv. User Manuals and Training Materials: Documents that provide instructions and guidelines on how to use the software solution effectively. They may include user guides, FAQs, video tutorials, and training materials to facilitate user adoption and minimize support requests.
 - v. SI is also expected to provide suitable Business Continuity Planning (BCP) applicable to the proposed solution.
 - vi. Detailed implementation schedule (module-wise) for entire solution must be prepared and submitted.
 - vii. SI is required to submit fortnightly status reports showing progress against plan.
 - viii. SI is required to maintain Software version management and software documentation management reflecting features and functionality of the solution.
 - ix. Any changes introduced in the solution by way of redesigning formats / workflow / code level changes, etc. needs to be documented and submitted.

9.4 Development/Customization

- i. Post finalization and sign-off of the FRS & SRS document by PFRDA, SI is expected to start with the design and development of the application which will include incorporation of the proposed solutions, Customizations, Configurations, third (3rd) party integrations, development as required.
- ii. The development process should follow an agile methodology, allowing for iterative development and frequent feedback sessions with stakeholders.
- iii. To ensure robust architecture, code quality and best practices, PFRDA may interact with the development team and conduct regular code reviews and identify any potential vulnerabilities or performance bottlenecks.
- iv. Compliance with relevant coding and security standards, such as OWASP (Open Web Application Security Project), should be ensured throughout the development process.
- v. The bidder should provide proper documentation for developers, including API documentation, SDKs (Software Development Kits),

- and code samples to facilitate integration with third-party systems or future enhancements.
- vi. The development team should adhere to secure coding practices, including input validation, output encoding, and protection against common security vulnerabilities like SQL injection and cross-site scripting (XSS).
 - vii. Code documentation should be maintained, including comments within the codebase and high-level documentation explaining the logic and functionality of key components
 - viii. Solution may preferably be made by use of Open-source software with Enterprise support. The SI shall ensure that full support is provided from the respective OEM. Further, SI shall provide a list of all such open-source software/tools being used in the platform.
 - ix. Solution shall be modular with a clear separation of concerns at the data storage, service and the API layer. The adoption of open standards shall work towards the singular goal of interoperability which would ensure that all third-party interfaces are fully interoperable without any affinity to platforms, programming languages and network technologies.
 - x. Development of the application will be carried out at SI's development Centre or SI's premises.
 - xi. SI must ensure that granularity is built in the solutions, sub-modules and individual functionalities so that these functionalities can be enabled or disabled through administrator as per the requirements.
 - xii. SI is expected to follow Secure Coding standards for application development.
 - xiii. SI is expected to ensure complete confidentiality and security of PFRDA's data.
 - xiv. SI should facilitate PFRDA or any of its authorized representatives to carry out audit at their development centers to check the progress of the project at any point of time.

9.5 Deployment

- i. SI should ensure that product vendor (OEM) of the proposed Platform has reviewed and certified all the Customizations / Configurations / Third (3rd) party integration before deployment at PFRDA. Such OEM Certification to be submitted to PFRDA.

- ii. SI must ensure that proposed solution, its related components, modules, third party services, complete technology stack are of recent / latest version.
- iii. Staging, development and production environment to be kept separately.
- iv. Continuous integration and continuous deployment (CI/CD) practices should be implemented to automate the build, testing, and deployment processes, ensuring rapid and reliable software delivery.

9.6 Testing

- i. The SI shall provide details of tests being carried out during the implementation (e.g. including unit tests, system integration tests, regression tests and user acceptance test).
- ii. The SI shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The SI must ensure deployment of necessary resources and tools during the testing phases. The SI is responsible to take remedial action based on outcome of the tests.
- iii. The SI is to create the test strategy document that defines the requirements and configurations of the solution, determine the tools and methods used to check that the application responds correctly, determine how and when the test will be performed. The test strategy document may guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of integrated solution implementation are proper.
- iv. The SI should establish proper test environments that closely resemble the production environment, including the necessary infrastructure and dependencies for comprehensive integration, system, and automation testing.
- v. The various testing phases are as follows:

9.6.1 Development and Functional testing

- i. Post development and customization of the solution, the SI shall conduct tests to demonstrate the readiness of the system which meets all the requirement specifications (functional and non-

functional) as brought out in this RFP.

- ii. Based on these tests, a report shall be submitted by the System Integrator for review and approval by PFRDA.
- iii. The SI to ensure that the test results reflect the business requirements as defined in this RFP.

9.6.2 Integration, System and Automation testing

- i. The purpose of the integration test is to execute the integrated components and analyze the results that are important for the functional verification of the system.
- ii. Integration testing shall be accomplished through the execution of predefined business flows or scenarios, that emulate how the system will run the processes. The integration tests shall reflect that the solution is complete and will perform the business processes of PFRDA.
- iii. SI shall submit a report capturing the results of successful testing.
- iv. SI should ensure that the product vendors (OEM) of the proposed solutions review and certify all phases of testing before deployment, adhering to PFRDA and OEM guidelines and mandates

9.6.3 Load, Stress, Performance and Regression testing

- i. Once the system integration testing of the configured and customized solution has been conducted successfully, Load, Performance, Scalability, and Regression testing would be conducted prior to Go- Live.
- ii. The SI is required to perform Load and Stress Testing to demonstrate the ability of the application and underlying infrastructure to perform without degradation when under maximum traffic load carrying conditions.
- iii. After successfully completing above stated testing and its clearance with PFRDA, the solution would then be considered as ready for Go-Live.
- iv. SI is required to submit a report demonstrating successful completion of testing.

9.6.4 User acceptance testing (UAT)

- i. The SI will develop procedure and acceptance criteria for UAT for PFRDA approval prior to start of the UAT phase. The purpose of this acceptance is to ensure conformance to the required operations, response times, and integrity of the software after installation, and to eliminate any operational bugs.
- ii. A critical criterion for UAT would be the validation and conformance of solution in terms of details captured in the Technical design document.
- iii. UAT shall be carried out before Go-Live at site as per approved procedure and the test reports shall be signed off.
- iv. At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for Go-live. The UAT must carry out at PFRDA location.
- v. The SI is required to submit a report demonstrating successful completion of testing.
- vi. Any deviations/ discrepancies/ errors observed during the testing phase will have to be resolved by the Bidder. Any exceptions will have to be documented and signed off by PFRDA.
- vii. The SI is expected to make all necessary modifications to the solution, customizations, interfaces, etc., if there are performance issues or errors identified during testing, it will have to be rectified and subsequent patches/ versions will also have to be tested.
- viii. The SI shall set up and maintain a test server, install the base/customized application, or developed software and parameterize and upload test data into the test server. The bidder shall also provide the test scenarios and the test cases for review to PFRDA.
- ix. UAT will be firstly done from department/offices of PFRDA and later by a third party if PFRDA so desires.
- x. The SI shall be responsible for maintaining appropriate program change control and version control for all the modifications/ enhancements carried out during the implementation/ testing phases.
- xi. SI is expected to provide details of the testing strategy, testing approach, teams responsible for the entire activity (implementation/testing phases).

9.7 Data Migration

- i. SI will be completely responsible for end to end Data Migration from Legacy System.
- ii. Ensure use of best practices, processes and standards for effectively carrying out data migration activities.
- iii. All necessary tools / queries / scripts required for extraction, transformation and migration must be provided by the Bidder.
- iv. SI to provide templates in word/excel form in which physical data for the migration purpose may be inserted by PFRDA.
- v. It is bidder's responsibility to work with respective data owners in PFRDA to verify and obtain approvals for all the data transformed and further ensure its quality, accuracy, integrity, and completeness.
- vi. The Bidder is expected to migrate data before go-live of the project.
- vii. To facilitate understanding of the data in the Legacy application, PFRDA shall make available necessary support (manpower and knowledge of formats).
- viii. Develop a data mapping document that defines the mapping between data elements in the legacy system and the target system, ensuring data integrity and consistency throughout the migration process.
- ix. Establish data validation and reconciliation processes to ensure the accuracy and completeness of migrated data, including verification against the legacy system and cross-checking with business rules.
- x. Ensure that all relevant stakeholders and data owners are involved throughout the data migration process, providing input, feedback, and approvals as necessary.
- xi. Develop a rollback plan and contingency measures in case any issues or errors arise during the data migration process, ensuring a fallback option to the legacy system if needed.

9.8 Implementation

- i. On successful completion of SIT and UAT, the SI should deploy the code in the Production site.
- ii. The SI for this purpose shall set up the production server at the MEITY

- empaneled GCC/ VPC as chosen by the SI.
- iii. The SI will ensure a mirror copy of the Production site is replicated in the Disaster Recovery (DR) site. DC and DR will be in Active-passive mode. The SI will perform relevant testing to ensure consistency in performance. The SI shall perform DR testing and conduct periodic (per six months) DR drills throughout the duration of the contract.
 - iv. The implementation phase shall be deemed as completed in all respects only after:
 - a) All applications and services are implemented as per the intent of this RFP scope.
 - b) Entire Solution and associated components meet all the necessary security test as part of Secure Software Development Lifecycle (SSDLC) methodology and Government Guidelines.
 - c) All requirements and scope mentioned in this RFP have been completed with signoffs.
 - d) All data migration activities are completed with signoffs from PFRDA on its testing, audit and certification on the accuracy and quality of data porting from the existing legacy system to proposed Solution.

9.9 Training

- i. SI should provide trainings to PFRDA's officials for using and managing the proposed solution, which will include end user, technical and system Administration training.
- ii. Training phase includes preparation and submission of user manuals, handbooks, video tutorials etc. besides hands on classroom training sessions for PFRDA users.
- iii. PFRDA will provide the venue for the training. All arrangements and expenditure except for venue are to be undertaken by the SI.

9.10 Go-Live

Go-Live is the phase in which the software solution in terms of this RFP is made available to respective PFRDA official/ stakeholders.

- i. Before the final Go-Live the SI has to complete development, customization, configurations and third-party integrations of the application as per the Functional, Non-Functional, Security and

Technical Requirement Specifications as stated in RFP.

- ii. The Go-Live is an end-to-end responsibility of the SI who will manage total planning, hand holding support as per the scope of work.
- iii. The completion shall include satisfactory completion of all the functional, non- functional, technical, security requirements, installation, data migration, testing, deployment etc.
- iv. In case of the Go-Live delays by the SI the compensation for delay will be payable/recoverable by PFRDA as per SLA and Liquidated damages defined in this RFP document.
- v. SI should ensure that product vendor (OEM) of the proposed solutions have reviewed and certified the final implementation at Go-Live stage of the project as per OEM's guidelines.

9.11 Post Implementation

- i. SI should provide 90 days of hand holding support post Go-Live considered as stabilization period. Resource(s) should be deployed at PFRDA to carry out solution demonstration to end user, user management, requirement gathering for any future enhancements or change requests and gather inputs for any issues in application faced by the users and communicating the same to SI's offsite team.
- ii. Only Upon satisfactory performance of application post stabilization, only PFRDA will give acceptance on the implementation of the project and issue Completion Certificate. Satisfactory completion of project within the specified timelines shall be an essential condition to the contract, to be implemented by the SI.

9.12 Warranty

- i. It would be mandatory on the SI to provide a Warranty for one (1) year for the solution to be developed by it. The Warranty period would commence from the date of issue of Completion Certificate by PFRDA, upon satisfactory completion of work by SI
- ii. During the Warranty period the SI would be required to implement all necessary modifications such as solution version updates, upgrades, technology refreshes, patches, bug fixes, changes in the application or any other support as and when required at no extra cost for the entire proposed solution and components used. Implementation cost

for the same to be borne by the bidders and must be included in the Financial Bid.

- iii. SI should bring to notice of PFRDA all release / version change. SI shall obtain a written permission from PFRDA before applying any of the patches / upgrades / updates in UAT or live environment.
- iv. Support (Warranty/ AMC) would be comprehensive in nature and must have back-to-back support from the OEM/Service Provider. Service Provider/OEM will warrant products/services against defects arising out of faulty design etc. during the specified support period.

9.13 Facility Management System

- i. Incident Management / Ticketing tools will be provided by SI for handling issues, requests, concerns raised by PFRDA's Internal Users during the warranty and AMC period.
- ii. In addition, SI to provide two resources at PFRDA premises as Facility Management and Helpdesk from 9.30 am to 6.00 pm, from Monday to Friday (all working days) for one (01) year time duration from start of warranty period for the tasks given below:
 - a) Assist PFRDA employees in case any support needed for using the application.
 - b) Work with PFRDA employees to gather inputs for any issues in application faced by the users and communicating the same to SI's offshore team.
 - c) Issue resolution
 - d) Software solution related work
 - e) Carry out solution demonstration as and when required.
 - f) Requirement gathering or any future enhancements /changes or Continuous Development.
- iii. Any other work related to the proposed solution, if required during the Warranty or AMC period, entailing a different skilled resource / man power other than the manpower deployed by SI, then the SI shall have to improvise to deliver the requisite resource person to PFRDA at no additional cost.
- iv. If any defect in the Solution is not rectified by the SI before the end of the Warranty Period, the Warranty Period shall be extended without prejudice to rights of PFRDA until:

- (a) the defect has been corrected; and
 - (b) the Solution functions in accordance with the Contract
- v. Where the SI is not the Manufacturer/OEM of certain components of the Solution, then the SI shall disclose the Manufacturer/OEM's warranty for such components to PFRDA and, in the event such warranty exceeds the SI's warranty under this Contract in any respect, it shall ensure that PFRDA will receive the benefit of the Manufacturer's warranty. SI to submit to PFRDA a copy of MoU/Agreement signed with OEM, if applicable.

9.14 AMC Support

- i. PFRDA will enter into an AMC agreement with the SI for four (04) years after the expiry of one (01) year of Warranty period. The support extended during the Warranty Period by SI as mentioned in the Clause 9.13: would also be applicable during the AMC period.
- ii. AMC may be renewed after the given time duration as per mutual agreement between PFRDA and SI.
- iii. Application support during AMC period includes updates and changes/modifications complying with the specified SLAs, performance requirements and uptime requirements.
- iv. Updating of application/database servers including installation and configuration of patches and removing security vulnerabilities etc. will be covered under AMC.
- v. The Support and Maintenance services would include but not limited to the following activities:
 - a) Regular monitoring of the application hosted with Infrastructure
 - b) Software maintenance
 - c) Updates, Technology Refresh, New releases, New versions, Patch Management, Bug fixes for software solution and other integrated solutions/ modules
 - d) Database - periodic bug fixing, troubleshooting and the periodic update
 - e) Solution Backup, Data archival and Recovery in case of failure
 - f) Database Administration activities

- g) Troubleshoot problems with services, desktop/server relationship issues and overall aspects of a server environment.
- h) 365x24x7 monitoring and management of the servers
- i) Performance optimization and reporting
- j) Daily / Weekly / Monthly backup of databases
- k) Database recovery when required
- l) SI shall be responsible for recovery of lost data, restoration and repair of damaged data and the correction of data
- m) SI shall be responsible for a well-defined document for backup and restore policy on the available database. In case of upgradation of system software and database, the SI shall provide a revised version of backup and restore policy document
- n) SI shall provide a well-defined document for extensive security features at the system and database levels to ensure security and integrity of the Data and the Application Modules
- o) SI shall provide a well-defined document for auditing the system. It shall include an audit trail across all modules by associating user id, data, and timestamp with add, changes, and deletes during any change carried out in file structure, database and applications.

9.15 Hardware

Prospective Bidders have to estimate for VMs and other related hardware/other components which ensures a standardized IT environment at the Cloud as per the Government cloud adoption guidelines and PFRDA requirements.

9.16 Licensing

- i. SI would be required to provide Enterprise-wide all-inclusive based licenses considering all functionalities, features, and modules as per the requirements of the PFRDA for a period of six (06) years with possible extensions or renewals post completion of contract. SI must ensure that entire solution is hosted on a Cloud (GCC/VPC) empaneled with MeitY.
- ii. The total number of proposed solution users is expected to be around 120+ users with 120 concurrent users and annual growth of 10% in

concurrent users. Actual employee data is provided in Functional Scope of work in this RFP. However, the number of users is subject to change thus it is expected that OEM's -Solution must offer non-user based/unlimited licenses. The right to use the software will be across PFRDA Locations/Offices/Departments.

- iii. The required licenses (if any) shall be perpetual in nature and should be usable on any hardware / software / database platforms whether on premises or on cloud environment. SI shall be having whole sole responsibility of the same without any conditions. PFRDA shall not be responsible for any extra expenditure in this regard, whatsoever.
- iv. Support Subscription licenses if any has to be borne by the vendor for the entire duration of the contract without any condition.
- v. The proposed software solution including integrated components should be accessed only from PFRDA network or web-VPN.
- vi. No extra license fees /implementation charges should be charged by the selected SI for implementing the software in the test environment and at DisasterRecovery site.
- vii. All forms of solution version upgrade, updates, patches, technology refreshes should be part of the licensing cost till contract duration for the entire proposed solution.
- viii. Implementation cost for new version upgrade, updates, patches, technology refreshes will be borne by the SI for contract duration.
- ix. The SI should ensure that while applying software patches and in the version migration, the developed/ customized software is also properly migrated to such higher versions or extended versions. It is the SI's responsibility to ensure that any customization is compatible with upgraded applications / modules
- x. SI should bring to notice of PFRDA all release / version change. SI should obtain a written permission from PFRDA before applying any of the patches / upgrades / updates in UAT or live environment
- xi. SI shall ensure that newer versions are backward compatible with all the devices which run on any version of the operating systems for which the respective companies are still providing support.
- xii. The SI will be responsible for maintaining the licenses (all licenses will be in the name of PFRDA) procured by the SI and its maintenance/ upgrades of all third-party components supplied for the entire duration of the Contract. Maintenance of third-party product licenses (proposed by the SI) needs to be maintained by the SI only.

- xiii. If OEM product / solution becomes obsolete or non-operational in future and further discontinues its solution for whatsoever reason during the entire project tenure, SI & OEM will have to honor the contract to continue to provide all agreed services and support for the OEM product.

9.17 System & Security Audit

Before live implementation of the software solution in production system, the SI with the approval of PFRDA shall appoint a CERT-IN empanelled Software Audit firm for the audit of the Software solution. The selected vendor without any extra charge should comply with all audit points raised by the Software Auditor and resolve the audit observation for security and VAPT.

9.18 Scalability & Capacity Planning

The solution should be scalable to cater PFRDA futuristic requirements in terms of Application and Infrastructure both.

10. Project Schedule and Milestones

The total timeframe for the project will be for **six (06) years period including development and implementation period (Go-live) of Nine (09) months** from the date of award of the contract to the successful bidder, three (03) months of stabilization period, one (01) year of warranty and four (04) years of AMC.

Milestones	Indicative Key Deliverables / Activities	Indicative time duration (in months)
Issue of Purchase Order		
Signing of Agreement/ Contract	Within 30 days of receiving the letter of offer from PFRDA	T (date of the signing of the contract)

<p>Requirement Gathering (As-is & To-Be Analysis)</p>	<ul style="list-style-type: none"> • Understand the existing processes, workflows, Infrastructure etc. • Propose interactive User interfaces with Functionalities for seamless and integrated solution 	<p>T+2</p>
<p>Documentation</p>	<ul style="list-style-type: none"> • Functional Requirement Specification (FRS) • System Requirement Specifications (SRS) 	<p>T+3</p>
<p>Development – Customization/Configuration/3rd Party Integration</p>	<ul style="list-style-type: none"> • Development/Customization • Integration • Source code 	<p>Development to be in agile methodology</p>
<p>Data Migration</p>	<ul style="list-style-type: none"> • Data Migration strategy, Execution of design, development, and testing of all data extract, Completion of data migration activities 	
<p>Deployment</p>	<ul style="list-style-type: none"> • Setting up of test environment, Installation, Commissioning, 	

Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS

	Implementation and security check Manuals	
Testing (SIT & UAT)	<ul style="list-style-type: none"> • Certificate for completion of Testing – SIT and UAT, estimated plans / Test Scripts and Sample test data 	
Implementation	<ul style="list-style-type: none"> • Completion of VAPT, Deployment, Security Audit, Audit Compliance 	
Training	<ul style="list-style-type: none"> • User and Technical Documentation, Client Training, Feedback from Users, Client Handbook 	
Go Live	<ul style="list-style-type: none"> • Deployment in production environment 	T+9
Stabilization	<ul style="list-style-type: none"> • Certificate of Completion(90 days after Go Live), feedback from PFRDA Employees 	T+12
Warranty, Support & Maintenance	<ul style="list-style-type: none"> • Post Go-LIVE and stabilization period, one (01) year of Warranty period and four (04) years of Annual Maintenance 	<ul style="list-style-type: none"> • One-year warranty • Four years AMC post warranty

	Contract (AMC) after the expiry of the Warranty <ul style="list-style-type: none"> • Version Update and Upgrades 	
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In case of delay in completion of milestone(s) due to any reason which will result in enhancement of time duration for submission of the respective deliverable, total time duration of the project as indicated in the above table will be extended as approved by the Authority.

11. Payment terms

- i. Payment will be made only upon satisfactory completion of Milestone as defined at **Annexure-IX**, submission of proper Invoice from the SI and approval of Authority on the same.
- ii. PFRDA will make payment within thirty (30) working days.
- iii. Any delay in achievement of milestones/ deliverables/ activities from SI shall automatically result in delay in payment from PFRDA.
- iv. Any objection/dispute to the amounts invoiced in the bill by SI shall be raised by PFRDA within reasonable time from the date of receipt of the invoice by it. Upon objection being settled with respect to any disputed invoice(s), PFRDA will make payment within thirty (30) working days of the same. PFRDA may consider part payment to the SI on the undisputed part of the Invoice.
- v. Any variation (upward/downward) in GST (as per the rates applicable) will be borne by PFRDA.
- vi. Terms of payment indicated in the Contract that will be signed between PFRDA and the SI will be final and binding on the SI and no interest will be payable by PFRDA on outstanding amounts under any circumstances.

12. Taxes and duties

- i. Prices quoted in the Financial bid should be exclusive of GST but inclusive of all other taxes/duties/levies as also cost of incidental services such as transportation, road permits, insurance etc. The Bidder shall include all such taxes in the price bid. PFRDA shall not be liable to pay any other

taxes/levies/duties except for GST. The total price quoted by the bidder exclusive of GST as applicable will be considered for Financial bid evaluation.

- ii. All expenses, stamp duty and other charges/ expenses in connection with the execution of the contract shall be borne by successful bidder.
- iii. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Authority shall make such deductions from the payment due to Service Provider. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Authority as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.

13. Eligibility and Technical Evaluation Criteria

- i. Bid is open to all Bidders who strictly meet the eligibility criteria as given in **Annexure-V**. Eligible bidders to be Technically evaluated as per the Technical Evaluation criteria given at **Annexure-VI** of this document. The Bidder has to submit the documents substantiating eligibility and Technical Evaluation criteria as mentioned in this RFP document.
- ii. Technical evaluation will include technical information submitted as per technical Bid format, demonstration of proposed Technology Solution/ services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/ superior features of their Technology Solution/ services. The Bidder will demonstrate/ substantiate all claims made in the technical Bid along with all supporting documents to the Authority which includes the capability of the Technology Solution/ services to support all the required functionalities, information about organizations where similar Technology Solution/ services have been implemented by the bidder and are in use.
- iii. During evaluation and comparison of Bids, the Authority may, at its discretion ask the Bidders for clarification on the Bids received or may ask for more documents over and above the same though there shall not be any obligation on its part to do so and the bid shall be evaluated on the basis of the document submitted at the time of making the proposal. No clarification at the initiative of the Bidder shall be entertained after bid

submission date.

- iv. The Bidder shall also submit **Pre-Contract Integrity Pact** on Rs. 100 stamp paper along with technical Bid as prescribed in **Appendix-IV** duly signed by the Bidder on each page and witnessed by two persons. The **Pre-Contract Integrity Pact** shall be stamped. Bid submitted without Pre-Contract Integrity Pact, as per the format provided in the RFP, shall not be considered.

14. Evaluation of Price bids and Finalization

- i. Bids will be evaluated by Least Cost Selection (LCS) method.
- ii. The Price Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened. The minimum qualifying score for being technically qualified would be **75%** of the total technical score.
- iii. Only those responsive bids that have achieved the minimum specified qualifying technical score will be considered for further evaluation. After opening and scoring the price bids of technically qualified bidders, the bidder with lowest price in their submitted financial bid will be ranked as L1 bidder. In case of tie between two or more bidders, then the bidder with highest technical score amongst such bidders shall be the selected successful (L1) bidder.
- iv. The Price bid/Financial bid will be evaluated on the basis of Total Cost of Project (TC) over a six years' time duration which comprises of implementation time of nine (09) months, three (03) month's stabilization period, one (01) year Warranty post go- live and four (04) years of AMC.
- v. If there is a discrepancy in the price quoted in figures and words, the price in words shall be taken.
- vi. If there is a discrepancy in the price quoted in unit items and total of the same, the cost which corresponds to the total Cost of Project (TC) for the Bid shall be taken as correct.

15. Preparation of Bid Document

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Authority or

any other costs incurred in connection with or relating to their Bid. The Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

16. Clarification and Amendments on RFP/Pre-bid meeting

- i. Bidder requiring any clarification on RFP may notify the Authority in writing strictly as per the format given in **Annexure-IV** at the email address within the date/time mentioned in the **Schedule of Events**.
- ii. A pre-Bid meeting will be held in person or online on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of the Authority thereof will be posted on the PFRDA's website or conveyed to the Bidders.
- iv. The Authority reserves the right to amend, rescind or reissue the RFP, at anytime prior to the deadline for submission of Bids. The Authority, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check PFRDA's website regularly till the date of submission of Bid document specified in the Schedule of Events/email and ensure that clarifications / amendments issued by PFRDA, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Authority will be binding on the participating Bidders. PFRDA will not take any responsibility for any such omissions by the Bidder. PFRDA, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account.
- v. No request for change in Financial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

17. Contents of Bid document

- i. The Bidder must thoroughly study/analyze and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may result in rejection of its Bid. PFRDA has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and supporting documents and printed literature shall be submitted in English.
- iv. The information provided by the Bidders in response to this RFP will become the property of the Authority and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

18. Bid Processing fee

- i. Bidders to submit the Bid Processing Fee (INR 25,000 i.e. Rupees Twenty-Five Thousand Only) plus GST as applicable in the form of Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at New Delhi and drawn in favour of PFRDA, NEW DELHI along with the proposal.
- ii. Bidders who have submitted bid proposals against EOI for TARCH project Ref no.: PFRDA/2022-23/IT/02 floated on 27 June 2022 are exempted to submit Bid Processing Fee, but shall submit all other proposal and documents afresh in support of their eligibility to participate in this RFP process.

19. Earnest Money deposit (EMD)

- i. The Bidder shall furnish EMD for the amount and validity period as mentioned in Schedule of Events of this RFP.
- ii. The EMD in the form of Bank Guarantee (as prescribed in **Appendix-II**) shall be issued in favour of PFRDA by any scheduled commercial bank in India.
- iii. Original EMD in the form of Bank Guarantee should be submitted along

- with technical bid within the bid submission date and time for the RFP.
- iv. Any Bid not accompanied by EMD for the specified amount and not submitted to PFRDA as mentioned in this RFP will be rejected as non-responsive.
 - v. The EMD of the unsuccessful Bidder(s) would be refunded/returned by the Authority within two (02) months of the notification of the successful bidder.
 - vi. The EMD of the successful Bidder will be discharged upon the successful Bidder signing the Contract with PFRDA and furnishing the Bank Guarantee for the amount and validity as mentioned in this RFP.
 - vii. No interest is payable on EMD.
 - viii. The EMD may be forfeited:
 - a) if a Bidder withdraws its Bid during the period of Bid validity specified in this RFP; or
 - b) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
 - c) if the successful Bidder fails to accept Purchase Order and/or sign the Contract with PFRDA or furnish Bank Guarantee, within the specified time period in the RFP.
 - ix. If EMD is forfeited for any reasons mentioned above, the concerned bidder may be debarred from participating in the RFPs floated by PFRDA in future, as per sole discretion of PFRDA for a period of two years from the date of default of the nature mentioned above.

20. Bid Preparation and Submission

20.1 Documents constituting the Bid

- i. The Bid prepared by the Bidder shall comprise the following components:
 - a) Technical Bid – Technical Bid shall comprise of:
 - 1. EMD and Bid Processing fee in Original
 - 2. Integrity Pact signed and stamped by Authorized Signatory
 - 3. Technical bid: Include copies of required documents along with required information as outlined in Eligibility and Technical

Evaluation Parameters in this RFP and fulfills all the technical conditions of the contract.

b) Financial Bid – Financial Bid as per the prescribed format as per **Annexure-VIII**

- ii. The documentary evidence of Bidder's qualification to perform the contract if its bid is accepted shall be as per Technical qualification requirements specified in this RFP document.
- iii. Each page of all the documents submitted by the bidder shall be signed by authorized signatory and shall also put company's/authorized signatory' seal. The bidder's authorization shall be supported by attaching a scanned copy of valid proof of authorization like Power of Attorney/Board Resolution etc. binding the company.

20.2 Bid Submission

- i. Bids must be properly secured and sealed. The bidders shall submit the complete Technical Bid. In addition, the bidders shall also sign and stamp each page of Technical and Financial bid, as confirmation of their acceptance to the terms and conditions contained therein. Further, the bidders shall also sign with date and affix their seal of this RFP document and submit the same as part of technical bid.
- ii. Technical bid to be submitted in a separate envelope clearly marked "Technical Bid" with all relevant documents. Checklist for the documents to be submitted is provided at **Annexure-XII**.
- iii. Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- iv. Financial Bid shall contain the pricing terms strictly in the prescribed format as per **Annexure-VIII** to be submitted in a separate sealed envelope clearly marked "Financial Bid". The Price must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.
- v. The Total Financial bid shall include all licenses, subscriptions, hardware, software, database etc. without any exceptions for the entire duration of the contract. PFRDA shall not be responsible for any extra expenditure in this regard, whatsoever.
- vi. Bids must consist of the following envelopes:
 - a) Envelope I: Bid processing fee in the form of Bankers cheque and

Earnest Money Deposit (EMD) in the form of Bank Guarantee in Original and super scribing on the top of the cover as "Envelope I: Bid Processing fee and Earnest Money Deposit.

- b) Envelope II: Pre-Contract Integrity Pact in Original super scribing on the top of the cover as "Envelope II: Pre-Contract Integrity Pact.
- c) Envelope III: Technical Bid, along with all requisite documents as part of Technical bid including a softcopy in pen drive: In a sealed cover super scribing on the top of the cover as "Technical Bid".
- d) Envelope IV: Financial Bid, in a sealed cover super scribing on the top of the cover as "Financial Bid".

- vii. All the above four envelopes must be enclosed in a main envelope and marked with the caption 'DO NOT OPEN-THIS ENVELOPE TO BE OPENED BY PFRDA ONLY' at the top, bid number and title and submitted in the tender box provided for the purpose at the office of PFRDA addressed to,

Sh. K. Mohan Gandhi
Chief General Manager – Project TARCH,
PFRDA,
Chatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A,
Qutab Institutional Area Block B Rd,
New Delhi, Delhi 110016

Bid Title: REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR(SI) FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION (HRMS AND FINANCE) ALONG WITH MOBILE APP FOR HRMS

- viii. Bids will only be received at the location nominated above. The inner and outer envelopes shall be addressed to PFRDA at the address indicated above and bear PFRDA RFP Number and Title indicated in the cover note to the RFP. All inner and outer envelopes shall also indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared "late" i.e. received after due date and time. Once the Bid submission date and time is over, the Bidders cannot submit their Bid.

Such bids will be declared 'late' bids and will be summarily rejected.

- ix. If the outer envelope is not sealed or marked, PFRDA will assume no responsibility for the same and such Bids will be summarily rejected.
- x. The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Document for authorizing representative to Bid and is to be attached.
- xi. If deemed necessary, the Authority may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- xii. The Bidders will also be asked to give presentation for the purpose of clarification of the Bid.
- xiii. The Bidder must provide specific and factual replies to the points raised in the RFP.
- xiv. The Bid shall be typed or written and shall be signed on each page by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- xv. All the enclosures (Bid submission) shall be serially numbered.
- xvi. Bidder(s) should prepare and submit their Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Authority shall not be held responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of Bids.
- xvii. The Authority reserves the right to reject Bids not conforming to above.
- xviii. PFRDA reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in Award Criteria and Award of Contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder.

21. Modification and withdrawal of Bids

- i. The Bidder may modify or withdraw its Bid after the Bid's submission,

provided modification, including substitution or withdrawal of the Bids, is received prior to the deadline prescribed for submission of Bids.

- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder, along with other disqualification as to participation in future tenders for the specified period.

22. Period of Bid Validity

- i. Bid shall remain valid for the duration of 180 days from Bid submission date.
- ii. In exceptional circumstances, the Authority may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, the Authority will not forfeit its EMD. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document.

23. Bid Integrity

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract if eventually awarded without prejudice to other actions that the Authority may take. All the submissions, including any accompanying documents, will become property of the Authority. The Bidders shall be deemed to license, and grant all rights to the Authority, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

24. Bidding process/opening of Technical bids

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the ***Schedule of Events***. The technical Bids will be opened in the presence

of representatives of the Bidders who choose to attend the same. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.

- ii. In the first stage, only technical Bid will be opened and evaluated. Bids of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria. Only those Bids complied with technical criteria as per defined benchmark shall become eligible for price Bid opening and further RFP evaluation process.
- iii. The Authority will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order.
- iv. Prior to the detailed evaluation, the Authority will determine the responsiveness of each Bid to the RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP in toto, without any deviation.
- v. After opening of the technical Bids and preliminary evaluation, some or all the Bidders will be asked to make presentations on the Software Solution/service proposed to be offered by them.

25. Contacting PFRDA

- i. No Bidder shall contact the Authority on any matter relating to its Bid, from the time of opening of price Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence the Authority in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of the Bid.

26. Award of Contract

- i. PFRDA will notify successful Bidder (L1) in writing by way of issuance of Letter of Intent (LOI) through letter or email that its Bid has been accepted. The selected Bidder has to return the duplicate copy of the same to PFRDA within 10 working days, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- ii. The successful Bidder will have to submit Non-Disclosure Agreement (NDA) as per **Appendix-VI**, Bank Guarantee for the amount and validity

as desired in this RFP and strictly on the lines of format given in **Appendix-III** of this RFP within 30 calendar days from issuance of letter of Intent. The NDA to be valid up to 180 days post contract completion.

- iii. The successful Bidder shall be required to enter into a Contract with the Authority. Copy of Board resolution and power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- iv. The Authority reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.
- v. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or BG.

27. Powers to vary or omit work

In any case in which the SI has received instructions from the Authority as to the requirements for carrying out the altered or additional substituted work which in the opinion of SI and PFRDA involve a claim for additional payments, such additional payments shall be in line with Change request on the price as quoted by bidder in the Financial bid.

28. Change Request

PFRDA may consider utilizing the services of bidder to implement additional Services that are not part of the scope of this RFP on man-days rate basis. It may be noted that PFRDA will invoke these rates for any further Change Requests once the efforts under man days as quoted in Man days bundle in this RFP have been exhausted. The man-days rate will be applicable for the complete contract duration and to be in line with the price quoted by the bidder in their Financial bid.

- i. All changes outside the scope of work or Schedule of Services having financial implications in terms of the overall cost/ time of the project, shall be undertaken by the SI, only after securing the consent of the PFRDA. PFRDA shall decide as to what activity or changes comes outside the scope of work
- ii. While approving any change request, if required, PFRDA may ask the SI

to deploy the required resources on-site.

iii. The change request/ management procedure will follow the following steps:

- a) The information related to initiator, initiation date and details of change required and priority of the change will be provided by PFRDA.
- b) Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analyzed and provided by the SI.
- c) PFRDA will approve or disapprove the change requested including the additional payments (as per the quoted man-days rate in Financial bid), after discussion with SI on the impact of the change on schedule. Any change request where the total man-days effort requirement is upto the 10 man-days shall not be considered as change request.
- d) The change will be implemented in accordance to the agreed cost, effort, and schedule.
- e) The change will be verified and tested by PFRDA on completion of implementation of change request prior to deployment on the production server.

29. Consortium

Consortium is not permitted in this bid; however, the Bidder may engage/take services from OEM for the purpose of license software/tools and CSP for the purpose of hosting of the application on MeitY empanelled GCC/ VPC.

30. Subcontracting

As per scope of this RFP, sub-contracting is not permitted.

31. Services

- i. All professional services necessary to successfully implement the proposed Software Solution will be part of the RFP/Contract.
- ii. SI should ensure that key personnel with relevant skill-sets are available to perform the contracted services at all times.

- iii. SI should ensure that methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.
- iv. SI shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc. as and when released by Service Provider/ OEM or as per requirements of PFRDA. SI should bring to notice of the Authority all releases/ version changes.
- v. SI shall obtain a written permission from the Authority before applying any of the patches/ upgrades/ updates. SI has to support older versions of the hardware/ software/ Operating System /Middleware etc. in case PFRDA chooses not to upgrade to latest version.
- vi. SI shall provide legally valid Software Solution and keep PFRDA safe and harmless against any claim under IPR. The detailed information on license count and type of license shall also be provided to the Authority.
- vii. The SI shall keep PFRDA explicitly informed the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC.

32.SLA and compensation/Liquidated damage

The compensation will be applicable as mentioned in SLA and Liquidated damage- **Appendix-V** of this RFP.

33.Right to Verification

- i. PFRDA reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.
- ii. Bidder should submit the client references as per **Annexure-X** of two clients in terms of Implementation of the projects similar to PINTRA in Central or State Govt./ Central or State Govt. owned Organizations/PSU/Autonomous Bodies/ Public Sector Banks/ Public Sector Insurance Companies/ Public Sector Financial Institutions /CPSEs/Corporate in the last 05 financial years in India.
- iii. Bidder should attach Purchase Order/ Service Level Agreement/ Completion certificate to substantiate the forms or submit self-Certification duly certified by statutory auditor as applicable.
- iv. PFRDA may visit/make conference call to those clients.

34.Right to Audit

- i. The SI shall be subject to audit by internal/ external Auditors appointed by PFRDA with respect to PFRDA project PINTRA. SI shall facilitate the same. PFRDA can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the SI. The SI shall, whenever required by the Auditors, furnish all relevant information, records/data to them. Costs for such audit shall be borne by PFRDA. PFRDA shall provide reasonable notice not less than seven (07) days to SI before such audit and same shall be conducted during normal business hours.
- ii. Where any deficiency has been observed during audit of the SI on the risk parameters or in the certifications submitted by the Auditors, the SI shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the SI shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- iii. SI further agrees that whenever required by PFRDA, it will furnish all relevant information, records/data to such auditors and/or inspecting officials. PFRDA reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by the SI. However, SI shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

35.Validity of Agreement

The Agreement/ SLA will be valid for the period of six (06) years as per the bifurcation given in Project Schedule.

36.Confidentiality

SI shall treat as confidential all data and information of PFRDA, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of PFRDA. The SI to sign NDA as per **Appendix-VI**. The NDA will be valid upto 180 days post contract completion date.

37.Delay in SI's performance

- i. Delivery, installation, commissioning of the Software Solution and performance of Services shall be made by SI within the timelines prescribed.
- ii. If at any time during performance of the Contract, SI should encounter conditions impeding timely delivery of the Software Solution and performance of Services, SI shall promptly notify PFRDA in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of SI's notice, the Authority shall evaluate the situation and may, at its discretion, extend SIs' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- iii. Any delay in performing the obligation/ defect in performance by SI may result in payment of compensation, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).

38.Conflict of Interest

- i. No Intermediary of PFRDA or its associated companies is allowed to participate in bid process.
- ii. If any Bidder submits Bid on behalf of OEM, the same Bidder shall not submit a Bid on behalf of another OEM under the RFP.

39.Code of Integrity and Debarment

- i. The Bidder shall observe the highest standard of ethics during the bidding Process and in execution of the contract. Notwithstanding anything to the contrary contained herein, the Authority shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the

Bidder was not eligible or has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.

- ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process and sign the Integrity pact as per **Appendix-IV**.
- iii. Participation of Bidders and their eligibility to participate in the Authority's procurements is subject to compliance with code of integrity and performance in contract as per terms and conditions of the contract. Debarment from participation in the Authority's procurement process in future shall be considered against bidders:
 - a) if a Bidder is found to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process.
 - b) Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely or fails to cooperate.
 - c) Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents.
 - d) If the Central Bureau of Investigation(CBI)/Central Vigilance Commission(CVC)/C&AG or Vigilance Department of the Authority or any other investigating agency recommends such a course in respect of a case under investigation.
 - e) Any other ground, based on which the Authority considers, that continuation of Contract is not in Authority's interest.
 - f) If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company have been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.
 - g) Any other reason as deemed suitable by PFRDA.

40.OEM engagement/ OEM Support

SI to ensure that OEM resources (including IPR) to be available during Implementation as well as in warranty and AMC i.e. for entire duration of the contract, if required.

41.Hosting/Cloud requirements

PFRDA envisioned to host the entire software solution on MeitY empanelled GCC/ VPC as Intranet portal. The application shall be accessible to the users outside PFRDA premises, through web-VPN logins. SI shall be solely responsible for cloud space, technical specifications, testing, hosting, auditing, maintenance, web-VPN logins for users, agreement with Cloud Service Provider (CSP), payment to CSP and related matters. SI will also work/get done work as managed service provider (MSP) for network, application, infrastructure and security space, technical specifications, optimal space utilization, data security and all related aspects for successful hosting and maintenance on cloud environment.

For cloud deployment platform, the SI is required to comply with the following points:

41.1 Deployment Model Specific Requirements

- i. Data Centre, Disaster recovery center, High availability zones across datacenters shall be located in India only in different seismic zones.
- ii. SI shall ensure that all PFRDA related data, functions and processing are performed within the boundaries of India and must not be shared.
- iii. Shall be hosted and provided services on a dedicated instance at the cloud.
- iv. The infrastructure elements including server, storage (including backup storage) and network of the Cloud should provide strong tenant isolation, provide granular identity and access management capability and data encryption (In-Transit and At-Rest) and to be logically separate from the public and other cloud offerings of the cloud service provider.

- v. There should be logical separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Authority.
- vi. The entire Network Path for PFRDA's hosted applications shall be separate (logical separation & isolation) from the other clients and should be dedicated for PFRDA.
- vii. Implement a firewall policy that allows the Authority to administer it remotely and allowing the Authority to have read-only access to inspect the firewall configuration in accordance with Government of India Security Guidelines.
- viii. The cloud service offering shall support Network and security with dedicated firewall along with load balancer integration for auto-scale functions.
- ix. The management consoles should only show the data relevant to PFRDA.
- x. With respect to monitoring tools, if any agent has to be deployed on the VMs or otherwise, the monitoring tools may be shared provided there is logical segregation and controls built-in to ensure that the tools & deployed agents comply to the security policies and only the events, performance threshold alerts and inventory data for the OS, DB, infrastructure and Application is captured & sent by the deployed agents.
- xi. Shall leverage and share all network related security toolset which are in network flow.
- xii. Database System Software shall be a dedicated instance for the Authority.
- xiii. For ensuring strategic control of the operations, approval of the Authority shall be taken prior to making changes / modifications of the deployed solution, database, data, configurations, security solutions, hosted infrastructure, etc.
- xiv. For any changes (including auto-provisioning and others that may or may not need prior approval) to the underlying cloud infrastructure, software, etc. under the scope of the SI, that has the potential to affect the SLAs (performance, availability), the Authority shall get alerts / notifications from the SI, both as advance alerts and post implementation alerts.
- xv. The implementation of the project should be cloud neutral. For the sake of clarity, no cloud native services should be used that locks the

solution with the cloud provider.

- xvi. SI should ensure that all peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, software, licenses, tools, etc. should also be provisioned according to the requirements of the solution.

41.2 Service Management Requirements

A. Operational Management

1. Manage the network, storage, server and virtualization layers, to include performance of internal technology refresh cycles applicable to meet the SLAs. Provide a secure, dual factor of physical/remote access which allows the Authority's designated personnel (privileged users) the ability to perform duties on the hosted infrastructure.
2. Perform patch management appropriate to the scope of their control
 - a) Alerts well in advance on the upcoming patches via email.
 - b) Patch VMs on the next available patch management change window
 - c) Application of automated OS security patches
 - d) Send regular reminders to the Authority's designated email address five (05) days prior to patch cut-off dates
3. OS level vulnerability management – all OS images created within the cloud platform are regularly patched with the latest security updates
4. Provide the artifacts, security policies and procedures demonstrating its compliance with the Security Assessment and Authorization requirements as described in Security Requirements in this RFP.
5. SI shall Monitor availability of the servers, CSP -supplied operating system & system software, and CSP's network
6. The SI is fully responsible for tech refreshes, patch management and other operations of infrastructure within the scope.
7. SI shall be responsible for managing the infrastructure including VMs as per the Information Technology Infrastructure Library (ITIL) standards.
8. Comply with technology (hardware and software components) refresh

requirements as required so as to upgrade any technology prior to reaching end of life / end of support and as well as to ensure security requirements and Service level agreements (SLA) are met without any additional cost to the Authority.

9. Software (limited to OS, security solutions and other platform stack offered by the SI to the Authority) will never be more than two versions behind unless deferred or rejected by the Authority.

B. Data Management

1. Manage data remanence throughout the data life cycle.
2. Provide and implement security mechanisms for handling data at rest and in transit.
3. SI shall not delete any data at the end of the agreement without the written approval of the Authority.
4. SI shall ensure the protection of the Authority's data from any unauthorized access, modification, copying/storing. Violation of this shall be treated as copyright infringement.

41.3 User/Admin Portal Requirements

- i. Provide automatic monitoring of resource utilization and other events such as failure of service, degraded service, etc. via service dashboard or other electronic means.
- ii. Real time performance thresholds
- iii. Real time performance health checks
- iv. Real time performance monitoring & Alerts
- v. Historical Performance Monitoring
- vi. Capacity Utilization statistics
- vii. Cloud Resource Usage including increase / decrease in resources used during auto scale
- viii. Log (DB, Application) and files sync status of DC and DR
- ix. Provide Trouble Ticketing via online portal/interface (tools)
- x. Support maintenance of user profiles and present the user with his/her profile at the time of login

41.4 LAN / WAN Requirements

- i. SI should provide direct leased-line connections between Data Centre and PFRDA. Further, SI is to size the bandwidth requirements for the same.
- ii. Local Area Network (LAN) shall not impede data transmission.
- iii. Provide private connectivity between Authority's network and cloud data Center Facilities
- iv. SI shall have the capability to provide adequate bandwidth between Primary Data Center and Disaster Recovery Center for data replication purpose.

41.5 Disaster Recovery & Business Continuity Requirements

- i. SI is responsible for Disaster Recovery Services so as to ensure continuity of operations in the event of failure of primary data center to meet the RPO and RTO requirements of the Authority.
- ii. The Primary DC and the DRC should be in different seismic zones in India.
- iii. During normal operations, the Primary Data Center (PC) will serve the requests. The Disaster Recovery Site will not be performing any work but will remain on standby. During this period, the compute environment for the application in DR shall be available but with minimum possible compute resources required for a functional DR as per the solution offered. The application environment shall be installed and ready for use. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PR) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site.
- iv. In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO. This is the period during which the Compute environment for the application shall be equivalent to DC. The installed application instance and the database shall be usable and the same SLAs as DC shall be provided. The use of this Full Compute DR environment can be for specific periods during a year for the purposes of DC failure or DR Drills or DC maintenance. The Database and storage

shall be of full capacity and the licenses and security shall be for full infrastructure. The bandwidth at the DR shall be scaled to the level of Data center. Users of application should be routed seamlessly from DC site to DR site. The SI shall conduct DR drill for seven days at the interval of every six months of operation wherein the Primary DC has to be deactivated and complete operations shall be carried out from the DR Site. However, during the change from DC to DRC or vice-versa (regular planned changes), there should not be any data loss.

- v. The SI should offer dashboard to monitor RPO and RTO of each application and database.
- vi. Any lag in data replication should be clearly visible in dashboard and alerts of same should be sent to respective authorities.

41.6 Security Requirements

- i. SI will be responsible for provisioning, securing, monitoring, and maintaining the hardware, network(s), and software that support the infrastructure, Virtual Machines (VMs).
- ii. The Virtual Private Cloud/GCC Services shall be fully secure with no scope of data breach/leaks/thefts/data mining/privacy breach etc. It would be SI responsibility that all the relevant security layers are deployed. SI should also ensure that CSP is also fulfilling all its responsibility.
- iii. The security services/tools should be dedicated (virtual/physical) for the solution.
- iv. SI shall be responsible for ensuring the security of applications and infrastructure from any threats and vulnerabilities. The SI shall address ongoing needs of security management including, but not limited to, monitoring of various devices/tools such as firewall, intrusion prevention/ detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules.
- v. The Data Center Facility shall implement the security toolset: Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer/ Syslog, SSL, DDOS Protection, HIDS / NIDS, Rights Management, SIEM, DAM, Integrated Vulnerability Assessment, SOC, Data Privacy, Data Encryption, Certifications & Compliance, Authentication &

Authorization, and Auditing & Accounting)

- vi. Meet the ever-evolving security requirements as specified by CERT-In (<http://www.certin.org.in/>)
- vii. Cloud service should offer a secure way to login (like public and private keys) and should have audit details which should tell about the keys last use details support reporting a user's access keys last use details.
- viii. Cloud service should provide a mechanism to test the effects of access control policies that are attached to users, groups, and roles before committing the policies into production.
- ix. Cloud service should support a policy validator to automatically examine non-compliant access control policies.
- x. Cloud service should support features such as user and group management.
- xi. User access policies and procedures shall be established, and supporting business processes and technical measures implemented, for ensuring appropriate identity, entitlement, and access management for all internal corporate and customer (tenant) users with access to data and organizationally owned or managed (physical and virtual) application interfaces and infrastructure network and systems components
- xii. Policies and procedures shall be established to store and manage identity information about every person who accesses IT infrastructure and to determine their level of access. Policies shall also be developed to control access to network resources based on user identity
- xiii. Meet any security requirements published (or to be published) by the any standards body setup / recognized by Government of India from time to time as a mandatory standard
- xiv. SI should have policies and procedures in place for timely detection of vulnerabilities within organizationally owned or managed applications, infrastructure networks and system components (e.g., network vulnerability assessment, penetration testing) to ensure the efficiency of implemented security controls. The MSP must also have policies and procedures in place to ensure timely and thorough incident management, as per established IT service management policies and procedure
- xv. The Solution shall comply with ITIL (Information technology Infrastructure Library) standards
- xvi. Si must bring in an ITSM tool through which the tickets can be logged

in

- xvii. The solution shall have audit and compliance features that enable the Authority to monitor the provisioned resources, performance, resource utilization, and security compliance
- xviii. Data at Rest and Data in transit should be encrypted with customer-owned keys. Cyphers should be at least 256-bit Advanced Encryption Standard (AES-256).
- xix. PFRDA reserves the right to verify the security test results.
- xx. Implement industry standard storage strategies and controls for securing data in the Storage Area Network
- xxi. Nonproduction environments should be segregated from the production environment
- xxii. Solution to follow a three-tier architecture. All environments (Web, App, DB) should be segregated
- xxiii. SI to ensure audit logs to enable security analysis, resource change tracking, and compliance auditing.
- xxiv. Cloud offering should have built-in user-level controls and administrator logs for transparency and audit control
- xxv. Cloud Platform should be protected by fully managed Intrusion detection system and provides network intrusion detection monitoring.
- xxvi. Cloud platform should provide Edge-to-Edge security, visibility and carrier- class threat management and remediation against security hazards like Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, botnets, etc. Also, shall provide protection against network issues such as traffic and routing instability.
- xxvii. There will be separate VLANs/Subnets created for Development, Training, UAT and Production environment to segregate development and testing traffic from the production. Appropriate firewall policies can be implemented to have further security between different zones.
- xxviii. Cloud Service provider shall allow audits of all administrator activities performed by the SI and allow PFRDA to download copies of these logs in read-only format.
- xxix. Maintain the security features, investigate incidents detected, undertake corrective action, and report to the Authority as appropriate.
- xxx. Deploy and update anti-malware tools, investigate incidents, and undertake remedial action necessary to restore servers and operating systems to operation.
- xxxi. Shall provide consolidated view of the availability, integrity and

- consistency of the Web/ App/ DB tiers
- xxxii. SI shall be responsible for ensuring the security of applications and infrastructure from any threats and vulnerabilities. The SI shall provision and monitor the following security layers Firewall Layer, Intrusion prevention/ detection (Network and Host level), Content filtering and blocking, Virus protection, Event logging & correlation, Vulnerability protection through implementation of proper patches and rules, Vulnerability Assessment and Penetration testing, Database Activity Monitoring, Hardware Security Module, Multi Factor Authentication, Web Gateway with Content Filtering and Proxy Solution Anti-Advanced Persistent Threat, Anti-DDoS, Anti-Virus, Data Leakage Prevention, SSL, VPN ,Email Gateway and Privileged Identity Management
- xxxiii. SI should offer a service to quickly deploy and manage applications in the cloud by automatically handling the deployment, from capacity provisioning, load balancing, auto- scaling to application health monitoring.
- xxxiv. SI should enforce password policies (complex password, change password etc.)
- xxxv. Information systems must be assessed whenever there is a significant change to the system's security posture
- xxxvi. DR should be available at the time of the disaster at DC. In the event of a Primary site failover or switchover, the DR site should take over the active role, and all requests should be routed through that site
- xxxvii. In case of disaster at the DC site (within the defined RTOs and RPOs), the DR should be available (with its data) on-demand basis, wherein 100% of the services of DC would run from the DR site (after the RTO time and with the RPO level). Once the DC is restored, failback to DC is to happen
- xxxviii. SI shall conduct regular independent third-party assessments of the CSP's security controls to determine the extent to which security controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting security requirements
- xxxix. PFRDA reserves the right to perform Penetration Test. If the Authority exercises this right, the SI shall allow the Authority's designated third-party auditors to conduct activities for reviews that include but are not limited to operating system vulnerability scanning, web application

scanning, and database scanning of applicable systems that support the processing, transportation, storage, or security of the Authority's information. This includes the general support system infrastructure.

- xl. SI is responsible for mitigating all security risks found and continuous monitoring activities.
- xli. SI shall provide access to the Authority or their designee acting as their agent, when requested, in order to verify compliance with the requirements for an Information
- xlii. The Authority reserves the right to conduct on-site inspections. SI shall make appropriate personnel available for interviews and documentation during this review.
- xliii. SI shall provide vulnerability scan reports from Web Application, Database, and Operating System Scans or the services for the Authority to run the vulnerability scan. Scan results (that fall under the scope of the SI) shall be managed and mitigated in Plans of Action.
- xliv. The Authority has the right to perform manual or automated audits, scans, reviews, or other inspections of the SI's IT environment being used to provide or facilitate services for the Authority through the Authority's designated third-party auditor. SI shall be responsible for privacy and security safeguards.

41.7 Management Reporting Requirements

- i. The SI shall monitor and maintain the stated service levels as agreed in the Service Level Agreement between the Authority and the SI.
- ii. SI to submit reports of major outages (including description of root-cause and fix) resulting in greater than 1-hour of unscheduled downtime within a month, if any Report and Dashboard on Help Desk / issue Tickets raised by the Authority and resolved by the SI.
- iii. Report on Monthly utilization of the of the Service Offerings for the Authority
- iv. Any other reports as deemed required by the Authority

41.8 Managed Services Requirements

Backup Services

- i. The SI should configure, schedule and manage backups of all the data

- including but not limited to files, folders, images, system state, databases and applications.
- ii. The SI shall be responsible for file system and database backup and restore services and perform administration, tuning, optimization, planning, maintenance, and operations management for backup and restore.
 - iii. Monitor and manage backup activity.
 - iv. Restore the requested data from backup within a scheduled timeframe
 - v. Perform administration, tuning, optimization, planning, maintenance, and operations management for backup and restore.
 - vi. Provide and install additional infrastructure capacity for backup and restore, as required.

41.9 General Requirements

- i. Shall be in accordance with the requirements in this RFP.
- ii. SI should ensure that data will reside in India and should not be accessed by any entity outside India.
- iii. SI shall provide dedicated resources for PFRDA's project.
- iv. There should be sufficient headroom (at an overall level in the compute, network and storage capacity offered) available for near real time provisioning during any unanticipated spikes in the user load.
- v. The system must be Scalable, Reliable, Highly Available & should provision to upgrade/downgrade virtual machines/ containers/ alternates configuration parameters seamlessly based on demand.
- vi. The Cloud service should have the ability to Auto-Scale (Horizontal) on demand. The service should support automatically launching or terminating instances based on parameters such as CPU utilization or other factors basis the demand. The solution should also be able to do continuous monitoring and optimization of auto-scaling rules and limits. The Cloud service should have self-service provisioning where there are zero dependencies on CSP, and SI should be able to provide the service in an agile manner without any intervention from CSP.
- vii. Ability to integrate fully with the Government of India approved Certificate Authorities to enable the Authority to use the Digital Certificates / Digital Signatures/e-sign.
- viii. The Authority shall retain ownership of any user created/loaded data and applications hosted on CSP's infrastructure and maintains the right

- to request (or should be able to retrieve) full copies of these at any time.
- ix. The Authority retains ownership of all templates, clones, and scripts/applications created for the PFRDA's application and retains the right to request (or should be able to retrieve) full copies at any time.
 - x. The Authority shall be provided access rights (including the underlying secure connection) to the user administration / portal of cloud services to have visibility into the dashboard, SLAs, management reports, etc. provided by the Cloud Service provider.
 - xi. SI will ensure that CSP shall not provision any unmanaged VMs for the applications.
 - xii. SI will ensure that CSP shall provide interoperability support with regards to available APIs, data portability etc. for the Authority to utilize in case of Change of cloud service provider, migration back to in-house infrastructure, burst to a different cloud service provider or availing backup or DR services from a different service provider as and when needed
 - xiii. Should adhere to the ever-evolving guidelines as specified by CERT-In (<http://www.certin.org.in/>)
 - xiv. Should adhere to the relevant standards published (or to be published) by Ministry of Electronics & Information Technology (MeitY) or any standards body setup / recognized by Government of India
 - xv. Cloud Infrastructure shall be accessible to PFRDA or any third party engaged by PFRDA for inspection and audit purpose. SI shall also adhere to the relevant audit requirements as defined in the RFP.

42. Intellectual Property Rights

PFRDA will absolutely own and have exclusive rights including all intellectual property rights over all reports, data and information generated by the selected SI the course of its engagement. Such firm will not claim any rights over any of the data or information generated by it at any point of time. The SI will not use any data or information generated under this RFP for any financial or commercial benefits (other than the provision of services as sought for).

Subject to the above, no intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise. The SI may use certain tools, processes or

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methodologies of its own in performing the services of which the ownership of all intellectual property rights and any other rights shall vest with PFRDA.

42.1 Compliance

The SI shall be responsible to comply with the provisions of the PFRDA Act, 2013, the Rules and Regulations framed thereunder and the directions/guidelines/ notification/circulars issued by PFRDA from time to time, and any other applicable laws/Rules/Regulations/guidelines in force.

Disputes, if any, arising out of this selection process, shall be subject to the exclusive jurisdiction of Courts at New Delhi only. Post the award of the Contract, the disputes, if any arising thereunder shall be settled in terms of the provisions of the Arbitration and Conciliation Act, 1996, as provided under such Contract.

42.2 Interpretation

In case of any clarification with regard to the terms used in this RFP and conditions of this RFP, the interpretation of PFRDA, shall be final.

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Annexure-I: COVERING BID FORM (TECHNICAL BID)

[On Company's letter head] (To be included in Technical Bid)

Date: _____

Ref: RFP No.: PFRDA/2023/TARCH/PINTRA/01

To,

Chief General Manager (PROJECT-TARCH)
PFRDA
Chatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A,
Qutab Institutional Area, Block B Rd,
New Delhi- 110016

Dear Sir,

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Authority and we offer to supply, Install, test, commission and support the desired Software Solution detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the Financial Bid.

While submitting this Bid, we certify that:

- a. All information provided in the Proposal and in the Appendices to it is true and correct and the documents accompanying such Proposal are in original or true copies of their respective originals, as the case may be.
- b. This statement is made for the express purpose of qualifying as a Selected Bidder for System design, develop, Implementation and its Maintenance for the time duration as given in this RFP.
- c. We are in existence and operational for the last five complete Financial years.
- d. The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- e. We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
- f. Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- g. The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.

- h. We have quoted for all the products/services mentioned in this RFP in our price Bid.
 - i. The rate quoted in the price Bids are as per the RFP and subsequent pre- Bid clarifications/ modifications/ revisions furnished by the Authority, without any exception.
2. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
 3. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Authority, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
 4. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Authority will have right to disqualify us from the RFP without prejudice to any other rights available to the Authority.
 5. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Authority.
 6. We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement as per template available at **Appendix-V** of this RFP and the rates quoted therein for the orders awarded by the Authority up to the period prescribed in the RFP, which shall remain binding upon us.
 7. On successfully declared as L1 bidder, we undertake to complete the formalities as specified in this RFP.
 8. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
 9. We hereby certify that our name does not appear in any "Caution" list of any regulatory body for outsourcing activity.

- 10. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments for the time period given in RFP.
- 11. We hereby certify that OEMs for the different components of the software solution being offered to PFRDA have a fully functional support Centre in India.
- 12. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Authority to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.
- 13. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Authority in the RFP document.

Dated this day of 2023.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Seal of the company

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Annexure-II: BIDDER DETAILS

Details of the Bidder

S. No.	Particulars	Details
1.	Name	
2.	Date of Incorporation and /or commencement of business	
3.	Certificate of incorporation	
4.	Brief description of the Bidder including details of its main line of business	
5.	Company website URL	
6.	Company PAN Number	
7.	Company GSTIN Number	
8.	Particulars of the Authorized Signatory of the Bidder i. Name ii. Designation iii. Address iv. Phone Number (Landline) v. Mobile Number vi. Fax Number vii. Email Address	

Name & Signature of authorized signatory

Seal of Company

Annexure-III: FINANCIAL CAPABILITY STATEMENT

(On Statutory Auditor's letterhead)

Date: DD/MM/YYYY

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

Dear Sir,
I/We hereby declare that I/We have scrutinized and audited the financial statement of M/s_____. I/We certify that M/s _____ is a profitable entity for the last three financial years (i.e. FY 2022-23, FY 2021-22, FY 2020-21) and has not incurred any cash loss from operating activities in last five FYs.

The Net worth, PAT, Cashflow from Operating activities, Total Turnover and the Turnover of the bidder from IT and IT enabled services (ITeS) for last five financial years as per audited statement is as under:

Financial year	Net worth (INR Crore)	PAT (INR Crore)	Cashflow from Operating activities	Total Turnover (INR Crore) (on standalone basis)	Turnover from IT/ITeS *
2022-23					
2021-22					
2020-21					
2019-20					
2018-19					

*The turnover should be from application development/ implementation/ maintenance excluding equipment licensing, consulting. Also, turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.

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Signed and Sealed by Statutory Auditor

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

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Annexure-IV: PRE-BID QUERY FORMAT

All the pre-bid queries to be submitted through email only by the given due date for submission of queries. In no other way, pre-bid queries will be entertained. Pre-bid queries to be submitted strictly in the format given below:

(To be provide strictly in Excel format)

Vendor Name	Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query	Suggest ions

Annexure-V: ELIGIBILITY CRITERIA (as on 30th June 2023)

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
1.	<p>a. The bidder should be registered as a Company in India as per the Indian Companies Act, 1956/2013 or a Partnership firm registered under the Limited Liability Partnerships Act, 2008.</p> <p>b. Registered with the GST authorities.</p> <p>c. Should have been in existence and operational for the last five complete financial years.</p>		<p>i. For a & c. - Certificate of Incorporation / Partnership deed / LLP Registration and Annexure-I and Annexure-III</p> <p>ii. For b - GST registration certificate</p>
2.	<p>The bidder must be a profitable entity for the last three financial years* (i.e. FY 2022-23, FY 2021-22, FY 2020-21) and has not incurred any cash loss from operating activities in last five FYs.</p> <p>*In case, the company/LLP operates on calendar year, the audited statements will be required for calendar years 2020, 2021 and 2022</p>		<p>Certificate issued by Company's statutory auditor on the Profitability (PAT) for the last three financial years (i.e. FY 2022-23, FY 2021-22, FY 2020-21) as per Annexure-III</p>

<p>3.</p>	<p>The Bidder must have a turnover of Rs. 250 crore or above each year from IT and IT enabled services (ITeS) during the last 03 (three) financial year(s) (i.e. FY 2022-23, FY 2021-22, FY 2020-21</p> <p>*In case, the company/LLP operates on calendar year, the audited statements will be required for calendar years 2020, 2021 and 2022</p> <p>Note: For the purpose of this criterion, turnover should be from application development/ implementation/ maintenance excluding equipment licensing, consulting. Also, turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>		<p>Copy of the audited financial statement for required financial years. (i.e. FY 2022-23, FY 2021-22, FY 2020-21) along with Annexure-III</p> <p>In case, if audited Financial statements for FY 2022-23 are not available, the bidders need to submit Financial statements duly certified by the company's statutory auditor/Company Secretary as per Annexure-III</p>
<p>4.</p>	<p>Bidder must have successfully completed at least one (01) software solution/project as SI covering implementation of HRMS and Finance & Accounting modules in Central or State Govt./ Central or State Govt owned Organizations/ PSU/Autonomous Bodies/ Public Sector Banks/ Public</p>		<p>Work order+ Completion certificates from the client; OR Work order + Self certificate of completion (Certified by the Authorized Signatory giving</p>

	<p>Sector Insurance Companies/ Public Sector Financial Institutions / CPSEs/Corporates having at least 100 users in the last five (05) Financial Years in India.</p> <p>For this requirement, bidder's experience shall be in the execution of IT projects/maintenance of IT projects and excluding consultancy services for the IT projects</p>		<p>details of execution of the project) as per Annexure - X</p> <p>OR</p> <p>Project completion Certificate issued by Company's statutory auditor/Company Secretary on letterhead giving details of execution of the project as per Annexure - X</p>
5.	<p>Bidder should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments during the last five financial years and as on date of bid submission.</p>		<p>Bidder should specifically certify in Annexure-I in this regard.</p>
6.	<p>OEMs/OEM's authorized partners for the different components of the software solution being offered to PFRDA have a fully functional support Centre in India.</p>		<p>Bidder should specifically certify in Annexure-I in this regard.</p>

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted. If all these conditions are not fulfilled or supporting documents are not submitted with the technical

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Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

Name & Signature of authorized signatory

Seal of Company

Annexure-VI: TECHNICAL EVALUATION PARAMETERS

Criteria	Basis for valuation (Max Marks)	Weightage
1.	<p>Proposed Solution: Bidders must demonstrate their understanding of the PFRDA's requirements by providing:</p> <p>a. Understanding of PFRDA requirements, Technical architecture, project implementation plan, Security aspects- Maximum marks-08</p> <p>b. Fitment factor of the solution proposed to the PFRDA's requirements – Maximum marks-10</p> <p>c. Product walkthrough (demo of any use case under HRMS or Finance and Accounts module as per PFRDA requirements)- Maximum marks-12</p>	Maximum marks-30
2.	<p>The Bidder turnover in FY 2022-23 from IT and IT enabled services (ITeS)</p> <p>* In case, the company/LLP operates on calendar year, the audited statements will be required for calendar years 2020, 2021 and 2022</p> <p>Note: For the purpose of this criterion, turnover includes application development/ implementation/ maintenance excluding equipment licensing, consulting. Also, turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p> <p>a. 250-500 Crores- 5 Marks</p> <p>b. 01 incremental mark per 100 Crore turnover over and above 500 crores upto 05 marks</p>	Maximum marks-10

<p>3.</p>	<p>Bidder as SI covering implementation of HRMS and Finance & Accounting in Central or State Govt./ Central or State Govt owned Organizations/ PSU/Autonomous Bodies/ Public Sector Banks/ Public Sector Insurance Companies/ Public Sector Financial Institutions/ CPSEs/Corporates having at least 100 users in the last five (05) Financial Years in India.</p> <p>For this requirement, bidder's experience shall be in the execution of IT projects/maintenance of IT projects and excluding consultancy services for the IT projects</p> <table border="1" data-bbox="332 810 1027 1283"> <thead> <tr> <th data-bbox="332 810 594 1045">No. of Projects</th> <th data-bbox="594 810 820 1045">Project cost (Rs. 5-10 Crore)</th> <th data-bbox="820 810 1027 1045">Project cost (Above Rs 10 Crore)</th> </tr> </thead> <tbody> <tr> <td data-bbox="332 1045 594 1087">One Project</td> <td data-bbox="594 1045 820 1087">3 marks</td> <td data-bbox="820 1045 1027 1087">4 marks</td> </tr> <tr> <td data-bbox="332 1087 594 1129">Two Projects</td> <td data-bbox="594 1087 820 1129">6 marks</td> <td data-bbox="820 1087 1027 1129">8 marks</td> </tr> <tr> <td data-bbox="332 1129 594 1203">Three Projects</td> <td data-bbox="594 1129 820 1203">9 marks</td> <td data-bbox="820 1129 1027 1203">12 marks</td> </tr> <tr> <td data-bbox="332 1203 594 1283">Four Projects and above</td> <td data-bbox="594 1203 820 1283">12 marks</td> <td data-bbox="820 1203 1027 1283">16 marks</td> </tr> </tbody> </table> <p>Two client references (Maximum marks-4.5 each) where similar Scope of work (HRMS and F&A) project has been implemented by the bidder as SI- Maximum marks-09</p> <p>Note: PFRDA will interact with client through visit/VC or any other mode as deemed suitable for PFRDA to assess this criterion & the bidder need to facilitate for the interaction.</p>	No. of Projects	Project cost (Rs. 5-10 Crore)	Project cost (Above Rs 10 Crore)	One Project	3 marks	4 marks	Two Projects	6 marks	8 marks	Three Projects	9 marks	12 marks	Four Projects and above	12 marks	16 marks	<p>Maximum marks-25</p>
No. of Projects	Project cost (Rs. 5-10 Crore)	Project cost (Above Rs 10 Crore)															
One Project	3 marks	4 marks															
Two Projects	6 marks	8 marks															
Three Projects	9 marks	12 marks															
Four Projects and above	12 marks	16 marks															
<p>4.</p>	<p>Bidder has hosted any IT project on NIC data Centre or NIC cloud or MeitY empanelled</p>	<p>Maximum marks-05</p>															

	VPC/GCC <ul style="list-style-type: none"> a. One project – 2 marks b. Two projects – 3 marks c. Three projects or above - 5 marks 	
5.	CSP being offered to PFRDA have clients from Central or State Govt./ Central or State Govt owned Organizations/ PSU/Autonomous Bodies/ Public Sector Banks/ Public Sector Insurance Companies/ Public Sector Financial Institutions/CPSEs/Corporate directly or through any SI <ul style="list-style-type: none"> a. One client: 2 Marks b. Two clients: 3 Marks c. Three Clients or above: 5 Marks 	Maximum marks-05
6.	<ul style="list-style-type: none"> a. Bidder has valid CMMI level 5: 03 marks b. Bidder has valid ISO 27001:2015/ISO 9000/ISO 9001 Certification: 02 marks 	Maximum marks-05
7.	Key Manpower & Deployment Plan: <ul style="list-style-type: none"> a. Project team structure: Maximum 5 marks b. Experience in relevant assignments- Maximum 10 marks c. Implementation plan: Maximum 5 marks <p>Note: Resume of Key Human Resource Manpower (Project Head, Solution Architect, Project Manager, Security Architect, Functional Lead) to be submitted as per the following format</p> <ul style="list-style-type: none"> i. Name: ii. Designation: iii. Role in project: iv. Qualification: v. Total experience in years: vi. Relevant experience in years: 	Maximum marks-20

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	vii. Relevant Certification: viii. Experience on the proposed OEM product/tool:	
--	--	--

Note: all the submitted documents and Annexures should have authorized signatory's sign and seal.

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Annexure-VII: CERTIFICATION BY OEM

[On the Letter head of OEM]

Date:

To,
Chief General Manager (PROJECT-TARCH)
PFRDA
Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A,
Qutab Institutional Area Block B Rd,
New Delhi- 110016

Dear Sir,

Ref.: Authorization letter from OEM to ----- (Bidder) for participation in bid for RFP reference number_PFRDA/2023/TARCH/PINTRA/01

Particular	Original Supplier/ make & model /development/Unit details
Software Licenses including	
Core Solution	
<<Please insert details as required>>	
Other (Please insert other Components, as required)	

We hereby extend our full guarantee and comprehensive warranty as per terms and conditions of the tender and the contract for our equipment quoted/ services offered against this invitation for Bid by the above company/LLP.

We undertake to perform the obligations as set out in the RFP in respect of such services as mentioned in scope of work for OEM and hereby extend our warranty

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/ support and services through M/s.....during the ... years contract period as per terms and conditions of the RFP.

We also undertake that we have not been blacklisted by the Government Authority or Public Sector Undertaking (PSUs) in India or any Financial Institution in India as on date of submission of response.

We assure you that in the event of M/s not being able to fulfil its obligation as M/s Bidder in respect of the terms defined in the RFP, (OEM Name) would continue to meet these either directly or through alternate arrangements without any additional cost to PFRDA.

The quoted product is of latest model /version and extend our back to back support during entire duration of Agreement. If any product found to be obsolete /end of support/end of life during the contract period, we will replace the same with the latest product with the equivalent /higher capabilities for free of cost.

Dated at _____ this _____ day of _____ <YEAR>.

Yours faithfully,

*[Signature of Authorized Representative of OEM/partner of OEM] [Title]
[Organization stamp/seal] [Date]*

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Annexure-VIII: PRICE BID /FINANCIAL BID

Name of the Bidder

Place:

Date:

To,

Chief General Manager (PROJECT-TARCH)

PFRDA

Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A,

Qutab Institutional Area Block B Rd,

New Delhi- 110016

Sub: Submission of Financial Bid for DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION (HRMS AND FINANCE) ALONG WITH MOBILE APP for HRMS

Dear Sir,

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to design, develop, implement and maintain the subject mentioned project, in conformity with the said Bidding documents.

2. We undertake, if our Bid is accepted, to design, develop, implement and maintain the project in accordance with the delivery schedule specified in this RFP.
3. If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to prescribed percent for the due performance of the Contract in the form prescribed by the Authority.
4. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Authority up to the period prescribed in the Bid which shall remain binding upon us.
5. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against

fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

6. We understand that you are not bound to accept the lowest or any Bid you may receive.
7. Values in **Table 2** are Year wise details(break-up) of bid price for the purpose of record and reference only (to be matched with Total cost of Project **(TC)**).

Bidders to note that:

- i. The Price bid/Financial bid will be evaluated on the basis of Least Cost Selection Method which is the cost given as TC (Total Cost of project exclusive GST).
- ii. Financial bid will be for six years' time duration which is comprising of implementation time of nine (09) months, three (03) month's stabilization period, one (01) year Warranty post go- live and four (04) years of AMC.
- iii. Prices to be filled in Table 1 whereas applicable.
- iv. Unit price shall be quoted whereas applicable.
- v. Unit rate for Change Request for PFRDA futuristic requirements, if any will be calculated as per the cost given in default Change request for 200 man-days.
- vi. Bidder should clearly specify make and version of the items wherever applicable.
- vii. Prices quoted must be firm till the completion of the contract including Warranty & Support period.
- viii. The final price should also include service charge or any additional payment including Bidder's profit, bonus, insurance, engineer support charges etc. made for supporting the system.

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Table-1 for Price bid/Financial bid

Detailed Technical BOM with List of Products, Solutions, Services and Licenses

(Unit: in Rs)

SN	Item	Make & Version	Unit Price	Quantity	Total Price for Implementation+ stabilization period (1 st year)	2 nd year warranty period	3 rd Year AMC cost	4 th Year AMC cost	5 th year AMC cost	6 th year AMC cost	Total Price (Implementation+1 yr Warranty + 4 yr AMC)	GST as applicable	Total Project Cost inclusive of GST
			A	B	C=A*B	D	E	F	G	H	I=C+D+E+F+G+H	J	K = I + J
A	Software License and OEM support, if applicable												
1	Software												

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	licenses (if any)												
2	Other licenses (if any)												
3	Any other, please specify												
A	Sub-total(A)												
B	Solution implementation cost: System study, design, development, Implementation of the Software solution including audit and training												

1

System study, design, development /customization of the software solution, testing, data migration, UAT, digital signing (DSC, e-sign), email, SMS Gateway integration, go-live

2	Security Audit, VPAT with CERT-IN empanelled vendors, Audit compliance certificate					----	----	----	----	----						
3	Deployment on MeitY empanelled GCC/VPC					----	----	----	----	----						

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4	Training, User manuals	As per PFRDA employees					----	----	----	----	----			
5	Any other, please specify													
B	Sub-total(B)													
C	MeitY empanelled GCC/ VPC, MSP, Security, DC-DR													

1

Procurement and commissioning of MeitY empanelled GCC/VPC for hosting, role as Managed Service Provider (MSP), setup of DC and DR from Meity empanelled GCC/VPC, Security features as per Govt. Cloud Guidelines

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2	Any other, please specify												
C	Sub-Total(C)												
D	Warranty, AMC, Subscription, Operation and maintenance												
1	Warranty, AMC, Subscription, Operation and maintenance												
2	Any other, please specify												
D	Sub-Total(D)												

E Change Request, Facility Management System

1	Default Change request			200 man - days		----	----	----	----	----			
2	Facility Management System			02 of man power at PFRDA premises	----		----	----	----	----			
3	Any other, please specify												
E	Sub-Total(E)												
	Total(A+B+C+D+E)										TC		

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TC= I: Total Cost of Project (TC) exclusive of GST) (L1 bidder will be awarded on this cost(I))	Rs. _____ (in words) _____
J: GST as applicable	Rs. _____ (in words) _____
K: Total Cost of Project inclusive of GST)	Rs. _____ (in words) _____

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Note:

(Signature)

(Name) (in the capacity of)

Duly authorized to sign Bid for and on behalf of

Company Seal

Table-2: Year wise details (break-up) of Price bid/Financial bid

Sr. no.	Particulars	Year	Cost (in Rs.) exclusive of GST as applicable	GST as applicable	Cost (in Rs.) inclusive of GST as applicable
1.	Project Cost	1			
2.	Project Cost	2			
3.	Project Cost	3			
4.	Project Cost	4			
5.	Project Cost	5			
6.	Project Cost	6			

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Total Project Cost (Add sr. no. 1 to 6) to be matched with TC as bid price quoted in Table-1		Total of sr. no. 1 to 6 exclusive of GST In figure: Rs _____ In words: Rs. _____		Total of sr. no. 1 to 6 inclusive of GST In figure: Rs. _____ In words: Rs. _____
--	--	--	--	---

Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS

(Signature)

(Name) (in the capacity of)

Duly authorized to sign Bid for and on behalf of

Company Seal

Annexure-IX: PAYMENT MILESTONES

Payment Terms

The payment will be made within 30 days on receipt of invoice (in duplicate) against successfully completion of the services as per the timeline indicated.

Payment Milestones

Following payment milestones will be applicable for the solution implementation and support:

Milestone Number	Payment Milestones	% Payment of Sub-total for Services Provided
Software License and OEM support, if applicable		
A1	Software License and OEM support-procurement and delivery	50% of the software licenses cost [i.e. Total Price captured for line item A of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII at the time of procurement and delivery of the licenses
A2	Software License and OEM support-installation	40% of the software licenses cost [i.e. Total Price captured for line item A of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII at the time of installation of licenses
A3	Final Acceptance from PFRDA post go-live and stabilization period	10% of the software licenses cost [i.e. Total Price captured for line item A of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII] at the time of Final acceptance from PFRDA post go-live and stabilization period
Solution implementation cost: System study, design, development, Implementation of the Software solution including audit and training		

B1	Completion of System study, Submission of FRS, SRS and approval from PFRDA on the same	10% of the value of Solution Implementation Cost [i.e. Total Price captured for line item B of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
B2	Completion of UAT and acceptance on UAT by PFRDA	10% of the value of Solution Implementation Cost [i.e. Total Price captured for line item B of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
B3	Security Audit from CERT-IN empanelled vendor, VAPT	10% of the value of Solution Implementation Cost [i.e. Total Price captured for line item B of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
B4	Implementation of complete Integrated software Solution modules, Go-live	50% of the value of Solution Implementation Cost [i.e. Total Price captured for line item B of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
B5	Trainings, submission of User manuals, Approval of PFRDA on the same	10% of the value of Solution Implementation Cost [i.e. Total Price captured for line item B of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
B6	At the time of issue of Final Acceptance from PFRDA after successful Stabilization	10% of the value of Solution Implementation Cost [i.e. Total Price captured for line item B of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
MeitY empanelled GCC/VPC, MSP, Security, DC-DR		
C	Quarterly payment from the date of successful implementation on MeitY empanelled	In Quarterly payment (total amount to be divided into equal installments from the date of successful implementation on MeitY empanelled cloud to Contract

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	GCC/VPC	completion [i.e. Total Price captured for line item C of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
Warranty, AMC, Subscription, Operations		
D	Quarterly post payment from the date of start of warranty period	In Quarterly payment (total amount to be divided into equal installments from the date of start of warranty to Contract completion i.e. Total Price captured for line item D of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]
Change Request, Facility Management System		
E1	Change request- Completion of development changes, approval of PFRDA	On Completion of development changes
E2	Facility Management System- Quarterly post payment from the date of start of warranty period upto one year	In Quarterly payment (total amount to be divided into equal installments from the date of start of warranty upto one year i.e. Total Price captured for line item E of Table-1 in the Financial Bid, as per format defined in this RFP – Annexure VIII]

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Annexure-X: PROJECT DETAILS AND CLIENT REFERENCES

To whomsoever it may concern

(Also, to be duly countersigned by Statutory Auditor)

Please fill details for each project:

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
e-mail address of the contact person	
Project Details	
Name of the Project	
Project Scope	
Project duration (phase wise details, if any)	
Start Date	
End Date	
Current Status (In Progress / Completed)- Completion Certificate from client (preferable), in case of project completed	
Project hosted on	
Size of Project	
Value of Work Order (In Lakhs) (only single workorder)	
Location(s) where the project implemented	
No of Users	
Any other information	

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Name & Signature of authorized signatory

Seal of Company

I/We << Statutory Auditor >> of M/s _____, do hereby solemnly affirm and declare that above information is for submission of client references and correct to the best of our knowledge.

Name & Signature of Statutory Auditor

Seal of Company

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Annexure-XI: CERTIFICATION BY CSP

[On the Letter head of CSP]

Date:

To,
Chief General Manager (PROJECT-TARCH)
PFRDA
Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A,
Qutab Institutional Area Block B Rd,
New Delhi- 110016

Dear Sir,

Ref.: Authorization letter from CSP to ----- (Bidder) for participation in bid for RFP reference number PFRDA/2023/TARCH/PINTRA/01

Particular	Make & model /development/Unit details
Cloud specifications and details	
<<Please insert details as required>>	
Other (Please insert other Components, as required)	

We hereby confirm our participation as CSP against this invitation for Bid by the above company/LLP.

We undertake to perform the obligations as set out in the RFP in respect of such services as mentioned in scope of work for CSP and hereby extend our services through M/s.....during the ..._____ years contract period as per terms and conditions of the RFP.

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We are MeitY empanelled CSP and also undertake that we have not been blacklisted by the Government Authority or Public Sector Undertaking (PSUs) in India or any Financial Institution in India as on date of submission of response.

As per the requirement of RFP, our client details from Central or State Govt./ Central or State Govt owned Organizations/ PSU/Autonomous Bodies/ Public Sector Banks/ Public Sector Insurance Companies/ Public Sector Financial Institutions/CPSEs/Corporate directly or through any SI are given below:

Please fill for each project:

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
e-mail address of the contact person	
Project Details	
Name of the Project	
Project Scope (related to hosting)	
Project duration (phase wise details, if any)	
Start Date	
End Date	
Current Status (In Progress / Completed)- Completion Certificate from client (preferable), in case of project completed	
Project hosted on	
Size of Project	
Any other information	

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Dated at _____ this _____ day of _____ <YEAR>.

Yours faithfully,

[Signature of Authorized Representative of CSP] [Title] [Organization stamp/seal] [Date]

Annexure-XII: CHECK-LIST OF DOCUMENTS TO BE SUBMITTED

S.No.	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	DD/Banker's Cheque of Rs. 25,000/- plus GST as applicable as RFP document Fee		
2.	EMD in the form of a Bank Guarantee		
3.	Integrity Pact (on Rs. 100 stamp paper)		
4.	Technical proposal as per the RFP requirements		
5.	Technical bid Covering Form as per Annexure-I		
6.	Bidder details as per Annexure-II		
7.	Financial Capability Statement as per Annexure-III		
8.	Certificate of incorporation / Partnership deed / LLP Registration		
9.	GST Registration Certificate		
10.	Power of attorney / board resolution to the authorized Signatory		
11.	Copy of Certificate of Registration/Certificate of Incorporation		
12.	Valid CMMi level 5 Certificate, ISO Certificates as applicable		
13.	Audited financial statement for financial years (i.e. FY 2022-23, FY 2021-22, FY 2020-21), In case, if audited and Board approved Financial statements/Profit & Loss Statement for FY 2022-23 are		

	not available, the bidders need to submit Financial statements duly certified by the company's statutory auditor as per Annexure-III		
14.	Certification from OEM as per Annexure-VII		
15.	Price/Financial bid as per Annexure-VIII		
16.	Project details and Client references as per Annexure-X		
17.	Certification from CSP as per Annexure-XI		
18.	Goods & Service Tax Registration and Income Tax Certificate		
19.	Work orders/Completion Certificate/Certification by Statutory auditor/Company Secretary		
20.	Documents evidencing OEMs and CSP have a fully functional Centre in India with date of Incorporation		
21.	Work orders to CSP or through SI evidencing MeitY empanelled GCC/VPC from Central or State Govt./ Central or State Govt owned Organizations/ PSU/Autonomous Bodies/ Public Sector Banks/ Public Sector Insurance Companies Public Sector Financial Institutions /CPSEs/Corporate		
22.	Project Team structure with Resume of Key personnel		

Annexure-XIII: COMPLETION CERTIFICATE

Date:

M/s. _____

Sub: Completion Certificate for design, development and implementation of software solution

1. This is to certify that the Software Solution as detailed below has/have been successfully designed, developed and implemented in accordance with the Contract/specifications.

a) PO No. _____ dated _____

b) Description of the Solution _____

c) Date of installation _____

d) Date of acceptance test _____

e) Date of Go-live _____

f) Project Completion date including warranty and AMC _____

2. The development and implementation have been done to our entire satisfaction and staff have been trained to operate the Software Solution.

Signature _____

Name _____

Designation with stamp _____

Annexure-XIV: FUNCTIONAL REQUIREMENT PROCESS DOCUMENT

1. HRMS Module:

1.1. Personnel/Employee Information System, Leave and Attendance Management with existing biometric integration

Functional Area	Overview	Admin Capability
<p>Employee Registration</p>	<p>This functionality allows employees to enter and update their personal information, such as name, contact details, and job title, in a secure and centralised database.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● User login Credentials ● Personal information including name, contact details etc. ● Job information: ● Profile picture: ● Salary information: ● Role and permission: ● Data Validation: Input validation to check for required fields and format of entered data. ● Data Security Acceptance ● Approval Workflow ● Reporting 	<ul style="list-style-type: none"> ● Ability to add new employees via user interface or bulk upload. ● Ability to soft delete (Inactivate) employees, their records, and recover the same from Recycle Bin, until x days. ● View, Edit, Delete details entered by employees and send out notification to request profile completion.
<p>Profile Management</p>	<p>Employees should be able to maintain their personal and employment information on the portal. This information can then be used for various</p>	<ul style="list-style-type: none"> ● Ability to create and fill up the master information when a new employee onboard and

	<p>purposes such as generating employee reports, tracking attendance, and managing employee benefits. This includes:</p> <ul style="list-style-type: none"> ● Profile update ● Document Management 	<p>make changes to any kind of data input by the employee if the data is erroneous</p> <ul style="list-style-type: none"> ● Ability to view all employee details (personal and employment) and flag where wrong information is entered as well as send out reminders on which data are missing.
<p>Biometric Verification</p>	<p>Employees should be able to use biometric authentication (e.g. fingerprint, facial recognition) to log in to the portal and mark attendance. Facial biometric system is already installed</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Biometric data capture ● Data storage in server ● Data matching with actual employee data ● Error handling ● Multi-factor authentication ● Reporting for Admins ● Auditing and logs for organisation ● Compliance with new and updated regulatory laws 	<ul style="list-style-type: none"> ● Ability to view biometric logs and view generated reports on the usage of the biometric verification system, such as the number of successful and failed verifications.

<p>Leave Management</p>	<p>Employees should be able to view their current leave status, leave balance, applied for, approved and unapproved leaves, and track the status of their leave requests. Approvers should be able to approve or reject leave requests.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Leave Types: Casual, Sick and Maternity etc. ● View Leave balances ● View Leave Approval Workflows ● Create leave workflows for different types of leaves. Each leave type will have a different set of workflow. For example for a sick leave it should be approved by the HoD only and the immediate reporting manager and for casual leave it is approved by the immediate reporting manager ● Leave Calendars prepared by Orgs ● Leave Notifications for leave requests and approvals ● Reporting of leaves trends and compliances based on the leave types of Sick Leave, Casual Leave and any leave the employee is taking 	<ul style="list-style-type: none"> ● Ability to view and edit org's leave calendars. ● Ability to create and fill up the master information when a new employee onboard and make changes to any kind of data input by the employee if the data is erroneous ● Ability to view employee leave balances, view manager approvals ● View reports on leave trends across all employee functions ● Approve leaves in absence of reporting managers
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<p>Multiple Leave Policies:</p>	<p>Allow employees to:</p> <p>View Leave calendars specific to their geographies</p> <ul style="list-style-type: none"> • Specific to their role 	<ul style="list-style-type: none"> • The Admins should be able to configure different leave policies and calendars for different roles and also for employees working for different geographies. • Ability to view leave calendars across functions and geographies
<p>Attendance management</p>	<p>The system should be integrated with the existing biometric system installed in office to generate attendance related MIS/data.</p> <p>The system should be able to record and track attendance for employees, and generate attendance reports. This would mainly comprise of:</p> <ul style="list-style-type: none"> • Punch in/out details • Allow the employees to login from any location if they are working remotely or on an office trip. The system should be able to geo-tag the location where the login is happening. • Timing Reports: The system should be able to view all the details • Overtime Reports based on the roles 	<ul style="list-style-type: none"> • Ability to view punch in and punch out times of employee • Ability to view department wise attendance details reports.

	<ul style="list-style-type: none"> • Attendance charts and reports • The system should allow the employees to mark a day or days or any duration as an official tour and they should be able to go inside the HRMS ERP and be able to punch in and punch out just to keep track of the hours they are working for an official duty. This would include also a tour for the same day 	
<p>Approval workflow</p>	<p>The system should support an approval workflow for leave and attendance management, with different levels of approvals as per the organisation's hierarchy.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Request initiation for leave • Request Tracking • Request Status update via notification • Auditing of leave requested and approved 	<ul style="list-style-type: none"> • Ability to view all requests made by employees at all levels, • View statutes of leaves and final approvals made by managers • View reports of leaves approved and requested • The admin should be able to decide the workflow for leave approval separately for each employee.
<p>Leave Encashment</p>	<p>Allow employees to encash leaves after a certain period of time and also utilise them further as per the organisation policy</p>	<ul style="list-style-type: none"> • Ability to view leave balances of employees

	<p>This includes:</p> <ul style="list-style-type: none"> ● Checking the leave balances ● Leave Encashment Request Approval workflows ● Payout details and history ● Payout types 	<ul style="list-style-type: none"> ● View all leave encashment requests and history across all employees ● Set up payout types ● Ability to filter out and track all leave encashment requests and its approval status. ● View and flag the type of payout they choose and payout details.
<p>Reporting</p>	<p>The system should allow managers and administrators to generate various types of reports on employee data, such as attendance, and leave records. Reports can be used to track employee performance, identify trends and patterns, and make data-driven decisions.</p> <p>Reports can be on various metrics:</p> <ul style="list-style-type: none"> ● Employee Attendance Reports ● Employee Leave Details Reports ● Employee TimeSheet Reports ● Employee's Overtime report: This report should state the amount of overtime the employee is working so that they get their fair 	<ul style="list-style-type: none"> ● Ability to view all report across all employee disciplines ● Flag incorrect data and notify managers on the same

	<p>amount of compensation and also will be linked to employee roles and this would be again tracked with biometric systems.</p>	
<p>Security and compliance</p>	<p>The system contains sensitive information about employees, such as personal and financial data, and it must be protected from unauthorised access or manipulation. Compliance refers to meeting the regulatory requirements and industry standards for data security and privacy.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Authentication and Authorization • Secure communications • Secure storage of Biometric data • Audit Logs of Biometric data <p>Regular security audits and incident management</p>	<ul style="list-style-type: none"> • Ability to view security and compliance rules • View and flag reports on audit logs, • Perform edits and notify on any missing information of employees across all disciplines.
<p>Support for integration with other systems</p>	<p>The system should be able to integrate with other functional systems like payroll management software's, Financial Reporting and Management Software's, other HRMS</p>	<ul style="list-style-type: none"> • Ability to view and allow integrations with other systems
<p>Responsive design and mobile access</p>	<p>The system should be accessible through mobile and the web. The user interface should be optimised for all types of Operating Systems</p>	<p>N/A</p>

	and all devices like Desktops, Laptops, Tablets and Phones.	
Data Export	<p>Ability to export the leave and attendance data and reports in any formats for further use of the employees/teams and sharing it across as attachment.</p> <p>The formats can be:</p> <ul style="list-style-type: none"> ● Xlxs ● Pdf ● Csv ● Jpg ● mov/vid 	<ul style="list-style-type: none"> ● Ability to view list of exported files ● Check permissible file download formats ● View track record of data that are exported by employees.
Access Control	<p>This section helps to ensure that only authorised users are able to access sensitive employee leave and attendance information and that users are only able to perform actions that are consistent with their role and responsibilities.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Role based access for viewing time in and time outs ● Role based access to approve leaves. 	<ul style="list-style-type: none"> ● Ability to view and set up roles and permission level access to different employees and devices they use ● Edit access control whenever required. ● View reports and data of what access which employee can have.
Notification and Alerts	<p>This module allows the system to proactively notify users of important events or changes based on leaves and attendances that may require their attention. The notifications can be in the form of email, SMS or in-app notifications. The alerts can be generated by the system or set by the users as per their</p>	<ul style="list-style-type: none"> ● Ability to view notifications alerts set up by employees ● View logs on when those alerts are configured.

	<p>preference. This includes:</p> <ul style="list-style-type: none"> • Leave request notifications • Attendance Notifications and reports • Approval reminders • Overdue and Upcoming leave requests • Biometric Integration notifications • Exceeding Attendance limit notifications 	
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1.2. Performance Management System

Functional Area	Overview	Admin Capability
Employee Self Service (ESS) portal	<p>Allow employees to view and update their performance summary, track their performance, perform tasks, and request services independently, without relying on HR or managers.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Performance Management • Self-Review and Rating System • Approval Workflow 	<ul style="list-style-type: none"> • Ability to view all employee’s self reviews and ratings • View Approval workflows • Ability to flag and delete self-reviews posted by employees
Manager Self Service (MSS) portal	<p>Allow managers to view and update their performances as well as of their team members, provide feedback and recognition, and conduct evaluations without relying on the HR team.</p> <p>This includes:</p>	<ul style="list-style-type: none"> • Ability to view and flag manager’s self-review and review provided to reportees • The format for self appraisal

	<ul style="list-style-type: none"> ● Performance Management of ● Reportees and self ● Approval Workflows ● Review and Rating Systems 	<p>should be editable at the level of admin to conform to changes to the Appraisal Forms made from time to time.</p> <ul style="list-style-type: none"> ● Admin should be able to review such grievances and close the same by altering the final rating with comments, if any, after following due process.
<p>Goal Tracking and Management :</p>	<p>Allow managers and employees to set, track, and evaluate progress towards specific goals and objectives. This feature helps employees and managers align their individual goals with the organisation's strategic objectives and ensures that the employees are working towards the same goals as the organisation</p> <p>Goals could be cascaded from seniors to juniors or Juniors could opt to pick goals from their managers.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Goal setting ● Goal Alignment ● Progress tracking ● Feedback Provision ● Reporting 	<ul style="list-style-type: none"> ● Ability to view employees' goal/OKRs and track progress ● View and Track Compliance Rates. ● Trigger reminders and notifications.
<p>Performance Evaluation</p>	<p>Allow Employee performances to be rated on a scale defined by</p>	<ul style="list-style-type: none"> ● Ability to define the performance

<p>Structure</p>	<p>business owners for quantitative assessments. Along with a description for qualitative feedback.</p> <p>Employee should be able to raise grievance in case they are not satisfied with final rating</p> <p>Employees, at all levels, will be able to view goal specific rating and overall ratings.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Evaluation criteria and methods ● Weightage of each criteria/method ● Evaluation Schedule ● Evaluation Form ● Evaluation participation <ul style="list-style-type: none"> ● Reporting and follow-up actions ● Notification 	<p>evaluation forms and criteria.</p> <ul style="list-style-type: none"> ● Make edits or delete any erroneous submissions. Ask for resubmissions. ● View Reports, push alerts to specific, few, or all employees. ● View participation of employees of all roles ● The format for self-appraisal should be editable at the level of admin to conform to changes to the Appraisal Forms made from time to time. ● Admin should be able to review such grievances and close the same by altering the final rating with comments, if any, after following due process.
<p>Appraisal management</p>	<p>This facilitates managing, coordinating, and conducting employee performance evaluations. It includes everything from setting evaluation criteria,</p>	<p>Ability to view and edit appraisal criteria.</p> <p>View appraisal</p>

	<p>scheduling evaluations, conducting evaluations, providing feedback, and tracking progress over time. It also includes the management of associated tasks, such as the assignment of appraisers, the collection of appraisals, and the generation of appraisals</p> <p>This includes:</p> <ul style="list-style-type: none"> • Inclusion and setting up of • Performance criteria • Appraisal forms and Schedule • Appraisal assignment • Providing Feedback and Ratings • Making employee profile changes based on feedback • Grievance Management: Employees should be able to appeal for if they are not satisfied with the rating provided and hence they should be able to get a fair hearing of their grievances 	<p>schedules, feedback provided</p> <p>View ratings provided and approve/edit ratings and profile changes of employees post feedback.</p> <p>Admin should be able to view these grievances and document resolutions.</p>
<p>Training management</p>	<p>Allow managers to track employee training and development plans and to plan future training. The goal of training management is to ensure that employees have the knowledge and skills they need to perform their jobs effectively, and to support their professional development and career advancement.</p> <p>Employee should be able to raise request for training</p>	<p>Ability to view and set up employee training modules, course catalogue</p> <p>View employee training phases and post training reports</p>

	<p>Competent Authority as per DoAP should be able to review, accept such request and nominate the employee for training,</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Creating Course catalogue ● Training plan and Enrolment ● Tracking ● Evaluating ● Reporting 	
<p>Audit logging</p>	<p>Allow managers to track who accesses certain data and information and when, it can be also used for compliance purposes. This information can be used for various purposes, such as security, compliance, and troubleshooting.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Recording system activity ● Timestamps ● User Identification ● Search and filter based on date, users and type of action ● Providing Alerts 	<p>Ability to view / edit employees' data accesses</p> <p>View various audit logs and set up notifications for any flags in the system</p> <p>Flag incorrect logs</p>
<p>Reports and analytics</p>	<p>Allow managers to generate reports on employee performance and to analyse trends and patterns. It facilitates managers to make data-driven decisions about employee performance and to identify trends and patterns.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Performance Report generation ● Data visualisation and customization 	<p>Ability to view and provide reports on employee performance and to analyse trends and patterns</p> <p>Flag/delete incorrect reports performance generated</p>

Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS

	<ul style="list-style-type: none">• Exporting of reports Role based access to reports	
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Note: Whenever an auto generated email/alert is going to be shared with employees the HR team should be able to get the edit the pre-configured template if they wish to before the notification is triggered

1.3. Training and Learning Management

Functional Area	Overview	Admin Capability
<p>User registration and login</p>	<p>This is a key feature of a Training/Learning Management system in government portals. It allows users to create their own accounts and access the portal's features and resources</p> <p>Users can access the modules in their learning or training only when they are able to login with their credentials. This includes:</p> <ul style="list-style-type: none"> ● User account creation: Ability to create an account by providing their personal information, such as name, government-issued ID, email address, and password ● Email verification ● Forgotten password recovery ● Account management: Ability to view and update their account information, such as contact details and password ● Role-based access: The portal should allow different levels of access based on the user's role (e.g. admin, employee, super-admins) ● Two-factor authentication ● User session management: The system should ensure 	<p>Ability to view accounts created</p> <p>Edit information if that information provided aren't correct</p> <p>Ability to reset account credentials for login of employees</p> <p>Employee should be able to raise request for training</p> <p>Competent Authority as per DoAP should be able to review, accept such request and nominate the employee for training,</p>

	that the user is logged out after a certain period of inactivity	
Course catalogue	<p>Allows employees to access a repository of available training and learning courses, including course descriptions, prerequisites, and other relevant information</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Course listing ● Course preview: Users should be able to preview a course before enrolling, including the course syllabus, learning objectives, and other relevant information ● Search and filter for various courses and training modules available ● Course Enrolment ● Course ratings and reviews ● Multilingual support ● Integration with other systems: The catalogue should be able to integrate with other systems, such as HR and payroll systems, to ensure accurate tracking of employee training and compliance 	<p>Ability to view details of listed courses</p> <p>View all learning modules as well as add any new modules that are suggested as per government guidelines</p> <p>View employees enrolled for each courses</p>
Course enrolment	<p>Allows users to enrol in various courses, view their progress</p> <p>Ability to receive credit for completed courses.</p> <p>This includes:</p>	<p>Ability to view employees enrolled in each courses</p> <p>Approve any employee for taking up a course</p>

	<ul style="list-style-type: none"> ● Self-enrolment ● Administrator approval: Administrators should be able to approve or deny user enrolment requests and assign users to specific courses ● Prerequisites of courses as in qualification, employee position ● Setting up an Enrolment limit ● Wait listing of employees ● Schedule of courses along with detailed timeline ● User dashboard: Users should be able to view their enrolled courses, track their progress and access the course materials from their dashboard ● Course completion credits/rewards 	<p>View and set course enrolment upper caps</p> <p>View course timeline and schedules</p> <p>Reward for course completion and view rewards employees have received for completion of the course</p>
<p>Learning management</p>	<p>The portal should have features such as quizzes, assignments, and evaluations to help users track their progress and measure their understanding of the material</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Course materials: Users should be able to access and view the course materials, such as presentations, videos, and readings. ● Interactive quizzes and assignments 	<p>Ability to view the details of course materials</p> <p>Set up and view the grading systems</p> <p>View progress of each employee for every course</p>

	<ul style="list-style-type: none"> • Grading and evaluation for every course taken • Progress tracking • Discussion Forums • Virtual classes • Mobile and tablet compatibility • Compliance with government standards 	
Course certification	<p>Ability to award certificates of completion for employees who successfully complete a course</p> <p>This includes:</p> <ul style="list-style-type: none"> • Completion requirements: Users should be able to see the requirements they need to meet in order to complete a course and receive a certificate, such as passing a final exam or completing all the assignments • Automatic certificate generation • Customizable certificate templates: Administrators should be able to customise the certificate templates, including the design, layout, and text • Email notifications: Users should receive email notifications when they complete a course and are awarded a certificate • Printable and Digital certificate support 	<p>View details of completed courses and issued certificates</p> <p>Flag incorrect details of employees that are being mentioned in the certificate issued</p>
Accessibility and security	The portal should be accessible to users with disabilities and must	Ability to provide authentication to

	<p>comply with government security standards to protect user data</p> <p>This includes:</p> <ul style="list-style-type: none"> • Authentication and Authorization: The portal should have robust authentication and authorization mechanisms to ensure that only authorised users can access the portal and its resources • Encryption of user data such as login credentials and personal information • Backup and disaster recovery • Regular security updates • Penetration testing: The portal should undergo regular penetration testing to identify and fix vulnerabilities • Auditing and monitoring: The portal should have auditing and monitoring capabilities to track user activity and detect any suspicious activity 	<p>employees to access the materials</p> <p>View logs of access done by employees</p> <p>Permit backup and disaster recovery in case of faulty systems or learning systems crashing</p>
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1.4. Travel Management

Functional Area	Overview	Admin Capability
Travel request	Ability of employees to submit travel requests HoD or deny them.	View details of travel requests

<p>management</p>	<p>They consist of multiple levels of approvals based on the type of travel and the employee's position in the organisation</p> <p>There should be facility to generate the travel related MIS personal or official. In case of personal travel related to LFC facility to capture block period be available</p> <p>This includes:</p> <ul style="list-style-type: none"> • Travel request submission: Allows employees to submit travel requests, including details such as destination, travel dates, and purpose of the trip. • Itinerary management: Allows employees to view their approved travel itineraries and make changes as needed • Automated notifications • Ability to handle different request types like domestic and international travel, personal and official travel, etc. • Ability to track and manage the status of the request, assign tasks, and set reminders 	<p>made by employees</p> <p>Approve travel requests made by employees</p> <p>Trigger out notifications on approvals if the auto notifications doesn't work</p> <p>View and approve requests like domestic and international travel, personal and official travel</p> <p>View status of request</p>
<p>Travel itinerary management</p>	<p>Allows employees to view their travel itinerary requests made, check statuses for the same as well as make changes to them</p> <p>This includes:</p> <ul style="list-style-type: none"> • Itinerary creation: Allows employees to create and 	<p>View all travel itinerary related information requested by employees</p> <p>Approve or reject these request</p>

	<p>manage their travel itineraries, including details such as flight and hotel bookings, rental car reservations, and other travel arrangements</p> <ul style="list-style-type: none"> Automated notifications: Employees would receive automated notifications on the status of itinerary changes 	<p>Send out notifications if automated notifications are not triggered to employees</p>
<p>Tour Reports</p>	<p>Ability of the employees to submit the tour reports to the Finance and Accounting, HRMS and the HoD. This would involve:</p> <ul style="list-style-type: none"> Employees to have access of a Tour Report interface where they can input the details of the tour details on fields like Expenses, Details of expenses, type and amount The employees should be able to request the HoD for digital signature and approval HoDs should get notified on certain requests Once approved by digital signature employees should be able to submit it directly to the F&A dept via the system along with the actual bill upload Employees should be able to submit these to the HR team as well 	<p>There should be facility to generate the travel related MIS personal or official. In case of personal travel related to LFC facility to capture block period be available.</p>

<p>Approval workflows</p>	<p>Allows for multiple levels of approvals based on the type of travel and the employee's position in the organisation</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Multi-level approvals: Allows for multiple levels of approvals based on the type of travel, the employee's position in the organisation, and the cost of the travel. ● Customizable workflows: Allows HR managers to set up custom approval workflows to match the specific needs of their organisation. ● Routing: Allows HR managers to route travel requests, expenses and itineraries to the appropriate approvers based on the type of travel and the employee's position in the organisation ● Ability to handle different types of approval workflows like electronic signature, digital signature ● Ability to handle different types of approval like parallel, sequential and conditional ● Option to receive alerts on approval status, delays, and cancellations. 	<p>View approval levels and edit the approvals if there are redundant steps involved</p> <p>Communicate employee if there are any kind of updates in a multi-level workflow</p> <p>View a log of approvals</p>
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1.5. Bonafide letter issuances

Functional Area	Overview	Admin Capability
Request for Bonafide Letter	<p>Allows employees to raise a request for issuing a bonafide letter. These bonafide letters act as proof that the employee is being employed by the government run organisation.</p> <p>For example: An engineer working in the irrigation department asking for a bonafide letter.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Submission of request by employees for issuing the letter to the Admin/HR teams • Ability to track the status of the request 	<p>Ability to view all requests for bonafide letters by employees</p> <p>Approve the request for the same</p> <p>Ability to generate a downloadable file. PDF and Word.</p>
Approval and Template-based letter generation	<p>Employees should be able to receive template based letters that are being generated from the system after the approval of their request is done.</p> <p>This includes:</p> <ul style="list-style-type: none"> • The HRMS should provide a customizable template for Bonafide letters, which can be edited and personalised to include the specific details of the employee and the organisation • Should contain fields for the employee's name, employee ID, position, and any other relevant information 	<p>Ability to approve request made by employees</p> <p>Change template/format of the letters if required.</p> <p>Allow PDF, Word Download.</p>

<p>Digital signature</p>	<p>Employees should be able to get their letters duly and digitally signed by the issuing authority/Admin/HR teams. It provides a secure and tamper-proof method of verifying the authenticity of the letter.</p> <p>This includes:</p> <ul style="list-style-type: none"> • The HRMS should integrate with a digital signature service, such as DocuSign, to enable the electronic signing of the Bonafide letters • Additionally, the HRMS should have the capability to support different types of digital signatures, such as biometric, image, and electronic signature, as per the requirement of the organisation and government regulations. 	<p>Ability to view all formats of digital signature provided in the letters</p> <p>Add new types of digital signatures, such as biometric, image, and electronic signature, as per the requirement of the organisation and government regulations</p>
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1.6. Issuance of office orders

Functional Area	Overview	Admin Capability
<p>Office order creation/Issuance of Notices</p>	<p>Allows employees to view orders having a user-friendly interface including text, images, and attachments</p> <p>This includes:</p> <ul style="list-style-type: none"> • Employees should be able to view these notices under a 	<p>Ability to prepare user-friendly interface for creating and editing office orders, including the ability to add text, images, and attachments</p> <p>Approved content</p>

	<p>notice and announcement section of the portal</p> <ul style="list-style-type: none"> • Ability to download and share notices with other permitted users 	<p>should be enabled for copy paste/ or word file generation.</p> <p>Ability to save office orders as drafts, allowing users to return and edit them later before they are approved and issued.</p> <p>View and edit all notices issued across all functions</p>
Approval workflow	<p>The portal should support multiple workflow approval form cross functional teams/departments before they can publish this</p> <p>This includes:</p> <ul style="list-style-type: none"> • Approvals at multiple levels • Tracking the status of approval 	<p>Ability to create multiple workflows for approval process</p> <p>View status of each approval and provide final approvals to issue orders</p>
Segregation of Office Orders	<p>The users should be able to define and categorise those office orders based on the type of the office order</p>	
Distribution	<p>The system should support distribution of orders based on various channels.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Distribution on portal under notices section • Sending out personal emails if these notices are pertaining to certain individual or team 	<p>Ability to decide upon distribution channels of the notices</p> <p>Trigger emails for notices are pertaining to certain individual or team</p> <p>Archive and delete issued notices/office</p>

		orders
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1.7. Seniority List/Report

Functional Area	Overview	Admin Capability
<p>Employee Details</p>	<p>Allows users to view the details of employees based on seniority and band they belong to</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Employee Name ● Employee ID ● Department they belong to in PFRDA ● Date of Joining and Promotion - Viewing promotion timeline ● Seniority number ● Designation of Employee ● Downloading of Seniority report by users in PDF, Word and Excel 	<ul style="list-style-type: none"> ● Ability to view all the seniority list and reports, filter options should be available such as employee category such as General, SC, OBC, EWS, PwBD, etc. ● Flag any wrong data available ● Restrict downloading of these reports for users based on roles and public users ● Ability to generate the report as per specified format of Govt. for reporting related to Reservation Roster
<p>Organization Chart View</p>	<p>The portal should allow users with roles and permissions based on the Admin’s decision to view the Org chart as per the hierarchy</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Org Tree chart: This would be a complete graphical representation of the Org’s 	<p>Ability to create multiple workflows for approval process</p> <ul style="list-style-type: none"> ● View details of Org chart for each wing in each department ● Flag, edit any erroneous data

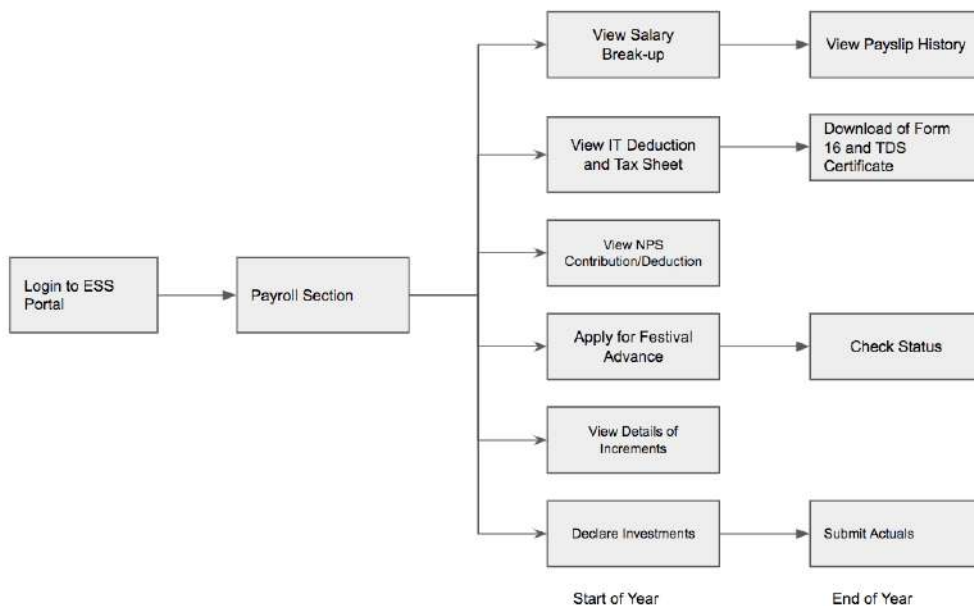
	<p>list and reporting structures</p> <ul style="list-style-type: none"> Download option for Org tree chart: users with required permissions should be able to download the chart in form of pdf or jpeg 	<ul style="list-style-type: none"> Restrict ability to download Org chart
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2. Core Finance - Finance and Accounting

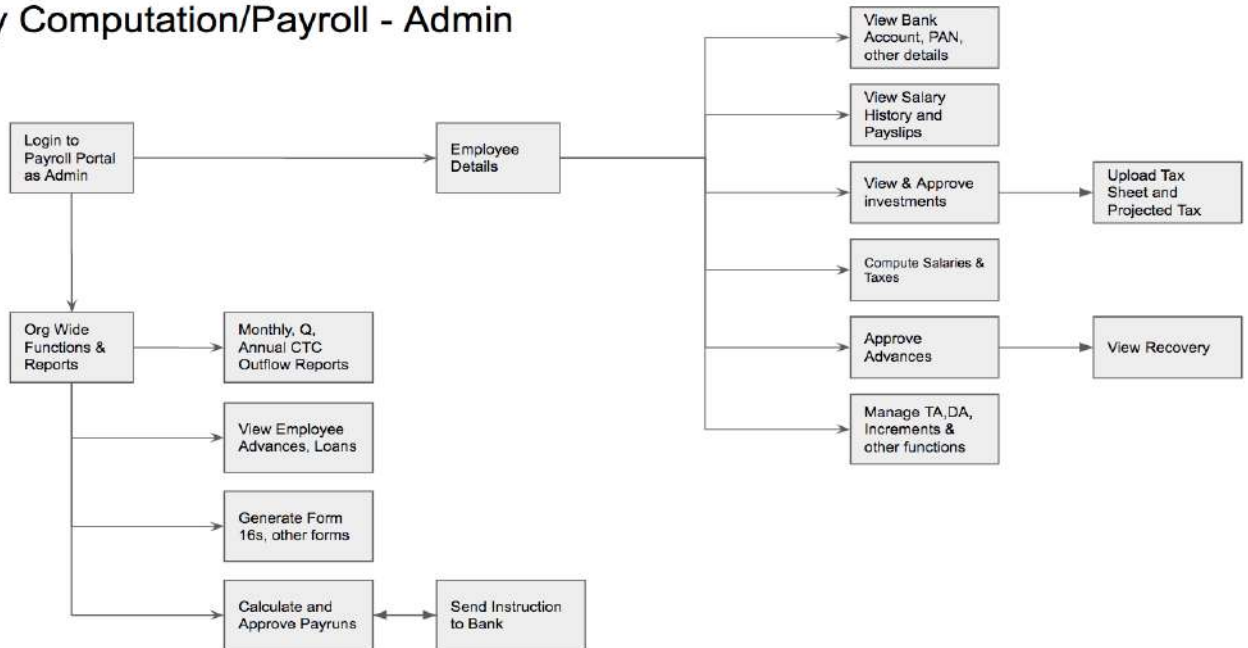
PFRDA believes that the acquisition of well-integrated financial solutions will pave the way for achieving growth and sustainability. Therefore, we plan to implement the automation of Procurement, Payables, Treasury, and Fixed Assets Management etc., to ensure accuracy and efficiency.

Following sub-modules come under the Core Finance module:

2.1. Salary and Payroll



Salary Computation/Payroll - Admin



Functional Area	Overview	Admin Capability
<p>Employee Self Service Portal - Payroll Section</p>	<p>Allows employees to have a platform where they should be able to login to view details of their salary and perform various functions which would be listed below.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Ability to have unique user login and credentials • Ability to view their profile details • Ability to reset password <p>Employees should be able to access the Payroll section where they can do the following:</p>	<p>The Admin capability here would be split into two different responsibilities:</p> <ol style="list-style-type: none"> 1. Individual Employee Details: <p>This would allow the admin to view details of each employees in PFRDA and view/perform the following activities</p> <ul style="list-style-type: none"> • View employee’s bank account, PAN, PRAN, Address, Date of Joining, Date of Promotion and other financial

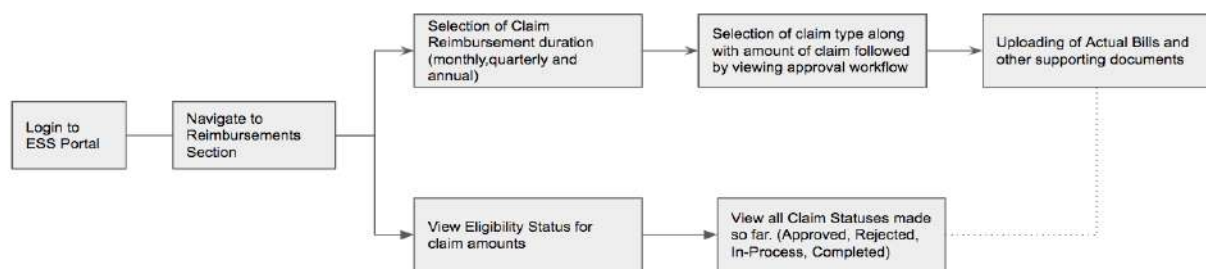
	<ul style="list-style-type: none"> ● View Salary Break-up: This would show the employee's salary along with the various components in it. Employees should be able to view it by month as well as select the month to view the previous salaries with inbuilt payslip generation for salaries and arrears. This should also reflect the Tax regime ● Ability to view history of payslips and download Form 16 and TDS certificates ● View IT Deduction and Tax Sheet: This would allow the employees to view details of their tax deduction. Employees should be able to download their Form - 16 and TDS Certificate. The details should be available for each month to monitor the reason for change in tax. ● View NPS Contribution: The Employee should be able to monitor the NPS contribution for both employer and employee contribution. ● Apply for Festival/Special Advance: Employees should be able to apply for 	<p>identification docs</p> <ul style="list-style-type: none"> ● View Salary history, history of payslips, salary break-up and edit in case of any wrong information ● View and accept investment declared by employees ● Compute salaries/arrears and taxes of each employees on periodic basis ● Approve Festival/Special Advance and manage and upload any kind of increments made in salary or any components like TA, DA etc <p>2. Org Wide Reports and Functions</p> <ul style="list-style-type: none"> ● Monthly, Quarterly and Annual CTC Outflow reports ● Employee loans and advances reports ● Generation of Form 16, TDS certificate and other reports
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	<p>Festival/Special advance and also see the status of their application</p> <ul style="list-style-type: none"> ● View details of salary revision: They should be able to view details of the revised salary as well as which components have been affected like DA. ● Declare Investments: Employees should be able to fill up a web form of the declaration of their investments under each head and also declare the amount. They should be able to select regime of tax (New Tax Regime or Old Tax Regime) at the beginning of each year ● Submission of Actuals: Employees should be able to submit actuals investment proofs based on the declared amount under heads at the end of the year. An upload option should be available for verification purpose. All documents accepted or not accepted by F&A department for Tax computation should be updated with the status as "Accepted or Rejected" and should be available to users for information purposes. 	<ul style="list-style-type: none"> ● Calculate and approve payouts and send out approvals to the bank for salary credit of the employees directly from system. The approvals should also be incorporated in system along with Audit log
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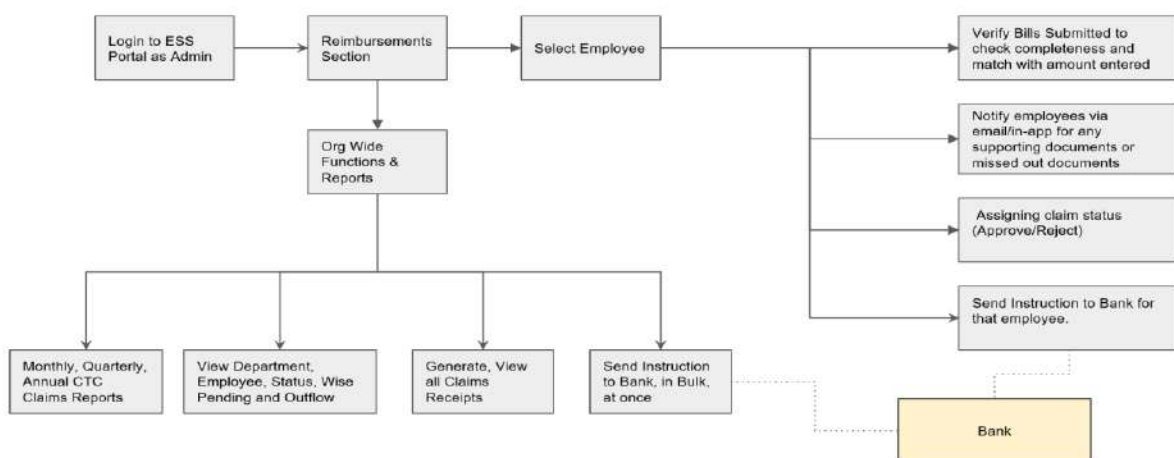
	<ul style="list-style-type: none"> Form 12B (Income tax) submission by new joinee: For newly joined employees, form 12B of income tax should be available at the time of joining to disclose various income details as required under income tax act. 	
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2.2. Reimbursement of Perquisites and Claims

Employees



Reimbursement of Perquisites/Claims - Admin



Functional Area	Overview	Admin Capability
Reimbursement Section	<p>Allows employees login to their ESS portals and navigate to Reimbursement section</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Selection of Claim reimbursement duration: This would allow employees to select the duration as month, week, day, quarter or annual. For reimbursement based on block of years, respective blocks should be allowed as an option as per respective officer order. ● Claim Type Selection: This would allow the employees to view the details of the claim type such as TA, differential amount under housing loan interest etc. A special module should be created for calculation of claims for interest on housing loan reimbursement as per the respective office order. ● View Eligibility for claiming before submitting a claim. For example if any employee has 30k INR eligibility under fuel head, they should be able to view the criteria/limit and then directly apply without including any supporting actuals 	<p>The Admin capability here would be split into two different responsibilities:</p> <p>1. Individual Employee Claims:</p> <p>This would allow the admin to view claim details of each employees in PFRDA by selecting the employee name</p> <ul style="list-style-type: none"> ● Verify Bills Submitted to check completeness and match with amount entered ● Make partial approval or rejection based on the actuals submitted to cover cases if there are many ● Notify employees via email/in-app for any supporting documents or missed out documents ● Assigning claim status (Approve/Reject//under process/Additional Document Required) ● Process validations should be defined in each

	<ul style="list-style-type: none"> ● Approval Workflow: The employees should be able to select the claim type and based on the selection they should be able to view the approval workflow (the workflow would include direct approval from F&A team and reporting manager's approval before sending it out to the F&A team for final approval). Also, few approvals don't need submission of a physical actuals and in that case the actuals submissions shouldn't be mandatory. For certain approvals there needs to be an approval from any other department in PFRDA and before being produced to the F & A team (example: for tour claim workflow, tour report needs to be first approved at the respective HOD and tour claim along with tour report is submitted to the F&A dept) ● Submission of Actuals: Employees should be able to submit actuals invoice/receipts wherever required as per office orders. ● View Claim Status: Employees should be able to view statuses of their claim including four statuses: Approved, Rejected, In-Progress and Completed. Also, the available and utilized amount of 	<p>and it admins should be able to customise</p> <ul style="list-style-type: none"> ● Send Instruction to the Bank for that employee or batch of employees. Further, Intimation should be sent to employee via SMS/Email along with UTR. <p>2. Org Wide Reports and Functions</p> <ul style="list-style-type: none"> ● Monthly, Quarterly and Annual claim reports and view trends on their claims ● View Department, Employee, Status, Wise Pending and Outflow ● Generate, View all Claims Receipts ● Send Instruction to Bank, in Bulk, at once
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	<p>each type of perquisites should be available to both employee and F&A Department along with other details like eligibility, duration/block period and other details as mentioned under respective office order.</p>	
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2.3. Employee TDS : F&A Admin

Employee TDS - Admin

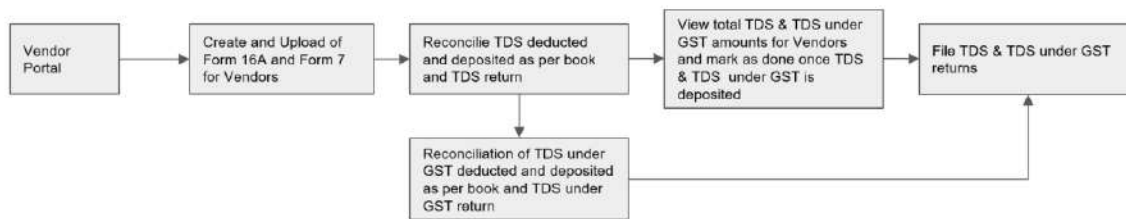


Functional Area	Admin Capability
<p>Employee TDS Section</p>	<p>The Admin should be able to navigate to the Employee TDS section and perform the following activities</p> <ul style="list-style-type: none"> ● Ability to Upload/Generate Form-16 for Employees ● View all total TDS amounts for employees & mark as done once deposited to IT Dept ● View and Upload/Generate TDS Challan ● Return Filing (Form 24Q) which is filed quarterly, should be system generated on an excel file or any format that can be directly used and uploaded.

	<p>3. Org Wide Reports and Functions</p> <ul style="list-style-type: none"> • Monthly, Quarterly and Annual TDS reports for all employees
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2.4. Vendor/Customer TDS and GST: F&A Admin

Vendor TDS & GST - Admin

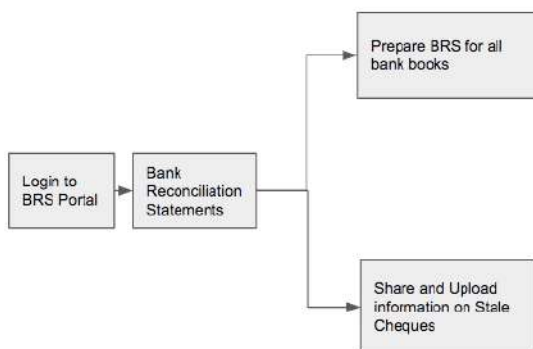


Functional Area	Admin Capability
<p>Vendor TDS and TDS under GST Section</p>	<p>The Admin should be able to perform the following activities after they login to the Vendor portals:</p> <ul style="list-style-type: none"> • Create and Upload of Form 16A • Reconcile TDS deducted and deposited as per book and TDS return. The reconciliation should be available monthly and should be classified on ageing gaps (for eg 0-30 days, 30-60 days etc.) • View total TDS & TDS under GST amounts for Vendors and mark as done once TDS & TDS under GST is deposited. System should have capabilities to generate data as per Form 26Q of income tax act and GSTR 1, GSTR 3B and GSTR 7 & as per GST Act. • Reconciliation of TDS & TDS under GST deducted and deposited as per book and TDS & TDS under GST return.

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	<p>GSTR 2A and GSTR 2B shall reflected invoice wise and should be matched along with the Books of Accounts</p> <ul style="list-style-type: none"> • File TDS under GST returns for all the forms updated above and should be updated time to time as per statutory guidelines. • Admins should be able check the status of PAN to understand if returns are filed by vendor as per (section 206 AB)
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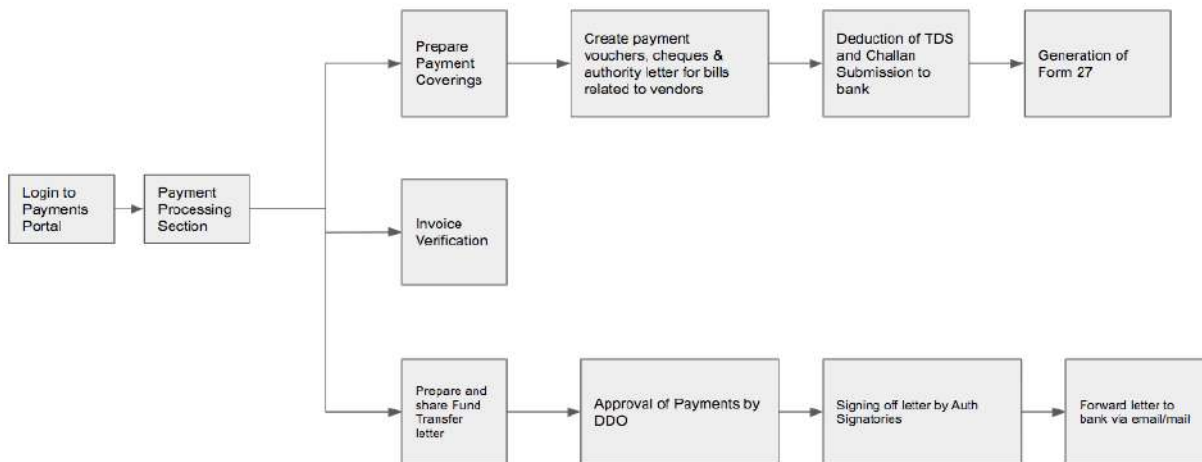
2.5. Bank Reconciliation Statement: F&A Admin



Functional Area	Admin Capability
BRS Section	<p>The Admin should be able to perform the following activities after they login to the BRS portal:</p> <ul style="list-style-type: none"> • Auto preparation of BRS for all bank accounts • Daily updation of UTR in system • Reconciliation should be done on daily basis • Share and Upload information on Stale Cheques

2.6. Payment Processing: F&A Admin

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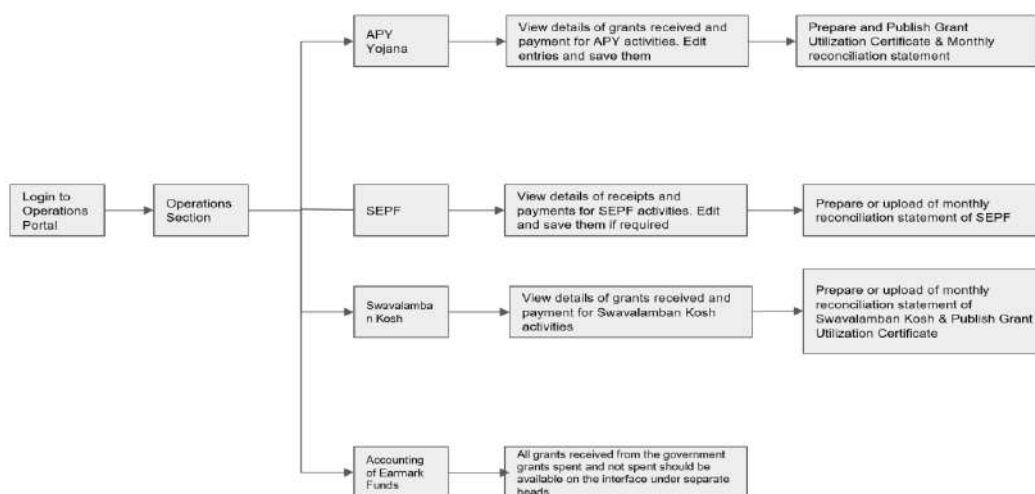


Functional Area	Admin Capability
<p>Payment Processing Section</p>	<p>The Admin should be able to perform the following activities after they login to the portal and accessing the Payment processing section:</p> <p>They can divided into 3 different types:</p> <p>1.Preparation of Payment Coverings</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Create payment vouchers, cheques & authority letter for bills related to vendors. The forms should comply with GFR ● Preparation of fund transfer letters for all the bank accounts. ● Deduction of TDS, Generation of TDS and TDS under GST challan and updation of status after payment. The same should form part of TDS and GST return as well. <p>2. Invoice Verification</p> <p>This includes:</p>

	<ul style="list-style-type: none"> • Checking up invoices with the actual payment made, the system should be able to auto-analyse the invoice amount, invoice number and the amount that is entered in the records and assign a status accordingly as Accepted/Rejected/Needs intervention. The third status would be displayed when the system isn't able to auto-analyse the uploaded invoice. • Approval process for invoices by the departments as per Delegation of Power shall be incorporated in the system and the flow of invoices should be done after appropriate approvals. <p>3. Prepare and share Fund Transfer letter</p> <p>This includes:</p> <ul style="list-style-type: none"> • Ability of approval of Payments by DDO • All letters should be able to e-signed using a digital signature by Auth Signatories • Forward letter to bank via email/mail
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2.7. Operations with reference to the Earmarked Funds: F&A Admin

Operations - Departmental Ability

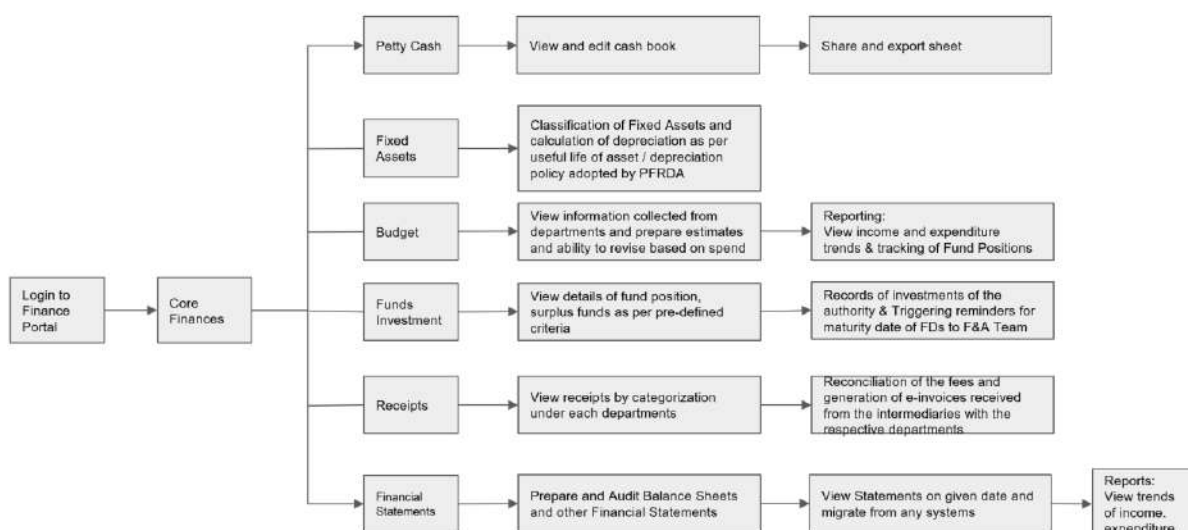


Functional Area	Admin Capability
Operations Section	<p>The Admin should be able to perform the following activities after they login to the portal and accessing the Operations section: They can divided into 3 different types:</p> <p>1. APY(Atal Pension Yojana) Scheme</p> <p>This includes:</p> <ul style="list-style-type: none"> ● View details of grants received and payment for APY activities. Edit entries and save them. ● Prepare and Publish Grant Utilisation Certificate & Monthly reconciliation statement for unspent balances. <p>2. SEPF- Subscriber Education and Protection Fund</p> <p>This includes:</p> <ul style="list-style-type: none"> ● View details of receipts and payments for SEPF activities. Edit and save them if required ● Prepare or upload of monthly reconciliation statement of SEPF <p>3. Swavalamban Kosh</p> <p>This includes:</p> <ul style="list-style-type: none"> ● View details of grants received and payment for Swavalamban Kosh activities ● Prepare or upload of monthly reconciliation statement of Swavalamban Kosh and publish grant utilization certificate. <p>4. SPCPA –Subscriber’s Pension Contribution Protection Account</p> <p>This includes:</p> <ul style="list-style-type: none"> ● The statement should be matched with the bank statement and updated as and when the amount is received/paid.

	<ul style="list-style-type: none"> • Prepare and upload monthly reconciliation <p>5. Gap Fund under APY (Atal Pension Yojana)</p> <ul style="list-style-type: none"> • View details of grants received and payment for Gap Fund under APY Scheme • Prepare and upload monthly reconciliation of Gap Fund under APY and prepare Utilization certificate.
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2.8. Core Finance: F&A Admin

Core Finance - Admin Ability



Functional Area	Admin Capability
Core Finance Section	<p>The Admin should be able to perform the following activities after they login to the portal and accessing the Core Finance section:</p> <p>They are divided into following different sections:</p> <p>1. Petty Cash</p> <p>This includes:</p> <ul style="list-style-type: none"> • Data Input: The system should allow for the manual

entry of cash transactions, such as deposits and withdrawals, into the cash book.

- **Balancing:** The system should automatically calculate the current cash balance based on the transactions entered and display it on the cash book.
- **Periodic Reporting:** The system should generate periodic reports, such as daily, weekly, monthly, and annual reports, on the cash book balances.
- **Security:** The system should implement proper security measures, such as user authentication and authorization, to ensure that only authorised personnel can access the cash book information.
- **Auditing:** The system should keep a log of all transactions and changes made to the cash book to ensure that the information is auditable and can be used for internal and external auditing purposes.

2. Fixed Asset Classification

Allows users to manage, maintain, and improve physical assets such as buildings, infrastructure, and equipment to ensure they meet the needs of an organisation and its stakeholders.

This includes:

- Defining fixed assets needs to be done for the F&A team in terms of which category and parameters they would consider to label any asset as a fixed asset. *For example, if a Power back-up inverter is purchased upto INR 10,000, it won't be classified as an asset for F&A team and it goes under the expense head*
- Upload details of the fixed asset held by PFRDA and classify them as per the terms used
- Identify and assign any kind of depreciation, amortisation and impairment involved
- Asset Tracking, Asset Uses and Asset Transfers
- User Defined Asset Categories, Multi-Level Assets
- Book Value, Depreciation, Value of Accumulated Depreciation, Sales and Gain or Value tracking.

	<ul style="list-style-type: none"> ● Tracking Asset Purchase, Location Tracking, Transfer History and Sales Value ● View Maintenance and Repair History ● Capitalization of Major Repairs. ● Scheduled and Break down maintenance ● Scheduled Maintenance Alerts and Reports ● Integration with parts inventory ● The system should comply with the Depreciation policy of the organization and should be formed in a separate module with integration with other departments like Admin, IT etc <p>3. Budget</p> <p>This includes:</p> <ul style="list-style-type: none"> ● View information uploaded by the departments and prepare estimates and ability to revise based on spending. This should be in a separate module from books of accounts and should be created in a format so that the data can be retrieved in Budget Vs Actual for any period. ● Reporting: View income and expenditure trends & tracking of Fund Positions. Highlighting variances as favourable and adverse at any point of time. <p>4. Receipts</p> <p>This includes:</p> <ul style="list-style-type: none"> ● View receipts by categorization under each departments ● Reconciliation of the fees received from the intermediaries with the respective departments along with GST
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2.9. Financial Record Keeping

Functional Area	Overview	Admin Capability
Identifying and Classifying the transactions	<p>Allows finance teams to assign each transaction to a specific category based on its nature and purpose.</p> <p>This includes:</p>	<ul style="list-style-type: none"> ● View details of each transaction and flag any erroneous data

	<ul style="list-style-type: none"> ● Revenue transactions: These include transactions related to the sale of goods or services, such as fees received from intermediaries, rental income, and interest earned on investments etc. ● Expense transactions: These transactions are related to the purchase of goods or services necessary for running a business, such as office supplies, utilities, and employee salaries. ● Asset transactions: These transactions involve the purchase or sale of long-term assets such as property, equipment, and vehicles. 	<ul style="list-style-type: none"> ● View classification details of these transactions as well as being able to edit/flag any kind of wrong classification
<p>Recording in the journal</p>	<p>Allows users to create and view a chronological record of financial transactions, showing the details of each transaction and how it affects the organisation's financial position. The journal provides a permanent record of financial transactions, which can be used to produce financial statements, such as balance sheets and income statements.</p> <p>When recording transactions in a journal, the following information is typically included:</p> <ul style="list-style-type: none"> ● Date: The date of the transaction 	<ul style="list-style-type: none"> ● View all entries in the journal as well as the categories under which they have been recorded ● Flag and notify the core team on any kind of erroneous entries done.

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	<ul style="list-style-type: none"> ● Description: A brief description of the transaction ● Debits and Credits: The amount of the transaction, with debits and credits indicated to show the effect of the transaction on the financial position of the organisation. ● Account: The specific account or accounts that are affected by the transaction, such as accounts receivable, accounts payable, or cash. 	
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2.10. Financial Statement Generation

Functional Area	Overview	Admin Capability
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<p>Inputs</p>	<p>Ability to accept and process financial data from various sources, such as general ledger accounts, accounts payable, accounts receivable, and inventory. This includes:</p> <ul style="list-style-type: none"> ● Financial data from the general ledger, such as accounts for assets, liabilities, and corpus. ● Accounts payable and accounts receivable data. Inventory data, including information on the value and quantity of goods on hand. ● Data from other financial systems or sources, such as payroll and cash management systems. ● User input, such as adjusting entries or manual journal entries. ● Historical data, such as prior periods' financial statements, which can be used to calculate changes in corpus or other financial metrics. 	<ul style="list-style-type: none"> ● View details of input like general ledger accounts, accounts payable, accounts receivable, and inventory and ensure they are as per acceptable format ● Flag erroneous input data Audit logs on manual inputs on journal entries ● View all historical data like Financial Statements and calculations made
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<p>Outputs</p>	<p>Ability to generate a Financial Statement that conforms to Indian generally accepted accounting principles (GAAP) and is organised into standard categories, such as assets, liabilities, and corpus.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● A Financial Statement that conforms to Indian generally accepted accounting principles (GAAP) and is organized into standard categories, such as assets, liabilities, and equity. The Format should comply with PFRDA (Forms of Annual Accounts and Records) Rules, 2015 and amendments thereof. ● Supporting schedules for notes to the financial statements, such as schedules for accounts receivable and accounts payable. ● Reports that can be exported in various formats, such as PDF, Excel, and CSV. ● A web-based user interface that allows users to view and interact with the Financial Statement and other financial data. ● Audit trails that track changes made to the 	<ul style="list-style-type: none"> ● View details of generated Financial Statement ● View current ratio and quick ratio, which can be calculated from the data on the Financial Statement ● View exported Financial Statements ● Configure generation alerts ● View audit logs for tracing changes made to the sheet
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	<p>Financial Statement and other financial data, to maintain compliance and support internal controls.</p> <ul style="list-style-type: none">• Alerts and notifications, such as email notifications, that can be set up to inform users of any errors or issues that arise during the Financial Statement generation process.• Option to save the Financial Statement and financial data in the ERP system, for future reference and analysis.• Customised MIS reports as per the requirements of management.	
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<p>Calculation and aggregation</p>	<p>Ability to calculate and aggregate data in order to generate the Financial Statement, including the ability to handle debits and credits, calculate changes in corpus, and prepare supporting schedules for notes to the financial statements</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Debits and credits: The system should be able to handle debits and credits and calculate the net effect on the Financial Statement. ● Asset and liability classification: The system should be able to classify assets and liabilities based on their current or long-term status, such as current assets, non-current assets, current liabilities, and non-current liabilities. ● Depreciation and amortisation: The system should be able to calculate depreciation and amortisation of fixed assets, and record them in the Financial Statement. ● Data consolidation: The system should be able to consolidate data from various sources, such as subsidiary companies or divisions, to generate a consolidated Financial Statement for the organisation as a whole. ● Data validation: The system should include data validation checks to ensure that the financial data entered into the 	<ul style="list-style-type: none"> ● View details of debits and credits ● View corpus changes details ● View classification of assets and liabilities, amortisation, ratio analysis ● Validate data reconciliation
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	<p>system is accurate and complete.</p> <ul style="list-style-type: none">• Data reconciliation: The system should be able to reconcile financial data from different sources to ensure accuracy, consistency and completeness of the data	
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Data validation	<p>Ability to view data validation checks to ensure that the financial data entered into the system is accurate and complete</p> <p>This includes:</p> <ul style="list-style-type: none">● Business rule validation: The system should validate that the financial data entered into the system adheres to specific business rules and accounting principles, such as ensuring that debits and credits are balanced, that accounts are properly classified, and that changes in corpus are calculated correctly.● Data integrity validation: The system should validate the integrity of the financial data by checking for inconsistencies, errors, or missing data, and flagging or correcting any issues that are found● Error logs: The system should maintain an error log of any validation errors that occur, along with information on how to correct the errors, to help users quickly resolve any issues that arise	<ul style="list-style-type: none">● View details rules as stated by the organisation● View logs of errors generated by the system
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Auditing	<p>Allow tracking and logging of all changes to the financial data and Financial Statement reports.</p> <p>This includes:</p> <ul style="list-style-type: none">• Audit trails: The system should maintain an audit trail of all changes made to the financial data, including date, time, user, and a description of the change. This allows users to trace any errors or issues back to their source and identify any patterns or trends in the data.• Auditing reports: The system should be able to generate reports that show the changes made to the financial data over a specified period, such as a month or quarter. These reports can be used to review the data for errors or inconsistencies and to identify any areas that need further analysis or investigation.	<ul style="list-style-type: none">• View audit trail logs• View details of reports generated as well as flag any incorrect data that are present in the reports
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2.11. Responsibility/Cost Centre based Accounting

Functional Area	Overview	Admin Capability
<p>create and manage Responsibility / cost centres</p>	<p>Ability to create new Responsibility/cost centres, assign them to specific departments or business units, and update or delete existing Responsibility/cost centres as needed</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Creating new Responsibility/cost centres: Users should be able to create new cost centres, assign them to specific departments or business units, and assign them a unique identifier. ● Assigning budget to Responsibility/cost centres: Users should be able to assign budgets to each Responsibility/cost centre, which can be used for forecasting and budgeting purposes. ● Updating and deleting Responsibility/cost centres: Users should be able to update and delete existing cost centres as needed, such as when a department or business unit changes ● Access control: The system should include security and access controls to ensure that 	<ul style="list-style-type: none"> ● View all Responsibility/cost centres created as well as departments to which they have been assigned ● Edit and delete cost centres ● Audit logs on accesses to the Responsibility/cost centres to see who has accessed them and made any kind of edits to it ● Create/edit new cost centres

only authorised users can access and make changes to cost centre-related information.

- Compliance: The system should be able to comply with the accounting standards and regulations of the respective country

<p>Responsibility /Cost centre budgeting and forecasting</p>	<p>Enables finance teams to assign budgets to each cost centre, which can be used for forecasting and budgeting purposes</p> <p>This includes:</p> <ul style="list-style-type: none"> • Setting Responsibility/cost centre budgets: Users should be able to set budgets for each Responsibility/cost centre, which can be used for forecasting and budgeting purposes. This can be done either in the form of a total amount or as a breakdown of different categories of expenses. • Tracking actual expenses against budgets: The system should be able to track actual expenses for each Responsibility/cost centre and compare them to the budgets set for that cost centre. This should allow for the identification of any variances and the ability to take corrective action. • Forecasting future expenses: The system should be able to use historical data and trends to forecast future expenses for each cost centre, which can assist in financial planning. • Budget vs Actual Reports: The system should provide the ability to generate reports on the budget vs actual expenses for each cost centre, which can be used for management 	<p>View all the details of budget allocated for each cost centre</p> <p>Flag/Reject any kind of erroneous data on tracking actual expenses and projected budget</p> <p>View all forecasting reports and check for correctness</p> <p>View details of budget allocation</p>
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	<p>review.</p> <ul style="list-style-type: none">● Budget Allocation: The system should provide the ability to allocate budgets to cost centres based on specific criteria such as usage, historical data, etc	
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<p>Allocation of expenses to Responsibility /cost centres</p>	<p>Allows automatically allocate expenses to specific cost centres, such as by using vendor bills, invoices, or purchase orders</p> <p>This includes:</p> <ul style="list-style-type: none"> • Automatic allocation: The system should have the ability to automatically allocate expenses to cost centres based on information such as vendor bills, invoices, or purchase orders • Allocation rules: The system should allow for the creation of allocation rules, which can be used to automatically assign expenses to cost centres based on specific criteria such as department, business unit, or cost centre. • Approval workflows: The system should provide the ability to set up approval workflows for manual allocation of expenses, which will ensure that the expenses are approved by the appropriate authority before it is added to the cost centre. • Exception handling: The system should provide the ability to handle exceptions, such as unallocated expenses, which will allow the user to take corrective action 	<p>View details of automatic allocation of expenses and flag for incorrect data</p> <p>View and edit allocation rules</p> <p>View approval workflow</p>
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<p>Activity Accounting</p>	<p>Activity Accounting uses the activity produced by a cost centre as the tracing factor for the costs.</p> <p>Allows users to use activities to measure the operating rate or the rate of capacity utilisation for a cost centre. The target costs of the cost centre refer to the activity output</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Assigning expenses to activities: The system should allow users to assign expenses to specific activities to get a more detailed understanding of the costs associated with each activity. ● Activity-based budgeting: The system should allow users to create budgets for specific activities and track actual expenses against those budgets. ● Allocation and apportionment of common cost among Responsibility and Cost Centres based on criterias. 	<p>View details expenses adding to the activities and reject/approve them</p> <p>View MIS reports of</p> <p>View details of budgets based on activities</p>
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The hierarchy should be start with Company Code (PFRDA), the Responsibility Centre (Departments) and Cost Centre (cost heads like Travelling, Rent, Electricity, Salary). The same should be associated with a system of ledger and sub ledgers.

2.12. Core Accounting

2.12.1 Accounting Module

Functional Area	Admin Capability
Financial Accounting	<p>The system should be able to generate the following functionalities and reports</p> <ul style="list-style-type: none"> ● Recording and displaying financial transactions: This report should display all financial transactions of a business in a systematic and accurate manner. ● Classifying transactions based on assets, liabilities, and expenses which are derived from all other modules. This classification shall be based on the salary paid to employees, reports on the taxes deducted, reimbursements paid to employees under expense heads, vendor TDS and GST, GST and other statutory liabilities. ● Accounting reports on earmarked funds and the show trends of usage over selected period of time (month, quarter and annual) ● Ability to revise budget for the upcoming 6 months after a spend analysis is done in the September month and projection ability for the next year based on the spend analysis. ● Journal entries: This involves creating journal entries to record transactions in this system. ● Ledger accounts: The system should maintain and display individual accounts for each asset, liability, equity, revenue, and expense item. ● Financial statements: The system should be able to generate financial statements based on the inputs from the F&A team such as the Financial Statement, income statement, and cash flow statement etc. The Financial Statements shall be as per PFRDA (Forms of Annual Accounts and Records) Rules, 2015 and amendments

	<p>thereof.</p> <ul style="list-style-type: none"> ● Generation of details of receipts generated under any heads and displaying them in any tabular and data forms ● Analysis and interpretation: This involves analysing and interpreting financial information to make informed decisions about the business.
<p>Banking Reports</p>	<ul style="list-style-type: none"> ● Bank reconciliation report: This would show the matching of transactions recorded in the accounting system with those bank receipts received over a certain selected period of time ● Bank deposits: This involves displaying all recorded bank deposits made by PFRDA, including the deposit date, amount, and purpose. ● Bank payments: This involves recording and tracking all bank payments made by PFRDA, including checks, wire transfers, and automated clearing house (ACH) transactions to banks for salary payments, reimbursements and other expenses directly into the system. ● Bank statements: This involves importing bank statements into the accounting system to reconcile bank transactions and ensure accuracy. ● Cash management: This involves managing cash flow and cash balances to ensure that PFRDA has sufficient liquidity to meet its financial obligations. ● Bank account management: This involves displaying of all bank accounts, including adding or removing accounts, changing account information, and setting up automatic transactions.
<p>Calculation and aggregation</p>	<ul style="list-style-type: none"> ● View details of debits and credits ● View classification of assets and liabilities, amortisation

	<ul style="list-style-type: none"> ● Validate data reconciliation ● View customized MIS reports.
Auditing	<ul style="list-style-type: none"> ● View audit trail logs ● View details of reports generated as well as flag any incorrect data that are present in the reports
Cost centre-based Accounting	<p>The system should be able to generate:</p> <ul style="list-style-type: none"> ● Cost classification: This involves categorising costs into direct and indirect costs, fixed and variable costs, and product and period costs. ● Cost measurement: This involves measuring the cost of products, services, and activities using various cost accounting techniques such as salary costing, process costing, and activity-based costing (ABC). ● Cost analysis: This involves analysing costs to identify cost drivers, cost behaviours, and cost variances to help managers make informed decisions about cost management. ● Cost control: This involves implementing cost control measures such as budgeting, variance analysis, and cost reduction initiatives to manage costs and improve profitability. ● View details expenses adding to the activities ● View MIS reports of all of the cost incurred and expense incurred from the above sections

3. Admin Module

The following processes may be digitised using Admin solutions and Intranet Portals for PFRDA. Following sub-modules come under the Core Finance module:

3.1. Vendor Management including contact details

Functional Area	Overview
Vendor User management	<p>Ability of Admins to create and manage user accounts for vendors, and assign permissions and roles based on the type of goods or services provided</p> <p>This include Admins to do the following:</p> <ul style="list-style-type: none"> ● Create a master list of the vendors by the admin and view them on the ERP system and that should be a linkage with the Finance and Accounting department. Whenever a new vendor gets onboarded the details of the vendor should be created by the Admins ● The creation of a vendor would include field like: Vendor Name (GeM mostly), vendor identification number, the type and work allotted to the vendor, vendor classification, GSTIN number, bank details and contact details ● Admins should be able to create and update the vendor profile, search and filter vendors via the work type, ID number, Name ● The systems should be able to update their contact information and certifications, and for government administrators to view and manage vendor details.
Contract management	<p>Ability for government Admins to create, manage, and track contracts with vendors, including details such as payment terms and delivery schedules.</p>

	<p>This include:</p> <ul style="list-style-type: none">● Contract creation: A system for government administrators to create contracts, including details such as payment terms, delivery schedule, and performance metrics.● Contract management: A system for government administrators to manage contracts, such as to view, update, and track contract details, and to ensure compliance with government regulations.● Electronic signature: A system for vendors to electronically sign contracts, which can streamline the contract management process and reduce the need for paper-based contract management.● Payment management: A system for managing payments to vendors, including tracking invoices, processing payments, and generating reports on spending. <p>Ability to configure various kinds of payment terms and indicate default payment terms (e.g. Immediate, 30 days etc.) and generate alerts under the respective head.</p> <p>Ability to generate pop ups on payment of bills in advance of last bill payment date</p> <ul style="list-style-type: none">● Communication: A system for government administrators to communicate with vendors during the contract management process, such as to request clarifications or to provide feedback on performance.● Reporting: A tool for generating reports on contract activity, such as the number of contracts awarded,
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	<p>the status of contract performance, and the total value of contracts in effect.</p>
<p>Reporting and Analytics</p>	<p>Ability for government administrators to generate reports and analyse data on vendor performance and spending.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Data visualisation: Tools such as charts and graphs to visualise data, making it easy to understand and analyse ● Customizable reports: A system for generating custom reports based on different criteria such as vendor, category, and date range. ● Admin dept should be able to generate automated reports on the procurements done in any specific period through offline mode or through GeM separately. ● There should also be a system wherein the security deposit security deposit, agreements, policies, performance deposit etc. received from outside service providers may be entered by the dept and the system should be able to generate alerts before its defined expiry atleast 30 days in advance and with a gap of 5 days thereafter till the time new details are updated. ● Data export: A system for exporting data to different formats such as CSV, Excel, and PDF, for use in external analysis or for sharing with other stakeholders. ● Dashboards: A tool for creating and viewing real-time dashboards that display key performance indicators and metrics, such as the total value of contracts awarded, the number of RFPs issued, and

	<p>the number of payments processed.</p> <ul style="list-style-type: none"> • Performance tracking: A system for tracking vendor performance and compliance with contract terms, such as delivery schedules and quality standards. • Analytics: Advanced analytics capabilities such as data mining, machine learning, and predictive modelling to uncover patterns.
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3.2. Inventory Management:

3.2.1 Consumables

Functional Area	Overview
Track and manage stationery levels	<p>Ability of Admins to track and manage stationery levels for various items, including the ability to add, edit, and delete items from the inventory</p> <p>This include Admins to do the following:</p> <ul style="list-style-type: none"> • Adding new items to the stationery: The system should allow the admins to add new items to the inventory with information such as item name, description, and unit of measurement. • Updating stationery levels: The system should allow the admins to update the quantity of items in stock and make adjustments as needed. • Viewing stationery levels: The system should provide an overview of the current inventory levels, including the quantity of each item and the total value of the inventory. • Making a request by a specific department for certain items and entering the SKUs required along with the reason

	<ul style="list-style-type: none"> • Every time a stationery is taken out it should be punched in and also this would be recorded in the system. Admins can modify these entries along with the details
<p>Generate reports on inventory levels - Stores</p>	<p>Ability to generate reports on inventory levels, including current stock levels, low stock alerts, and trends in inventory usage</p> <p>This includes:</p> <ul style="list-style-type: none"> • Current stock levels: The system should provide a report on the current stock levels of each item in the inventory. • Low stock alerts: The system should provide alerts when inventory levels fall below a certain threshold, such as reorder points. • Trends in inventory usage: The system should provide a report on trends in inventory usage, such as which items are frequently running low or which items are not being used. • Inventory value: The system should provide a report on the total value of the inventory. • Inventory turnover: The system should provide a report on the inventory turnover, that is the number of times per period the inventory is sold and replenished. • Inventory ageing: The system should provide a report on the ageing of the inventory, that is how long items have been in the inventory and if certain items are becoming obsolete. • QRCode or Barcode: Every asset should have a Barcode or a QR code for better tracking and management.

Set reorder points	<p>Ability to set reorder points for items and receive alerts when inventory levels fall below a certain threshold</p> <p>This includes:</p> <ul style="list-style-type: none">● Reorder alerts: The system should provide alerts when inventory levels fall below the reorder point, indicating that it is time to place a new order for that item.● Order tracking: The system should provide the ability to track the status of purchase orders, including when the order was placed, when it is expected to arrive, and when it has been received.● Automatic reordering: The system should allow the user to set up automatic reordering for items that frequently fall below the reorder point.● Reorder history: The system should provide a record of all past reorder, including the date, quantity, and vendor.● Reorder analysis: The system should provide a report on the reorder analysis, that is which items are frequently reordered, which items have long lead times, which items have high carrying costs, and which items are frequently out of stock.● Reorder point optimization: The system should allow the user to optimise the reorder point considering various factors such as safety stock, usage rate, and lead time.● Reorder point integration: The system should allow the integration with other government systems, such as financial management systems and procurement systems, to ensure that the reorder point is updated automatically based on the financial situation and the procurement process.
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<p>Track and manage inventory transactions</p>	<p>Ability for admins to track and manage inventory transactions, including purchase orders, receipts, and transfers</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Recording purchase orders: The system should allow the user to record purchase orders, including the item, quantity, vendor, and expected delivery date. ● Recording receipts: The system should allow the user to record receipts of items, including the item, quantity, vendor, and received date. ● Recording transfers: The system should allow the user to record transfers of items between locations or departments, including the item, quantity, sending location/department, and receiving location/department. ● Tracking purchase orders: The system should provide the ability to track the status of purchase orders, including when the order was placed, when it is expected to arrive, and when it has been received. ● Tracking inventory transactions history: The system should provide a record of all past inventory transactions, including purchase orders, receipts, and transfers, including the date, quantity, and vendor/location/department. ● Generating transaction reports: The system should provide the ability to generate reports on inventory transactions, including purchase orders, receipts, and transfers, including the date, quantity, and vendor/location/department
<p>Approval</p>	<p>The system should trigger out notification when a request</p>

Process	<p>is made and the ability of admins to approve/reject.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Notification for approval • Approval or Rejection based on the availability and reasons stated
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3.2.2 Fixed Assets

Functional Area	Overview	Admin Capability
Asset Management	<p>Allows users to manage, maintain, and improve physical assets such as buildings, infrastructure, and equipment to ensure they meet the needs of an organisation and its stakeholders.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Asset Tracking, Asset Uses and Asset Transfers • User Defined Asset Categories, Multi-Level Assets • Book Value, Depreciation, Value of Accumulated Depreciation, Sales and Gain or Value tracking. • Tracking Asset Purchase and date of purchase, Location Tracking, Transfer History and Sales Values 	<ul style="list-style-type: none"> • View Asset Tracking, Asset Uses and Asset Transfers • View User Defined Asset Categories, Multi-Level Assets • View logs of asset purchases, transfer history
Asset Maintenance	Enables users to undertake preventative maintenance, which	View all the reports maintenance and

<p>& Repairs</p>	<p>is performed on a regular schedule to prevent problems from occurring, and corrective maintenance, which is performed when a problem is identified. The goal of maintenance and repairs is to minimise downtime and prolong the useful life of the assets.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Maintenance and Repair History ● Capitalization of Major Repairs, ● Scheduled and Break down maintenance ● Scheduled Maintenance Alerts and Reports ● Integration with parts inventory 	<p>repairs</p> <p>Trigger alerts of maintenance if not automated</p>
<p>Revaluation of Asset, Disposals and Sales</p>	<p>Allows teams to reconsider the asset valuation, decide on disposal and sell off the asset if the decision is so.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● User defined revaluation of Asset and integration with Financial system. ● Auto booking of gain and loss on sale of Asset 	<p>View reports on revaluation of asset</p>
<p>Asset Depreciation</p>	<p>Allows users to determine how the asset's valuation is depreciated over a period of time due to wear and tear or any external factors</p>	<p>These details are also for F&A department</p>

	<p>responsible for the degrading of the asset.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● User Defined Depreciation Commencement Date ● User defined depreciation method and Depreciation Schedules ● Monthly auto posting of depreciation. 	<p>View depreciation dates as listed by the finance teams</p> <p>View applied depreciation model and schedules</p> <p>View results auto-posted on depreciation</p>
<p>Depreciation Schedules and Reports</p>	<p>Allows finance teams to view detailed breakdown of the amount of depreciation expense that will be recognized for each accounting period for a specific asset. The schedules are typically prepared at the time of purchase and are used to record the depreciation expense in the organisation's financial statement.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Fixed Asset schedules ● MIS reports on Asset usages, ● Asset transfers Reports ● Category wise, Asset wise Maintenance and Repair Cost Report. 	<p>This details must flow into the Finance and Accounting team. "Depreciation Schedules and Reports" are to be for the usage of F&A Dept</p> <p>View details of asset fixed schedule reports</p> <p>View MIS reports of asset usage and logs on usage</p> <p>View category wise asset maintenance and repair cost report</p> <p>Approve budgets for repairing</p>

3.3. Letters/ Mail/DAK Management (Outward DAK)

Functional Area	Overview
User Management	The system should provide an option for user management, including the creation and maintenance of user profiles, assigning of roles and permissions, and setting up authentication and authorization mechanisms
Mail Creation	<p>The system should allow users to create new outgoing mail, which should include the ability to attach files, add recipient information, and specify the type of mail (e.g. letter, parcel, etc.).</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Attaching Files: Users should be able to attach files, such as documents or images, to the outgoing mail. The system should support different file formats and allow users to add multiple attachments to a single mail item. ● Recipient Information: Users should be able to specify the recipient information, including the name, address, and contact details of the recipient. ● Mail Type: The system should provide options for users to specify the type of mail, such as a letter, parcel, or package. ● Customizable Templates: The system should provide the option for users to create and use customizable templates for outgoing mail, making the process of creating new mail more efficient. ● Mail Content: Users should be able to compose the content of the outgoing mail, including the subject, body, and signature. The system should provide a rich text editor for formatting the content. ● Mail Preview: Users should be able to preview the outgoing mail before sending it, allowing them to review and make changes if necessary.

	<ul style="list-style-type: none"> ● Save and Resume: Users should be able to save the outgoing mail as a draft and resume editing it at a later time.
<p>Mail Tracking</p>	<p>The system should provide a tracking mechanism to track the status of outgoing mail, including the delivery status and any updates or comments.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Real-Time Updates: The system should provide real-time updates on the status of mail delivery, allowing users to track the progress of the delivery. ● Delivery Status: The system should provide information on the delivery status of the mail, including the status of the delivery, the estimated delivery date, and any delays or exceptions. ● Delivery History: The system should provide a history of the delivery status of the mail, including all updates and comments. ● Delivery Notifications: The system should provide delivery notifications to users, such as email notifications or push notifications, when the delivery status of the mail changes.
<p>Mail Delivery</p>	<p>The system should provide an option for mail delivery, including the ability to specify a delivery date, delivery address, and delivery method (e.g. courier, post, etc.).</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Delivery Method: Users should be able to specify the delivery method for the outgoing mail, such as postal service, courier service, or other delivery options. ● Delivery Address: Users should be able to specify the delivery address for the outgoing mail, including the recipient's name, address, and contact details. ● Delivery Date: Users should be able to specify the delivery date for the outgoing mail, with the option

	<p>to select a specific date or request expedited delivery.</p> <ul style="list-style-type: none"> ● Delivery Cost: The system should provide information on the delivery cost, including the cost of the delivery method and any additional fees or charges. ● Delivery Confirmation: The system should provide delivery confirmation, such as an email or SMS confirmation, to the recipient once the mail has been delivered ● Delivery Log: The system should maintain a log of all delivery transactions, including the date and time of delivery, the recipient's information, and any delivery-related comments or updates.
<p>Reporting</p>	<p>The system should provide reporting and analytics features, including the ability to generate reports on mail delivery, recipient information, and mail type.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Mail Activity Report: The system should provide a report on the activity of the mail system, including the number of mails created, sent, delivered, and any other relevant metrics. ● Delivery Performance Report: The system should provide a report on the delivery performance of the system, including delivery time, delivery cost, and delivery efficiency. ● User Activity Report: The system should provide a report on the activity of individual users, including the number of mails created and sent, delivery performance, and any other relevant metrics. ● Recipient Report: The system should provide a report on the recipients of the outgoing mail, including the number of mails received, delivery performance, and any other relevant metrics.
<p>Circular Management</p>	<p>Database for issuance of circular numbers to all departments</p>

3.4. Others

Conference / Hall Bookings	<ul style="list-style-type: none"> • Ability to raise indent for conference/meetings/seminars/workshops etc., to be processed by the admin dept. by placing a booking format for meetings including the snacks/lunch arrangements • Calendar for availability of Conference halls/meeting rooms, booking and update provision and confirmation mail/notification to respective dept.
Travel Desk	<ul style="list-style-type: none"> • Air tickets, hotel booking, taxi bookings (local / outstation),
Stationary	<ul style="list-style-type: none"> • Service requisition management such as stationery, amenities/facilities etc.
Records	<ul style="list-style-type: none"> • Request for records retention and destruction
Repairs	<ul style="list-style-type: none"> • Ability to post request for repairs and maintenance by the Officers and underlying staff
Ticketing System	<ul style="list-style-type: none"> • Ticketing System to request asset or consumables form Admin dept

4. Legal Module

The following processes may be digitised using Legal solutions and Intranet Portals for PFRDA.

Functional Area	Overview	Admin Capability
<p>User authentication and authorization</p>	<p>Ability of legal department officials to log in to the portal using their credentials and be granted access to the appropriate features based on their role and permissions</p> <p>This include Admins to do the following:</p> <ul style="list-style-type: none"> • User registration: legal department officials need to register with the portal by providing their personal information and creating a unique username and password. • Login: legal department officials can log in to the portal using their username and password. • Authentication: The portal checks the user’s credentials against the registered information to verify their identity. • Authorization: Once the user is authenticated, the portal grants them access to the features and resources based on their role and permissions. 	<ul style="list-style-type: none"> • Ability to view registered users • Block user login in case of violation of any kind of terms and conditions

	<ul style="list-style-type: none"> • Logout: legal department officials can log out of the portal when they are finished. 	
Provision for bill management system raised by lawyers	<ul style="list-style-type: none"> • Bills are raised at regular intervals by lawyers and the system which will keep a record of the time within which payments are made to lawyers to know exactly when bills were raised and payments were processed. 	
Database of empanelled lawyers and details of cases that are assigned to them	<ul style="list-style-type: none"> • A system where the cases of the Authority which are being handled by advocates from the list of empanelled advocates and other advocates could be devised. • As the number of cases in which the Authority is a party increases, keeping track of engaged lawyers should be made simpler with an appropriately designed system 	
Repository of opinion taken or provided	<ul style="list-style-type: none"> • A repository of opinions (both internal and external) on different topics may be devised. • Internal opinions are provided by Legal department and external opinion is provided by external entities or firms or legal officials. 	

5. IT Management System

5.1. IT Inventory Management

Functional Area	Overview
Track and manage inventory levels	<p>Ability of IT Admins to track and manage inventory levels for various items, including the ability to add, edit, and delete items from the inventory</p> <p>This include Admins to do the following:</p> <ul style="list-style-type: none"> ● Adding new items to the inventory: The system should allow the admins to add new items to the inventory with information such as item name, description, and unit of measurement. ● Data should be migrated from the current ITSM solution. ● Updating inventory levels: The system should allow the admins to update the quantity of items in stock and make adjustments as needed. ● Viewing inventory levels: The system should provide an overview of the current inventory levels, including the quantity of each item and the total value of the inventory.
Generate reports on inventory levels	<p>Ability to generate reports on inventory levels, including current stock levels, low stock alerts, and trends in inventory usage</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Data migration from current systems should be provided. ● Current stock levels: The system should provide a report on the current stock levels of each item in the inventory. ● Low stock alerts: The system should provide alerts when inventory levels fall below a certain threshold, such as reorder points.

	<ul style="list-style-type: none"> ● Trends in inventory usage: The system should provide a report on trends in inventory usage, such as which items are frequently running low or which items are not being used. ● Inventory value: The system should provide a report on the total value of the inventory. ● Inventory turnover: The system should provide a report on the inventory turnover, that is the number of times per period the inventory is sold and replenished. ● Inventory ageing: The system should provide a report on the ageing of the inventory, that is how long items have been in the inventory and if certain items are becoming obsolete.
<p>Set reorder points</p>	<p>Ability to set reorder points for items and receive alerts when inventory levels fall below a certain threshold</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Reorder alerts: The system should provide alerts when inventory levels fall below the reorder point, indicating that it is time to place a new order for that item. ● Reorder history: The system should provide a record of all past reorder, including the date, quantity, and vendor. ● Reorder analysis: The system should provide a report on the reorder analysis, that is which items are frequently reordered, which items have long lead times, which items have high carrying costs, and which items are frequently out of stock. ● Reorder point optimization: The system should allow the user to optimise the reorder point considering various factors such as safety stock, usage rate, and lead time. ● Reorder point integration: The system should allow the integration with other government systems, such as financial management systems and procurement systems, to ensure that the reorder

	<p>point is updated automatically based on the financial situation and the procurement process.</p>
<p>Track and manage inventory transactions</p>	<p>Ability for admins to track and manage inventory transactions, including purchase orders, receipts, and transfers</p> <p>This includes:</p> <ul style="list-style-type: none"> ● A single platform where all Purchase orders and Work orders details can be referred to easily. Remaining GeM provides the said details. ● Data Migration from current solution (ITSM) to the proposed solution will be required. ● Recording purchase orders: The system should allow the user to record purchase orders, including the item, quantity, vendor, and expected delivery date. ● Recording receipts: The system should allow the user to record receipts of items, including the item, quantity, vendor, and received date. ● Recording transfers: The system should allow the user to record transfers of items between locations or departments, including the item, quantity, sending location/department, and receiving location/department. ● Tracking inventory transactions history: The system should provide a record of all past inventory transactions, including purchase orders, receipts, and transfers, including the date, quantity, and vendor/location/department. ● Generating transaction reports: The system should provide the ability to generate reports on inventory transactions, including purchase orders, receipts, and transfers, including the date, quantity, and vendor/location/department
<p>Track inventory by location</p>	<p>Ability for government Admins to track inventory by geographical location and/or department they currently in like purchase department, warehousing department etc.</p>

<p>and/or department</p>	<p>This include:</p> <ul style="list-style-type: none"> ● Assigning items to locations or departments: The system should allow the user to assign items to specific locations or departments, such as warehouse, office, or field. ● Viewing inventory by location or department: The system should provide an overview of the current inventory levels for each location or department, including the quantity of each item and the total value of the inventory. ● Generating location or department specific reports: The system should provide the ability to generate reports on inventory levels for specific locations or departments, including current stock levels, low stock alerts, and trends in inventory usage. ● Transferring inventory between locations or departments: The system should allow the IT Department to transfer inventory between locations or departments, including the item, quantity, sending location/department, and receiving location/department. ● Tracking inventory transactions by location or department: The system should provide a record of all past inventory transactions, including purchase orders, receipts, and transfers, by location or department.
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5.2. IT Asset Management

<p>Functional Area</p>	<p>Overview</p>	<p>IT Admin Ability</p>
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<p>Request for an Asset</p>	<p>Ability of employees to request for new assets in case of any kind of malfunction to their current system. This includes:</p> <ul style="list-style-type: none"> ● Request for new computer or mobile device ● Request for new ID card ● Request for any other usable asset by any employee 	<ul style="list-style-type: none"> ● Data Migration from the current system should be done as a one time activity ● Ability to approve/reject requests based on the stock availability subject to confirmation from the team ● View logs of assets issued by users ● There should be sync between the HR module and IT department module. When a new employee joins, an automatic alert should come to the IT department from the HR department about joining of the employee so that assets can be allocated. Also, there should be mechanism to notify IT department when employee leaves so that assets can be deregister ● Asset Tag ID Generation Module is required. ● Asset management should be linked with Finance dept to allow them to calculate asset value of each asset.
<p>Asset Deployment</p>	<p>Ability to set up and deploy new devices based on the requests approved This includes:</p> <ul style="list-style-type: none"> ● Asset check and deployment ● Deployment in new facilities and location 	<ul style="list-style-type: none"> ● View logs of deployed asset

<p>Asset Service Management</p>	<p>Ability to cater to service requests by employees</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Scheduling: The system should be able to schedule maintenance and repairs for IT assets, including the ability to set recurring maintenance schedules and receive notifications when maintenance is due. ● Task assignment: The system should allow for the assignment of maintenance and repair tasks to specific technicians, and provide a way for technicians to update the status of tasks and communicate with other members of the IT team. ● Tracking: The system should provide a way to track the status of maintenance and repair tasks, including the ability to view the history of past tasks and the current status of open tasks. ● QRCode or Barcode: Every asset should have a Barcode or a 	<ul style="list-style-type: none"> ● View/Approve or Reject those requests made by employees ● Ability to view logs of service requests raised ● Track SLAs as well as resolution time ● Approve any additional costs required for the services if taken from any external sources ● Track costs for the requests
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	<p>QR code for better tracking and management.</p> <ul style="list-style-type: none">● Reporting: The system should provide reporting and analytics to help managers understand the status of maintenance and repair tasks, including metrics such as the number of tasks completed, average time to complete a task, and overall system performance.● Cost tracking: The system should have the capability of tracking the cost of maintenance and repair tasks, including the ability to assign costs to specific assets and departments, and generate reports on total maintenance and repair costs.● Preventive Maintenance: The system should provide an option to schedule preventive maintenance tasks to avoid future breakdowns and prolong the life of the assets.	
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	<ul style="list-style-type: none"> • Service level agreements: The system should allow for the creation and tracking of service level agreements (SLAs) with vendors and other external service providers, and provide a way to manage and track the performance of these providers. • Automation: The system should be able to automate certain maintenance and repair tasks, such as software updates and backups, to improve efficiency and reduce the workload of IT staff. 	
<p>Retire an Asset</p>	<p>Ability for teams to determine when we can</p> <p>This includes:</p> <ul style="list-style-type: none"> • Identifying the asset: The system should provide a way to identify the asset that is to be retired, including the ability to search for and view detailed information about the asset. • Initiating the retirement process: 	<ul style="list-style-type: none"> • Approve asset retirement • Track all the assets that have been disposed and keep a log of them • Keeping a record of the data backup

	<p>The system should provide a way for authorised users to initiate the retirement process for an asset, including the ability to assign tasks and set deadlines for the process.</p> <ul style="list-style-type: none">• Data backup and recovery: Before the asset is retired, the system should ensure that all necessary data is backed up and can be recovered in case of future need.• Removing the asset from inventory: Once the asset is retired, it should be removed from the system inventory and all associated data should be archived.• Asset disposal: The system should provide a way to handle the disposal of retired assets, including the ability to track the disposal process and ensure compliance with government regulations and standards.• Record Keeping: The system should provide a way to keep a record	
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	<p>of all the retired assets, including the date of retirement, reason for retirement, and the</p>	
<p>Asset Consumables tracking</p>	<p>Ability to track the asset consumables which allows the following:</p> <ul style="list-style-type: none"> ● Inventory Management: The system should be able to track and manage all consumable items, including items such as printer ink and toner, and provide detailed information on each item such as location, ownership, and stock levels. ● Acquisition and Deployment: The system should support the acquisition and deployment of new consumable items, including the ability to request and approve purchases and track the status of orders. ● Reorder Management: The system should provide a way to manage the reordering of consumable items, 	<ul style="list-style-type: none"> ● Track record of consumables ● Keep logs of consumables used and by which user ● Track order status for new consumables ordered

	<p>including the ability to set reorder thresholds and receive notifications when stock levels are low.</p>	
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5.3. Ticketing system management

Functional Area	Overview	Admin Ability
<p>Ticket Submission and Tracking</p>	<p>The system should provide an interface for users to submit IT-related issues and requests, and track the progress of their tickets from submission to resolution.</p> <p>This includes:</p> <ul style="list-style-type: none"> ● Ticket Submission Form: The system should provide an easy-to-use ticket submission form that captures relevant information about the issue or request, including the subject, description, priority level, and attachments (if applicable). ● Ticket Assignment: The system should allow IT staff to assign tickets to the appropriate personnel based on the nature of the issue or request. ● Ticket Status Tracking: The system should provide real- 	<ul style="list-style-type: none"> ● View details of tickets raised and track ● View logs of tickets raised along with the details of resolution including SLA and TAT ● View reports of tickets raised and resolved

	<p>time tracking of the status of each ticket, including whether it is open, in progress, on hold, or closed.</p> <ul style="list-style-type: none"> • Ticket History: The system should maintain a history of all interactions and changes related to a ticket, including the date and time of each action, the user who performed the action, and any comments or attachments • Ticket Notifications: The system should send notifications to users when a ticket is created, updated, or closed, as well as when a response is provided. • Ticket Search and Filtering: The system should provide an interface for users to easily search for and filter tickets based on different criteria, such as status, priority, or assigned staff member. 	
<p>Ticket Prioritization and Escalation</p>	<p>Ability to prioritise tickets based on factors such as urgency and impact, and provide a mechanism for escalating high-priority tickets to higher-level IT staff.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Priority Levels setup: The system should have the ability to assign different priority levels to tickets, such as high, medium, and low, with the 	

	<p>ability to customise the criteria used to determine the priority level.</p> <ul style="list-style-type: none">● Automatic Priority: The system should have the ability to automatically assign a priority level based on the nature of the issue or request. For example, a system outage or data loss would automatically be assigned a high priority level.● Escalation Rules: The system should have the ability to define escalation rules based on the priority level, time frame, and/or staff availability. For example, high-priority tickets should be escalated to a higher-level IT staff member if they are not resolved within a certain time frame.● Escalation Notifications: The system should send notifications to the appropriate staff members when a ticket is escalated, and provide them with the necessary information to resolve the issue.● Escalation History: The system should maintain a history of all escalations and the outcome of the escalations.● Priority Override: The system should allow IT staff to override the automatically assigned priority level if necessary.	
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<p>Knowledge Base</p>	<p>The system should include a knowledge base of common IT-related issues and solutions that can be used by IT staff to quickly resolve tickets.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Article Creation and Management: The system should provide an interface for IT staff to create and manage knowledge base articles, including the ability to add text, images, and attachments. • Article Search and Filtering: The system should provide an interface for users to easily search for and filter knowledge base articles based on different criteria, such as keywords, categories, and article status. 	<ul style="list-style-type: none"> • View all articles along with any kind of version updates
<p>Reporting and Analysis</p>	<p>Ability of the system to provide reporting and analytics capabilities, allowing IT staff to track and analyse ticket trends and metrics.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Dashboards: The system should provide interactive dashboards that display key metrics and trends in real-time, such as the number of open tickets, the average resolution time, and the most common issues. • Data Export: The system should allow IT staff to export data from the system in various formats such as excel, csv, PDF etc. 	<ul style="list-style-type: none"> • View all report data along with the logs of download done • Flag any kind of erroneous information stated in those reports

	<ul style="list-style-type: none">● Data Visualization: The system should provide data visualisation capabilities, such as charts and graphs, to help IT staff quickly identify trends and patterns in the data.● Drill-down Capabilities: The system should allow IT staff to drill down into the data for more detailed analysis, for example, by category, priority, or staff member.● Data Filtering: The system should allow IT staff to filter the data by different criteria, such as date range, category, priority, and staff member.● Time-series Analysis: The system should allow IT staff to analyze data over time, for example, comparing ticket volume, resolution time, and customer satisfaction from one month to another.	
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6. Data Migration

Requisites Overview

This involves the following steps:

- Purpose: A clear statement of the purpose of the data migration, including the specific business objectives it is intended to achieve.
- Scope: A description of the scope of the data migration, including the data sets that will be migrated, the systems and applications that will be affected, and any constraints or limitations that will need to be taken into account.
- Data Migration Approach: A description of the data migration approach that will be used, including any tools or methods that will be employed, as well as any specific technical requirements that will need to be met.
- Data Quality Standards: A description of the data quality standards that will be used to ensure the accuracy and completeness of the migrated data.
- Security and Compliance: A description of the security and compliance requirements that will need to be met, including any relevant laws or regulations that will need to be followed.
- Test and Validation: A description of the test and validation processes that will be used to ensure the data migration is successful, including any acceptance criteria that will need to be met.
- User Acceptance: A description of the user acceptance process that will be used to ensure that the migrated data meets the needs of the users.
- Maintenance and Support: A description of the maintenance and support processes that will be put in place to ensure the smooth operation of the migrated data.
- Roles and Responsibilities: A description of the roles and responsibilities of the different departments and individuals involved in the data migration, including the project team, the data migration team, and any external vendors or partners.
- Timeline and Budget: A description of the timeline and budget for the data migration, including any milestones or deadlines that will need to be met.

7. Cut-Over Strategy

Requisites Overview

This involves carving out a plan for transitioning from the old system to the new system during a data migration project. It outlines the steps and procedures that will be followed to ensure a smooth and successful cut-over from the old to the new system.

This major functional **steps** involved here are:

- In case of internal ERP systems, the cutover time should not exceed 3 days, including a weekend.
- Cut-over schedule: The specific dates and times when the cut-over will take place, including any contingencies or fallback plans should be clearly communicated.
- Data Synchronisation: The process of synchronising data between the old and new systems to ensure data consistency during the cut-over should be documented.
- Testing: The testing procedures that will be used to ensure that the new system is ready for cut-over, including any acceptance criteria that must be met. One SPOCs for each department at PFRDA must give a written go-ahead for cutover.
- Communication plan: A plan for communicating the cut-over schedule and procedures to all relevant stakeholders, including users, IT staff, and business leaders.
- Go-live support: The support must be provided during and after the cut-over, including any hotlines or helpdesk services that will be set up to assist users.
- Rollback plan: A plan for rolling back to the old system in case of any issues during the cut-over.
- Post-cut-over activities: The activities that will be performed after the cut-over, including monitoring, data validation and fine tuning of the system.

Approach in case of failure:

- Keep fully functional old systems on standby.
- Pause the cutover process immediately when any critical failure occurs.
- Notify the team members and stakeholders involved in the cutover process of the failure.
- Identify the cause of the failure and assess the impact on the business operations. Determine if it is possible to resolve the issue within the cutover time frame. If yes, proceed with fixing the issue causing the failure.

- If the issue cannot be resolved in the given cutover time and requires stakeholders to further develop the system, call for a stakeholder meeting.
- The deployment team must call for a meeting with all stakeholders and request for more cutover time along with clearly defined & practical estimates.
- If the stakeholders from PFRDA agree to the new timelines, the team should continue with the cutover process.
- If PFRDA stakeholders are not comfortable with the new cutover timelines, initiate the rollback plan to revert to the previous software systems.
- Notify all stakeholders of the decision to roll back and provide clear communication on the next steps.
- Identify and address any data or configuration changes made during the cutover process.
- Validate the previous software system to ensure it is functioning correctly and meets the business requirements.
- Implement a new cutover plan with necessary improvements to mitigate the risks of the previous failure.
- Document the lessons learned from the failure and update the cutover plan accordingly.

8. Grievance, Help Desk and Incident Management

Requisites Overview

This involves carving out a plan for transitioning from the old system to the new system. It outlines the steps and procedures that will be followed to ensure a smooth and successful cut-over from the old to the new system.

This major functional **step** involved here are:

- Users (for PINTRA users) to submit help requests and track the status of their incidents. Bidders can accommodate both independently as well.
- Ticketing system for help desk agents to manage and track incidents
- Knowledge base for users to find answers to common questions
- Incident management workflow that allows for the routing and escalation of incidents to the appropriate personnel
- Integration with other systems, such as a government database or a customer relationship management system.
- Reporting and analytics system to track the performance of the help desk and incident management system.
- Security and compliance requirements to ensure the protection of sensitive information.
- Communication channels such as Email, Phone, Chat and other communication channels
- Automated notifications to keep users informed about incident status
- Accessibility compliance
- The following reports are critical for PFRDA team
 - Increase or decrease in Grievances with time.
 - Grievance Aging Report
 - Grievance by Categories

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Appendix I: Functional Scope of Work

Existing PFRDA user base and future projections

Chairperson - 1

Whole Time Members - 3

SNo.	Departments	Current Employee Strength	Users in 5 Years	Users in 10 Years
1	Regulation	Executive Director - 2 Chief General Manager - 2 General Manager - 1 Deputy General Manager - 1 Assistant General Manager - 3 Manager - 2 Assistant Manager - 1	24	30-35
2	Supervision	Executive Director - 3 Chief General Manager - 3 General Manager - 1 Deputy General Manager - 2 Assistant General Manager - 4 Manager - 4 Assistant Manager - 2	49	65-70
3	Promotion & Development - APY & NPS	Executive Director -1 Chief General Manager - 2 Deputy General Manager - 1 Assistant General Manager - 4 Manager - 1 Assistant Manager - 3 management executive - 3	23	25-30
4	Communication & Media, Financial Literacy, Secretariats, Pension Sanchay, NCFE, SEPF, HelpDesk - APY/NPS, Training, Annual Report, FSLRC, FSDC, IOPS, Inter Regulatory Matters,	Executive Director - 2 Chief General Manager - 1 General Manager - 1 Assistant General Manager - 1 Manager - 1 Assistant Manager - 2 Junior Assistant - 1	20	25-32
5	HR & Admin, Rajbhasha	Executive Director -1 General Manager - 1 Deputy General Manager - 1	12	18-20

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		Assistant General Manager -1 Manager - 1 Assistant Manager - 3		
6	Finance and Accounts	Executive Director - 1 Chief General Manager - 1 Assistant General Manager - 1 Manager -1 Assistant Manager -1	6	08-10
7	IT, Fintech & Data Analytics	Executive Director - 1 Chief General Manager - 1 General Manager - 1 Manager - 1 Assistant Manager - 2 it Manager - 1	20	35-40
8	Legal and Internal Audit, RTI & PQ, Enforcement & Adjudication, Investigation, Vigilance	Executive Director - 2 Chief General Manager - 1 General Manager - 1 Deputy General Manager - 1 Manager - 2 Assistant Manager - 1 Senior Law Officer - 1 Legal Consultant - 1	20	35-40
9	Policy Research, Systemic Risk Management, Market Watch, Pension Bulletin.	Executive Director - 1 General Manager -1 Assistant Manager - 1 Junior Economist - 1	13	18-22
10	Innovation Hub	NA	3	05-06
11	Investigation and Surveillance	NA	2	08-10
12	Total	71 (Unique Number) +22* = 93	216	~350

Note-1: The total at Row 13, Column 3 is arrived at by counting the unique individual users only to avoid repetition in case the same user is present in two different departments. Staff Car Driver is not included.

* The current user count is likely to increase due to the expected immediate joining of 22 AMs in July 2023.

1. HRMS Functional Requirements

For better management of its human resources functions, the HRMS is envisaged to facilitate and effectively manage the following HR process areas of PFRDA (including but not limited to):

1. Personnel/Employee Information System, Leave and Attendance Management with existing biometric integration
 - Employee Registration
 - Profile Management
 - Biometric Verification
 - Leave Management
 - Multiple Leave Policies
 - Attendance Management
 - Approval workflow
 - Leave Encashment
 - Reporting
 - Security Compliance
 - Support for Integration with other systems
 - Responsive design and mobile access
 - Data export
 - Access Control
 - Notification and Alerts
2. Performance Management System
 - Employee Self Service Portal
 - Manager Self Service Portal
 - Goal Tracking and Management
 - Performance Evaluation Structure
 - Appraisal management
 - Training Management
 - Audit Logging
 - Reports and analytics
3. Training/Learning Management module (it may be linked with appraisal management)
 - User registration and login
 - Course Catalogue
 - Course Enrollment
 - Learning Management –(standard OB content shall be available in the proposed module by SI)
 - Course Certification

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- Accessibility and Security
- 4. Travel Management
 - Travel request management
 - Travel itinerary management
 - Tour Reports
 - Approval workflows
- 5. Bonafide letter issuances
 - Request for Bonafide Letter
 - Approval and Template-based letter generation
 - Digital signature
- 6. Issuance of office orders
 - Office order creation/Issuance of Notices
 - Approval workflow
 - Segregation of office orders
 - Distribution
- 7. Seniority List/Reports
 - Employee details
 - Organization Chart View

The envisaged benefits from implementing the HRMS are as given below:

1. Streamlining of processes and increasing efficiency of the organization by providing an integrated view of end-to-end processes
2. Use of workflow, notification, and alerts to reduce errors and improve process timelines.
3. Reduce duplication of efforts by capturing data at the source and in real time.
4. Reduce data errors by automatically read data.
5. Free up manpower from laborious data collation and report preparation tasks.
6. Leverage IT as a key decision support system to handle dynamic nature of business.
7. KPI driven dashboard to provide accurate snapshots to the top management

2. Core Finance – Finance and Accounting Operations

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.

The following processes can be digitized using the Finance package and

Intranet as part of the Internal Digitization initiative of PFRDA -

1. Salary and Payroll

Indicative list of pay heads and deductions is as follows:

Pay Heads	Deductions
Basic	Income Tax
Dearness Allowance	NPS Employee's share
Housing Allowance	NPS employer's share
Personal Pay	NPS Tier I voluntary
Special Pay	NPS Tier II voluntary
Special Allowance	Festival allowance
Grade allowance	Monthly subscription to PFRDA EA
Residential Office Allowance	Monthly subscription to MAF
Employers' share NPS	Misc. recoveries
Conveyance/Transport Allowance	Other deductions, if any
Qualification Allowance	
City Compensatory Allowance	
Local Allowance	
Family Allowance	
Special Compensatory Allowance	
Protocol Allowance	
Special functional Allowance	
Functional Allowance	
Washing Allowance	
Learning Allowance	
Personal fixed Allowance	
Special Grade Allowance	
Special Perquisite Allowance	
Stagnation increment	
Other Earnings, if any	

2. Reimbursement of perquisites and Claims (F&A Admin and Employee)

Indicative list of perquisites is as follows:

Perquisites/Benefits
Staff Furnishing Scheme
AC Electricity Charges
Air Conditioner

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Annual Health Check Up
Book Grant Scheme
Briefcase
Cleaning R/m
Education Expenses
Entertainment Reimbursement
Eye Test & Specs.
LFC
Medical (Non hospitalization)
Conveyance allowance (to PwD employees)
Dental Treatment
Equipment Maintenance
Housing Loan Concession
Residential Office Allowance
Sodexo Meal Card
Petrol allowance
Driver's salary reimbursement
Vehicle insurance
Attendant - Cum - Cook
Home Office Computer
Mobile Handset
Telephone/ Internet charges
Newspaper Reimbursement
Travelling Allowance

3. Employee TDS: F&A Admin
4. Vendor TDS & GST – F&A Admin
5. Bank Reconciliation Statement: F&A Admin
 - a) Prepare BRS for all bank books
 - b) Daily updation of UTR in system
 - c) Reconciliation should be done on daily basis
 - d) Share and Upload information on Stale Cheques
6. Payment Processing: F&A Admin
 - a) Preparation of Payment Covering form.
 - b) Invoice Verification
 - c) Prepare and share Fund Transfer letter
7. Operations with respect to Earmarked Fund: F&A Admin
 - a) APY(Atal Pension Yojana) Scheme
 - b) SEPF- Subscriber Education and Protection Fund
 - c) Swavalamban Kosh
 - d) SPCPA –Subscriber’s Pension Contribution Protection Account

- e) Gap Fund under APY (Atal Pension Yojana)
 - 8. Core Finance: F&A Admin
 - a) Petty Cash
 - b) Fixed Asset Classification
 - c) Budget
 - d) Receipts
 - e) Financial Statements
 - 9. Financial Record Keeping
 - a) Identifying and classifying the transactions
 - b) Recording in the journal
 - 10. Financial Statement Generation (The Format should comply with PFRDA (Forms of Annual Accounts and Records) Rules, 2015 and amendments thereof can be referred from Compendium of PFRDA Act, Rules, Regulation at - <https://www.pfrda.org.in/myauth/admin/showimg.cshtml?ID=2386>)
 - a) Inputs
 - b) Outputs
 - c) Calculation and aggregation
 - d) Data Validation
 - e) Auditing
 - 11. Responsibility Centre and Cost centre-based Accounting (*The hierarchy should be start with Company Code (PFRDA), the Responsibility Centre (Departments) and Cost Centre (cost heads like Travelling, Rent, Electricity, Salary). The same should be associated with a system of ledger and subledgers.*)
 - a) Create and manage Responsibility/cost centres
 - b) Responsibility/Cost centre budgeting and forecasting
 - c) Allocation of expenses to Responsibility/cost centres
 - d) Activity Accounting
 - 12. Core Accounting
 - a) Financial Accounting
 - b) Banking Reports
 - c) Calculation and aggregation
 - d) Auditing
 - e) Cost Centre based Accounting
- Customized MIS shall be made available as per the requirement of Authority.

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- All the payments to be made from F&A module needs to be approved by Financial Approving Authority in the portal as per DOFP and after approval, payment information could be passed on to a payment gateway for payment. The audit log/information of payment shall be recorded in the system.

3. Admin, IT Management System, Legal

The following processes may be digitized using Admin and Legal solutions and Intranet Portals for PFRDA

3.1 Admin

1. Vendor Management including contact details
 - a) Vendor User Management
 - b) Contract Management
 - c) Reporting and Analytics
2. Inventory Management
 - a) Consumables
 1. Track and manage stationery levels
 2. Generate reports on inventory levels – Stores
 3. Set reorder points
 4. Track and manage inventory transactions
 5. Approval Process
 - b) Fixed Assets
 1. Asset Management
 2. Asset Maintenance & Repairs
 3. Revaluation of Asset, Disposals and Sales
 4. Asset Depreciation – *F&A also have access to this sub module*
 5. Depreciation Schedules and Reports
3. Letters/ Mail/DAK Management (Outward DAK)
 - a) User Management
 - b) Mail Creation
 - c) Mail Tracking
 - d) Mail Delivery
 - e) Reporting
 - f) Circular Management

4. Others

- a) Conference/Hall Bookings
- b) Travel Desk
- c) Stationary: Service requisition management such as stationery, amenities/facilities etc
- d) Records: Request for records retention and destruction
- e) Repairs: Ability to post request for repairs and maintenance by the officers and underlying staff
- f) Ticketing System to request asset or consumables form Admin dept

3.2 IT Management System

The following processes can be digitized using the Finance package and Intranet as part of the Internal Digitization initiative of PFRDA –

1. IT Inventory Management

- a) Track and manage inventory levels
- b) Generate reports on inventory levels
- c) Set reorder points
- d) Track and manage inventory transactions
- e) Track inventory by location and/or department

2. IT Asset Management

- a) Request for an Asset
- b) Asset Deployment
- c) Asset Service Management
- d) Retire an Asset
- e) Asset Consumables tracking

3. Ticketing System Management

- a) Ticket Submission and Tracking
- b) Ticket Prioritization and Escalation
- c) Knowledge Base

d) Reporting and Analysis

3.3 Legal

1. User authentication and authorization
2. Provision for bill management system raised by lawyers
3. Database of empaneled lawyers and details of cases that are assigned to them
4. Repository of opinion taken or provided

General Requirements:

- a) Asset management should be linked with Finance & Accounts department to allow them to calculate asset value and depreciation value of each asset.
- b) Modules to be linked/integrated with F&A departments Module wherever payment process is required.
- c) Solution being offered covering HRMS, Payroll, Finance & Accounts, ITSM, Admin shall be an integrated solution whereby Finance approvals accorded in a module shall seamlessly flow in the Finance & Accounts module.
- d) There should be sync between HR module and IT department module. When a new employee joins, automatic alert should come to IT department from HR department about joining of the employee so that assets can be allocated. Also, there should be mechanism to notify IT department when employee leaves so that assets can be deregister.
- e) Asset Tag ID/Bar Code Generation Module is required.
- f) Data Migration from current module is required which is also defined in data migration policy.
- g) The application should provide administrative office staff with adhoc query and analysis capability. Application should create new analysis capability such that any data can be analyzed from scratch or modify the available analyses
- h) The application should provide robust reporting capabilities. Application should provide reports using standard tools and should be able to generate output in multiple formats including PDF, EXCEL,

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Docx etc. The output should be enabled with an option through email or can be printed.

- i) Proposed Portal will act as the home page to all employees to access any of the modules they have permission to i.e., role-based access. This will become the single gateway for employee to access all applications as well as other relevant information's. ON login, employee will have their personalized dashboard which will have information relevant for them.

For detailed points pertaining to above Scope of Work, attached Functional Requirement Process Document at **Annexure XIV** may be referred however document attached is for indicative purpose only.

Appendix II: EMD BANK GUARANTEE FORMAT

(TO BE STAMPED AS AN AGREEMENT)

To,

EMD BANK GUARANTEE FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION (HRMS AND FINANCE) ALONG WITH MOBILE APP FOR HRMS

RFP NO.- _____ DATED _____

WHEREAS Pension Fund Regulatory and Development Authority (PFRDA), having its Office at Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A, Qutab Institutional Area Block B Rd, New Delhi-110016 has invited Request for Proposal to implement, customize, maintain and support the PINTRA project as are set out in the Request for Proposal RFP no. _____ dated _____.

2. It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs. /- (Rupees only) as Earnest Money Deposit.
3. M/s. _____, (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish guarantee in respect of the said sum of Rs. /-(Rupees only).
4. NOW THIS GUARANTEE WITNESSETH THAT

We _____ (Bank) do hereby agree with and undertake to the PFRDA, assigns that in the event of the PFRDA coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the PFRDA, pay without demur or protest to the PFRDA, a sum of Rs. /- (Rupees Only) that may be

demanded by PFRDA. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. /- (Rupees Only).

5. We also agree to undertake to and confirm that the sum not exceeding Rs. /- (Rupees Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the PFRDA on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the PFRDA shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the PFRDA, without protest or demur or without reference to Bidder and notwithstanding any contestation or existence of any dispute whatsoever between Bidder and PFRDA, pay PFRDA forthwith from the date of receipt of the notice as aforesaid. We confirm that our obligation to the PFRDA under this guarantee shall be independent of the agreement or agreements or other understandings between the PFRDA and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of the PFRDA.
6. We hereby further agree that –
 - a. Any forbearance or commission on the part of the PFRDA in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the PFRDA to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____/- (Rupees _____ Only)
 - b. Our liability under these presents shall not exceed the sum of Rs. _____ /- (Rupees _____ Only)
 - c. Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change

in the constitution of our said constituents.

- d. This guarantee shall remain in force up to 180 days from the due date of closure of this RFP provided that if so desired by the PFRDA, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e. Our liability under this presents will terminate unless these presents are renewed as provided herein up to 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the PFRDA alone is the conclusive proof, whichever date is earlier.
- f. Unless a claim or suit or action is filed against us on or before ____ (date to be filled by BG issuing bank), all the rights of the PFRDA against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.
- g. This guarantee shall be governed by Indian Laws and the Courts in Delhi, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained hereinabove:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupees only)
- (b) This Bank Guarantee shall be valid up to
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before

Yours faithfully,

For and on behalf of Authorized official of the bank

(Note: This guarantee will require stamp duty and shall be signed by the official(s) whose signature and authority shall be verified)

Appendix-III: PERFORMANCE SECURITY-BANK GUARANTEE FORMAT

(TO BE STAMPED AS AN AGREEMENT)

BANK GUARANTEE AS PERFORAMNCE SECURITY FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION (HRMS AND FINANCE) ALONG WITH MOBILE APP FOR HRMS AS ARE SET OUT IN THE RFP NO.- _____ DATED _____

(PERFORMA OF BANK GUARANTEE)

THIS DEED OF GUARANTEE executed on this the _____ day of _____ at _____ by _____ (*Name of the Bank*) having its Head/Registered office at _____ hereinafter referred to as "the Guarantor" which expression shall unless it be repugnant to the subject or context thereof include successors and assigns;

In favour of Pension Fund Regulatory and Development Authority (hereinafter referred to as "PFRDA", which expression shall, unless repugnant to the context or meaning thereof include its administrators, successors or assigns.

WHEREAS

A. By the Agreement ("AGREEMENT") being entered into between PFRDA and _____, a company incorporated under the provisions of the Companies Act, 1956 having its registered office _____, Selected Bidder, System Implementation for PFRDA (hereinafter referred to as "The Project").

B. As per terms of RFP, the Selected Bidder is required to furnish to PFRDA, an unconditional and irrevocable bank guarantee for an amount of INR _____ only as security for due and punctual performance/discharge of its obligations under the Agreement relating to design, development and operate the system.

C. At the request of the Selected Bidder, the Guarantor has agreed to

provide bank guarantee, being these presents guaranteeing the due and punctual performance/ discharge by the Selected Bidder of its obligations relating to the Project;

NOW THEREFORE THIS DEED WITNESSETH AS FOLLOWS:

1. Capitalized terms used herein but not defined shall have the meaning assigned to them respectively in the Agreement.

2. The Guarantor hereby irrevocably guarantees the due and punctual performance by

_____ (hereinafter called "the Selected Bidder") of all its obligations relating to the Project and in connection with design, development and operation of software application/project by the Selected Bidder, in accordance with the Agreement.

3. The Guarantor shall, without demur or protest, pay to PFRDA sums not exceeding in aggregate INR

_____, within ten (10) calendar days of receipt of a written demand therefor from PFRDA stating that the Company has failed to meet its obligations under the Agreement. The Guarantor shall not go into the veracity of any breach or failure on the part of the Selected Bidder or validity of demand so made by PFRDA and shall pay the amount specified in the demand, notwithstanding any direction to the contrary given or any dispute whatsoever raised by the Selected Bidder or any other Person. The Guarantor's obligations hereunder shall subsist until all such demands are duly met and discharged in accordance with the provisions hereof.

4. In order to give effect to this Guarantee, PFRDA shall be entitled to treat the Guarantor as the principal debtor. The obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents or by the extension of time for performance granted to the Selected Bidder or postponement/non exercise/delayed exercise of any of its rights by PFRDA or any indulgence shown by PFRDA to the Selected Bidder and the Guarantor shall not be relieved from its obligations under this Guarantee on account of any such variation, extension, postponement, non-exercise, delayed exercise of any of its rights by PFRDA or any indulgence shown by PFRDA, provided nothing contained herein shall enlarge the Guarantor's obligation hereunder.

5. This Guarantee shall be irrevocable and shall remain in full force and effect _____ until

_____ (180 days after completion of tenure of contract (including AMC))

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unless discharged/ released earlier by PFRDA in accordance with the provisions of the Agreement. The Guarantor's liability in aggregate be limited to a sum of INR.

6. This Guarantee shall not be affected by any change in the constitution or winding up of the Selected Bidder/the Guarantor or any absorption, merger or amalgamation of the Concessionaire/the Guarantor with any other Person.

7. The Guarantor has power to issue this guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

8. This guarantee shall be governed by Indian Laws and the Courts in Delhi, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

IN WITNESS WHEREOF THE GUARANTOR HAS SET ITS HANDS HEREUNTO ON THE DAY, MONTH AND YEAR FIRST HEREINABOVE WRITTEN.

SIGNED AND DELIVERED

by _____ Bank, by the hand of

Mr. /Ms.

_____ its _____ and authorized official.

Appendix IV- PRE-CONTRACT INTEGRITY PACT

(TO BE STAMPED AS AN AGREEMENT)

PFRDA, an autonomous body under Ministry of Finance Government of India hereinafter referred to as "The Buyer", and
.....hereinafter referred to as " The Bidder/ Contractor"

1. Preamble

The Buyer intends to award, under laid down organizational procedures, contract/s for

.....The Buyer values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(a) and / or Contractor(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

2. Commitments of the Buyer

(1) The Buyer commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a. No employee of the Buyer, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Buyer will, during the tender process treat all Bidder(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Buyer will exclude from the process all known prejudiced persons.

(2) If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Buyer will inform the Chief Vigilance Office and in addition can initiate disciplinary actions.

3. Commitments of the Bidder(s)/ Contractor(s)

i) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Buyers, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian

Rupees only.

e. The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4. Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Clause 2, above or in any other form such as to put their reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process. The firm will be banned from all future business dealings also.

5. Compensation for Damages

1. If the Buyer has disqualified the Bidder(s) from the tender process prior to the award according to Clause 3, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

2. If the Buyer has terminated the contract according to Clause 3, or if the Buyer is entitled to terminate the contract according to Clause 3, the Buyer shall be entitled to demand and recover from the Contractor compensation as provided under the contract besides damages.

6. Previous transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process

7. Equal treatment of all Bidders/ Contractors

1. The Buyer will enter into agreements with identical conditions as this one with all Bidders and Contractors.

2. The Buyer will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

8. Criminal charges against violating Bidder(s)/Contractor(s)

If the Buyer obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform the same to the Chief Vigilance Officer.

9. Independent External Monitor

1. The Buyer appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairperson, PFRDA.

3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Buyer including that provided by the Contractor. The contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation.

4. The Monitor is under contractual obligation to treat the information and

documents of the Bidder(s)/Contractor(s) with confidentiality. 'In case of any conflict of interest arising at a later date, the IEM shall inform Chairperson, PFRDA and recuse himself/herself from that case.

5. The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Buyer and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Buyer and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

7. The Monitor will submit a written report to the Chairperson, PFRDA within 8 to 10 weeks from the date of reference or intimation to him by the Buyer and, should the occasion arise, submit proposals for correcting problematic situations.

8. If the Monitor has reported to the Chairperson, PFRDA, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairperson, PFRDA has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

9. The work '**Monitor**' would include both singular and plural.

10. Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 180 days after the last payment under the contract, and for all other Bidders 180 days after the contract has been awarded to the successful bidder. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Chairperson of PFRDA.

11. Other Provisions

This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Buyer, i.e. Delhi.

1. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
2. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
3. Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.

Buyer	Bidder
Name of Officer	Chief Executive Officer/ Authorized Representative of Bidder
Designation	
PFRDA	

WITNESS	WITNESS
1.	1.
2.	2.

APPENDIX-V: INDICATIVE SERVICE LEVEL AGREEMENT (SLA) AND LIQUIDATED DAMAGES

Service Level Agreement (SLAs) define the quality and timelines of service delivery of a project. SLA helps PFRDA to sustain the planned business outcomes from the solution deployed on a continued basis over a sustained period of time.

1. Purpose of this Agreement

- a) The purpose of this SLA is to clearly define the service level standards in terms of quality and timelines to be provided by SI and further enforce it on SI. SLA in this project shall be in effect for the entire contract period.
- b) The SLA is designed to:
 - i. Define unambiguously the service level standards expected from the SI and also ensure that the desired/ agreed level of services rendered by the SI to PFRDA.
 - ii. Motivate SI to ensure the service standards are up to the mark.
 - iii. Draw the urgent attention of SI in case there is any issues in the service levels or service level falls below the agreed/ desired level.
 - iv. Provide a tool to PFRDA to control and ensure the service levels provided by SI.
 - v. Avoid imposing compensation on SI without valid reason.

2. Escalation Mechanism

The SLA provides the Levels of support to be provided by the selected bidder along with other important information like criticality of reported incident, incident escalations, responsible office(s) and expected time to resolve the incident. The following characteristics are used to identify the severity of an incident.

- a) Business exposure
- b) Work outage
- c) Number of end-users affected
- d) Workaround

e) Acceptable resolution time

Table 1: Escalation Matrix

Escalation level	Severity Codes	Responsible Officer
Level 1	Critical High Medium Low	SI's service desk executive/ Single point of Contact (SPOC) for software solution
Level 2	Critical High Medium Low	SI's Project Manager of software solution
Level 3	Critical High Medium Low	SI's Project Director of software solution

- a) Availability of IT system - High Availability is a key requirement of PFRDA. The expected availability of IT system should not be less than 99.5%. The project must also be able to rebound or recover from any planned or unplanned system downtime, ensuring a minimal impact on the operations. The SI should provide a single point of contact on a 24x7 basis.
- b) Availability will be measured on quarterly basis. Planned downtime will not be classified as unavailability. Planned downtime where both main as well redundant systems are not available for providing service will be limited to maximum of 48 Hours in a quarter. The selected bidder should endeavour to take such downtimes only during weekends or holidays preferably after end of day (EoD). However, duration of the maximum allowable planned downtime time will be reviewed on half yearly/yearly basis.

3. Service Windows & Severity Levels

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Table 2: Application Module/ Functionality wise Severity Matrix

Sr. No.	Application Module/ Functionality	Severity Level
1.	Total portal down	Critical
2.	More than one service of portal is impacted	High
3.	One service of portal is impacted	Medium
4.	Slow response of portal	Low

4. Service Levels

Following service levels will be applicable on the SI during the entire maintenance period:

Table 3: Service Levels

Sr.No	Severity Level as per Application Module/ functionality	Response Time/Acknowledgement of Problem	Resolution Time of
1.	Critical	Within thirty (30) mins of reporting	Within two (02) hrs. of acknowledgement
2.	High	Within one (01) hr of reporting	Within six (06) hrs. of acknowledgement
3.	Medium	Within one (01) hr of reporting	Within twelve (12) hrs. of acknowledgement
4.	Low	Within one (01) hr of reporting	Within twenty-four (24) hrs. of acknowledgement

5. In case of Failure to meet Service Levels

Following compensation shall be applicable on SI in case of non-compliance to service levels (as provided in table above):

Table 4: Penalties in case of Non-compliance

Sr. No.	% of Non-Compliance	Applicable compensation (% of the payable amount of the particular quarter)
1.	<= 5%	5%
2.	> 5 % but <= 10%	10%

6. SLA Supervision

- a) Performance Reporting Procedures: The SI shall prepare the SLA performance reports of each quarter in an agreed upon format by the 10th calendar day of subsequent quarter. The reports will include details of each and every incident reported to SI i.e. date and time of receiving email/ call, date and time of response/ acknowledgement email, date and time of resolution provided for the reported problem, name of the module/ functionality which is not working upto the mark, severity level of the module/ functionality, complied to the service level or not, total number of incidents reported, total number and % of non-compliance to the service level etc. Performance reports along with all the documentary proofs i.e. printouts of all the incident reporting emails/ photocopies of incident log register, acknowledgement email, resolution email, resolution confirmation emails etc. and will be submitted to PFRDA in hardcopy as well as softcopy format (pdf, MS-Excel or open office format). However actual performance reporting mechanism, format and list of supporting documents will be discussed and finalized by the SI with PFRDA before entering into project maintenance phase.
- b) PFRDA will be responsible for monitoring the performance of SI against the SLA parameters each quarter, or at any periodicity defined in the contract document/ mutually decided by both the parties. The review/ audit report prepared based on the performance report, will form basis for any action relating to compensation or breach of contract. Any such review/ audit can be scheduled as and when required. The results will be shared with the SI as soon as possible. PFRDA reserves the right to ask SI to provide performance report anytime during the contract period and to appoint a third-party auditor to validate the SLA.

7. SLA Change Control

- a) Any request for change in the service levels provided during the term of this agreement shall be documented and negotiated in good faith by both parties.

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Either party can request for a change. Changes will be documented as an addendum to SLA and consequently the contract.

- b) If in cases there is any conflict between RFP document and the Contract, the Contract and subsequent amendments, if any, shall prevail.

8. Version Control

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

9. Issue Management Process

This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between PFRDA and SI. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at lower management levels.

- a) Either PFRDA or SI may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- b) A meeting or conference call may be conducted to resolve the issue in a timely manner.
- c) In the event, if the issue is still unresolved, the Authority will decide on the matter as it deemed fit.

10. Issue Escalation Process

- a) All issues would be raised to the designated representative of SI, who is completely responsible for the day to day aspects of the issue resolution.
- b) If the representative of SI is unable to resolve an issue, the issue would be escalated to the next level as per escalation matrix.
- c) In the event, if the issue is still unresolved, the Authority will decide on the matter as it deemed fit.

11. Risk and Cost Factor

In the event of termination of contract on the basis of non-performance by

the SI, SI will be solely responsible for risk and cost factor thereon. In such an event, the performance Bank Guarantee furnished by the SI will be encashed and will stand forfeited.

12. Liquidated Damages

1. The Authority expects that the selected bidder completes the scope of work within the timeframe. Inability of the selected bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the compensation clause. In case of the Go-Live delays by the Bidder the compensation as per PFRDA's discretion will be imposed on the Bidder 5% of the total contract value per month of delay, to the maximum of 10% of the total contract value as per the agreement between PFRDA and the successful Bidder.
2. Thereafter, at the discretion of the Authority, the contract may be cancelled (if this more than 1 quarter). The Authority may also invoke the Performance Guarantee, seek compensation on delay which is not attributable to Authority and is attributable to the SI.
3. SI should ensure implementation of the software application with all the functional, technical and security requirements as specified in the RFP document.
4. Notwithstanding anything contained above, no such compensation will be chargeable on the SI for the inability occasioned, if such inability is due to reasons entirely attributable to Authority.

13. Other Conditions

- i. Compensation payable by selected bidder will be recovered from the bills. No payment due will be released/adjusted before compensation due is paid by vendor.
- ii. There would be no payment for man-days invested in removing defects in developments.
- iii. In case of non-replacement of resource within two weeks after the release of existing resource, a compensation of Rs. 10,000/- per day will be payable till the new and suitable resource is provided. The waiver can only be permitted by Authority in befitting situations as per discretion of the Authority.
- iv. The compensation is payable at the rate of 10% of the annual payment for each instance of violation if the bidder fails to protect data breach.

Sr. No.	Metrics	Threshold	Compensation for shortfall
1.	RTO (Recovery Time Objective)	Up to 120 minutes	i. Delay beyond 5 minutes to 15 minutes-Rs One (01) Lakh ii. Delay beyond 15-25 minutes Rs Two (02) Lakhs and so on
2.	RPO (Recovery Point Objective)	Upto 30 minutes	Rs. One(01) Lakh per instance

14. **Breach of SLA**

In case the SI does not meet the service levels mentioned in this RFP and percent of non-compliance reaches 50%, PFRDA will treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case:

- a) PFRDA issues a show cause notice to the SI.
- b) SI should reply to the notice within five working days.
- c) If PFRDA is not satisfied with the reply, PFRDA will initiate termination process as per the contract.

15. **Exclusions**

The SI will be exempted from any non-compliance/ delays/ slippages on SLA parameters arising out of following reasons:

- a) Delay in execution due to delay (in approval, review etc.) from PFRDA's side. Any such delays will be notified in written to the PFRDA.
- b) Force Majeure
- c) Any other issues which is beyond the control of SI. Such issues to be notified to PFRDA.

PFRDA will have the right to decide as to whether SI is justified in raising such issues.

Appendix-VI: DRAFT NON-DISCLOSURE AND CONFIDENTIALITY AGREEMENT

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the "Agreement") is made at _____ between:

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY (PFRDA) having its office at Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A, Qutab Institutional Area Block B Rd, New Delhi-110016 ((hereinafter referred to as "Authority" which expression includes its successors and assigns) of the ONE PART;

And

a private/public limited company/LLP/Firm ~~<strike off whichever is not applicable>~~ incorporated under the provisions of the Companies Act, 1956/2013/ Limited Liability Partnership Act 2008 ~~<strike off whichever is not applicable>~~, having

its registered office at _____ (hereinafter referred to as

" _____ " which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

_____ is carrying on business of providing _____, has agreed to _____ for the Authority and other related tasks.

Each of the parties mentioned above are collectively referred to as the 'Parties' and individually as a 'Party'

For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other (the Party receiving the information being referred to as the "Receiving Party" and the Party disclosing the information being referred to as the "Disclosing Party. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

1. Confidential Information and Confidential Materials

(a) "Confidential Information" means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. "Confidential Information" includes, without limitation, information relating to developed, installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party's network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party's business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement

(b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party free from any confidentiality obligations prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party and without confidentiality restrictions on use and disclosure; or (iv) is independently developed by Receiving Party.

(c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

2. Restrictions

a) Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's "Covered Person" which term shall mean employees, contingent workers and professional advisers of a party who need to know the same)

without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with Covered Person, sufficient to enable it to comply with all the provisions of this Agreement. If the Service Provider appoints any Sub-Contractor (if allowed) then the Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub-Contractor giving the Authority an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement by Receiving Party.

b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice (provided not restricted by applicable laws) prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- i. the statutory auditors of the either party and
- ii. government or regulatory authorities regulating the affairs of the parties and inspectors and supervisory bodies thereof

c) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

3. Rights and Remedies

a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

b) Receiving Party shall return all originals, copies, reproductions and

summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.

c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (including but not limited to as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- i. Suspension of access privileges
- ii. Change of personnel assigned to the job Termination of contract

d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. Miscellaneous

a) All Confidential Information and Confidential Materials are and shall remain the sole property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party's patents, copyrights, trademarks, or trade secret information.

b) Confidential Information made available is provided "As Is," and disclosing party disclaims all representations, conditions and warranties, express or implied, including, without limitation, representations, conditions or warranties of accuracy, completeness, performance, fitness for a particular purpose, satisfactory quality and merchantability provided same shall not be construed to include fraud or willful default of disclosing party.

c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further,

either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

f) In case of any dispute, both the parties agree for neutral third-party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Delhi and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto. Nothing in this clause prevents a party from having recourse to a court of competent jurisdiction for the sole purpose of seeking a preliminary injunction or any other provisional judicial relief it considers necessary to avoid irreparable damage. This Agreement shall be governed by and construed in accordance with the laws of Republic of India. Each Party hereby irrevocably submits to the exclusive jurisdiction of the courts of Delhi.

g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.

h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

i) This Agreement may be amended only by a document in writing executed by a duly authorized official of each Party hereto, which shall form a part and parcel of the present Agreement.

j) The validity and interpretation of this Agreement and the legal relations of the parties to it shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of the Courts in New Delhi.

k) The Agreement shall be effective from____("Effective Date") and shall be valid for a period of__year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form(e.g., source code) shall survive in perpetuity.

5. **Suggestions and Feedback**

Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both parties agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this _____ day of _____(Month) 2023 at _____(place)

For and on behalf of _____

Name		
Designation		
Place		
Signature		

Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS

For and on behalf of _____

Name		
Designation		
Place		
Signature		

Appendix-VII: DRAFT MASTER SERVICE AGREEMENT

THIS MASTER SERVICE AGREEMENT (“Agreement”) is made on this the <<Date>> day of <<Month>> <<Year>> at <<Place>>, India.

BETWEEN

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY through <<Name of the Officer>> <<Designation>>, PFRDA having its office at Chhatrapati Shivaji Bhavan, Katwaria Sarai, B-14/A, Qutab Institutional Area Block B Rd, Qutab Institutional Area, New Delhi-110016, India hereinafter referred to as '**PFRDA**' or '**Authority**', which expression shall, unless the context otherwise requires, include its permitted successors and assigns);

AND

<<Company Name>>, company registered under the provisions of the Indian Companies Act, 1956/2013 or a partnership firm registered under the Limited Liability Partnerships Act, 2008, having its registered office at <<Company Address>> (hereinafter referred to as '**System Integrator/SI**' which expression shall, unless the context otherwise requires, include its permitted successors and assigns).

Each of the parties mentioned above are collectively referred to as the '**Parties**' and individually as a '**Party**'.

WHEREAS:

PFRDA is desirous to implement the project for “SELECTION OF SYSTEM INTEGRATOR(SI) FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION (HRMS AND FINANCE) ALONG WITH MOBILE APP FOR HRMS” which will be a comprehensive, structured, and seamlessly integrated software solution for managing and automating its internal activities including HRMS, Payroll management, Finance and Accounts and other ancillary modules for improving the efficiency and efficacy of these operations.

In furtherance of the same, PFRDA undertook the selection of a suitable System Integrator through an open competitive Bidding process for implementing the Project and in this behalf issued Request for Proposal

(RFP) dated <<dd/mmm/yyyy>> on PFRDA website www.pfrda.org.in under Tenders Section and <https://eprocure.gov.in/epublish/app> on <---date---> and publish of the advertisement in Times of India on <---date---> with the last date of submission was <---date---> .

The successful bidder has been selected as the System Integrator on the basis of the bid response set out as *Schedule-IV* of this Agreement, to undertake the Project, its roll out and sustained operations.

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

1. Definitions

- i. **Adverse Effect:** means material adverse effect on
 - a) The ability of the System Integrator to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of this Agreement and/or
 - b) The legal validity, binding nature or enforceability of this Agreement;
- ii. **Agreement:** means this Agreement together with all Articles, Annexures, Schedules and the contents and specifications of the RFP;
- iii. **Applicable Law(s):** means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision applicable to the relevant party and as may be in effect on the date of the execution of this Agreement and during the subsistence thereof, applicable to the Project;
- iv. **Application:** means the project or software application developed as a part of scope of work set out in this agreement.
- v. **Application Downtime:** means the time for which user/s is not able to access the application. However, in calculating downtime, scheduled downtime (for example, backup time, batch processing time, routine maintenance time) would not be considered;
- vi. **Assets:** means entire hardware and software, network or any other information technology infrastructure components used for

the Project and other facilities leased / owned / operated by the System Integrator exclusively in terms of ensuring their usability for the delivery of the Services as per this Agreement.

- vii. **Software:** means the application software/product/customization components designed, developed, tested and deployed by SI for the purposes of rendering the services and includes the source code along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements effected to such software during the tenure of appointment, on such products, proprietary software components and tools deployed by SI.
- viii. **Business Hours:** means the working time for PFRDA users which is 9:30 AM to 6:00 PM. Cloud or Server and other components which enable successful usage of the software application of PFRDA, the working time should be considered as 24 hours for all the days of the week. It is desired that IT maintenance, other batch processes (like backup) etc. should be planned so that such backend activities have minimum effect on the performance;
- ix. **Confidential Information:** means all information including PFRDA Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
- x. **Deliverables:** means the products, infrastructure and services agreed to be delivered by the System Integrator in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications;
- xi. **PFRDA Data:** means all proprietary data of the department or its

nominated agencies generated out of operations and transactions, and related information including but not restricted to user data which the System Integrator obtains, possesses or processes in the context of providing the Services to the users pursuant to this Agreement;

- xii. **Effective Date:** means the <<date>> where this contract starts
- xiii. **Force Majeure:** means any event which is unforeseeable, beyond the control of the affected party and materially affects its capacity to perform this Agreement. Such events may include: war, civil war, insurrection, riots, revolutions, fire, floods, epidemics, quarantine, strikes and earthquakes
- xiv. **GoI:** means the Government of India;
- xv. **Intellectual Property Rights:** means and include all rights in the application, its improvements, upgradations, enhancements, modified versions that may be made from time to time, source code and object code of the software and include all rights relating to designs, copyrights, trademarks, patents, trade secrets and other rights therein.
- xvi. **Material Breach:** means a breach by either Party (PFRDA or System Integrator) of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure;
- xvii. **Parties:** means PFRDA and System Integrator for the purposes of this Agreement and "Party" shall be interpreted accordingly;
- xviii. **Performance Bank Guarantee:** mean the guarantee provided by SI from a scheduled bank in favor of PFRDA for the performance of its obligations under this Agreement
- xix. **Planned Application Downtime:** means the unavailability of the application services due to maintenance activities such as configuration changes, up gradation or changes to any supporting infrastructure wherein prior intimation (at least two working days in advance) of such planned outage shall be given and approval sought from the PFRDA as applicable;
- xx. **Project:** means the software system as per the Scope of work in RFP
- xxi. **Project Implementation:** means Project Implementation as per

the testing standards and acceptance criteria stated in RFP document

- xxii. **Replacement System Integrator:** means any third party that PFRDA appoint to replace System Integrator upon expiry of the Term or in the event of termination of this Agreement to undertake the Services or part thereof;
- xxiii. **Required Consents:** means the consents, waivers, clearances and licenses to use PFRDA's Intellectual Property Rights and other authorizations as may be required to be obtained for the System and other items that PFRDA or their nominated agencies are required to make available to System Integrator pursuant to this Agreement;
- xxiv. **Services:** means the services delivered to the Stakeholders of PFRDA, employees of PFRDA, created, procured, installed, managed and operated by the System Integrator;
- xxv. **SLA:** means the Performance and Maintenance Service Level Agreement executed;
- xxvi. **System:** means the System designed, developed / customized, tested and deployed by the System Integrator for the purposes of the Project and includes the source code along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project;
- xxvii. **Unplanned Application Downtime:** means the total time for all the instances where the application is not available;
- xxviii. **RFP:** means Request for Proposal for **"SELECTION OF SYSTEM INTEGRATOR(SI) FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION (HRMS AND FINANCE) ALONG WITH MOBILE APP FOR HRMS"**, RFP No. ←---no----->, Dated ←---date----> and Addendum / Corrigendum to the Request for Proposal (if any)

2. Interpretation

In this Agreement, unless otherwise specified:

- i. references to a '**company**' shall be construed so as to include any

company, corporation or other body corporate, wherever and however incorporated or established;

- ii. references to a '**business day**' shall be construed as a reference to a day (other than a Saturday or Sunday or a public holiday as notified by PFRDA) on which the offices of PFRDA are generally open for business;
- iii. System Integrator (SI) or Implementing Agency (IA) has been used for the same entity i.e., bidder selected for the project.

3. Measurements and Arithmetic Conventions

All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR.

4. Priority of Documents

This Agreement, including its Schedules and Annexures, represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:

- (a) This Agreement along with
- (b) the SLA agreement,
- (c) NDA agreement,
- (d) Schedules and Annexures;
- (e) the RFP along with subsequently issued corrigenda
- (f) Technical and financial proposal submitted by the successful bidder, to the extent they along with subsequently issued clarifications furnished by the Implementation Agency in response to the RFP, to the extent they are not inconsistent with any terms of the RFP.

For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail

over the contents and specifications of the RFP.

5. Basic understanding

SI hereby confirms that:

- i. It has understood the functions which it has to perform and the obligations it has to discharge as SI as detailed in this Agreement.
- ii. It has the required skills, technical knowledge, qualified personnel and expertise to carry out its functions and obligations and to provide the services under this Agreement and will build the necessary infrastructure for the purpose.
- iii. SI possesses the consents of appropriate authorities, licenses, permits and approvals as are necessary for carrying out its functions and obligations under this Agreement.

The parties hereby agree that the above is the basic understanding and based on which PFRDA has entered into this Agreement.

6. Scope of the Project

The broad scope of work of the System Integrator shall be to:

- i. Design, develop and implement the project for PFRDA as mentioned in the RFP.
- ii. Provide necessary software, infrastructure and hosting services on MeitY empaneled GCC/VPC.
- iii. Provide warranty, operations, helpdesk and maintenance support for the period as mentioned in the RFP to ensure successful rollout and acceptance of the system among stakeholders.

Detailed scope of work for the SYSTEM INTEGRATOR is outlined in the RFP document titled "**SELECTION OF SYSTEM INTEGRATOR(SI) FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PFRDA INTRANET PORTAL(PINTRA) - INTERNAL DIGITALIZATION (HRMS AND FINANCE) ALONG WITH MOBILE APP FOR HRMS**"

RFP No. <---no----->, Dated <---date---->.

7. Term and Duration of the Agreement

This Agreement shall come into effect on <<dd/mmm/yyyy>> (hereinafter the 'Effective Date') and unless terminated earlier, this agreement shall be in force and effect for a period as defined in RFP.

After the end of the contract period, PFRDA reserves the right to either continue with the existing SI with either same or revised terms and conditions as mutually agreed by both parties or sign a contract with other agency.

8. Conditions Precedent and Effective Date

8.1 Provisions to take effect upon fulfilment of Conditions Precedent

Subject to express terms to the contrary, the rights and obligations under this Agreement shall take effect only upon fulfillment of all the Conditions Precedent set out below. However, PFRDA may at any time at its sole discretion waive fully or partially any of the Conditions Precedent for the System Integrator.

8.2 Conditions Precedent

The System Integrator shall be required to fulfill the Conditions Precedent which is as follows:

- i. to comply with all the conditions stated in RFP, as per the timelines defined in it
- ii. to provide a Performance Security/Guarantee as stated in;
- iii. to provide the PFRDA certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery and performance of this Agreement by the System Integrator

8.3 Extension of time for fulfilment of Conditions

The Parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the Terms of this Agreement.

8.4 Non-fulfilment of the System Integrator's Conditions Precedent

- i. In the event that any of the Conditions Precedent of the System Integrator have not been fulfilled within 30 days of signing of this Agreement and the same have not been waived fully or partially by PFRDA, this Agreement shall cease to exist;
- ii. In the event that the Agreement fails to come into effect on account of non- fulfillment of the System Integrator's Conditions Precedent,

the PFRDA shall not be liable in any manner whatsoever to the System Integrator and the PFRDA shall forthwith forfeit the EMD/Performance Bank Guarantee.

- iii. In the event that possession of any of the PFRDA facilities has been delivered to the System Integrator prior to the fulfillment of the Conditions Precedent, upon the termination of this Agreement such shall immediately revert to PFRDA, free and clear from any encumbrances or claims.

9. Representations and Warranties

9.1 Representations and warranties of the System Integrator

The System Integrator represents and warrants to the PFRDA that:

- i. it is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement;
- ii. it has taken all necessary corporate and other actions under laws applicable to its business to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;
- iii. from the Effective Date, it will have the financial standing and capacity to undertake the Project in accordance with the terms of this Agreement;
- iv. this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms hereof;
- v. the information furnished in the bid response and as updated on or before the date of this Agreement is to the best of its knowledge and belief, true and accurate in all material respects as at the date of this Agreement;
- vi. the execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party;

- vii. it has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement; and
- viii. no sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of PFRDA in connection therewith.

9.2 Representations and warranties of the PFRDA

PFRDA represent and warrant to the System Integrator that:

- i. it has taken all necessary actions under Applicable Laws to authorize the execution, delivery and performance of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;
- ii. this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation enforceable against it in accordance with the terms hereof and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms thereof; and
- iii. all information provided by it in the RFP in connection with the Project is, to the best of its knowledge and belief, true and accurate in all material respects;

10. Obligations of PFRDA

Without prejudice to any other undertakings or obligations of the PFRDA under this Agreement, the PFRDA shall perform the following:

- i. To authorize the System Integrator to interact for implementation of the Project with external entities such as the MeitY empanelled GCC/VPC, System Integrators, Payment/SMS/Email Gateway System Integrators etc.
- ii. To provide the data in the template designed by SI in excel/word format for the purpose of data migration.

11. Obligations of the System Integrator

- i. The following forms illustrative obligations of System Integrator. These are not exhaustive.
- ii. System Integrator shall be solely responsible for the performance and completion of all his obligations.
- iii. It shall provide to the PFRDA, the Deliverables as set out in RFP document.
- iv. It shall perform the Services as set out in RFP and so as to comply with the applicable Service Levels set out with this Agreement.
- v. It shall ensure that the Services are being provided as per the Project Timelines set out in RFP.
- vi. System Integrator will abide by the job safety measures prevalent in India and will free PFRDA from all demands or responsibilities arising from accidents or loss of life, the cause of which is System Integrator's negligence. System Integrator will pay all indemnities arising from such incidents and will not hold PFRDA responsible or obligated.
- vii. System Integrator shall be obliged to give sufficient support to PFRDA's staff, work closely with PFRDA's staff, act within its own authority, and abide by directives issued by PFRDA that are consistent with the terms of the Agreement. System Integrator shall be responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.
- viii. System Integrator shall be responsible for and obligated to conduct all contracted activities with due care and diligence, in accordance with this Agreement and using state-of-the-art methods and economic principles, and exercising all reasonable means to achieve the performance specified in this Agreement.
- ix. Whenever any designated personnel of System Integrator is leaving his job, System Integrator shall immediately inform the same on receipt to give prior information about this to PFRDA.
- x. System Integrator's engineer(s) shall not change the password of network, security devices / applications software / tools without the knowledge of PFRDA's Team. In case they are aware about any password(s), they shall not share it with anyone other than PFRDA's team without prior written approval from PFRDA's Team.
- xi. If necessary, PFRDA may escalate the call to higher authorities of System Integrator. In that case, System Integrator shall put their maximum efforts and deploy their best resources to resolve the calls

at the earliest possible time frame at all locations and ensure appropriate uptime.

- xii. System Integrator shall be responsible for any or all act of its employees that may result in security breach.
- xiii. System Integrator shall assign personnel of appropriate qualifications and experience to perform the services in order to fulfil its obligations.
- xiv. System Integrator shall exercise requisite control and supervision over its personnel in the course of rendering the services and make best efforts to ensure that the services are rendered in a continuous and uninterrupted manner.
- xv. System Integrator shall always respect the confidentiality of all information given to it by PFRDA and shall not divulge such information to any third party or other units without the prior written consent of PFRDA.
- xvi. System Integrator shall promptly install/implement the corrected licensed software and/or maintenance releases at no additional cost or fees or expenses.
- xvii. System Integrator shall undertake regular preventive maintenance of the licensed software.
- xviii. All bug fixations / modifications / enhancements relating to the licensed software shall be done by System Integrator in a time bound manner as per the SLA. The System Integrator shall adopt a common, smooth, timely and effective and satisfactory bug/enhancement handling mechanism.
- xix. System Integrator is obliged to work closely with PFRDA's staff, act within its own authority and abide by directives / instructions issued by PFRDA from time to time.
- xx. System Integrator shall be required to develop, maintain and manage the proposed services to enable PFRDA to meet its requirements. It shall be System Integrator's responsibility to ensure compliance to the requirements of the continued operation of the intended services in accordance with and in strict adherence to the terms of this Bid, the RFP and this Agreement.
- xxi. In addition to the aforementioned, System Integrator shall ensure that System Integrator's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Agreement. System

Integrator shall ensure that the Services are performed through the best efforts of System Integrator's Team, in accordance with the terms hereof and as per Acceptance Criteria. Nothing in this Agreement shall be considered to relieve System Integrator from its liabilities or obligations under this Agreement to provide the Services in accordance with the PFRDA's directions and requirements and as stated in this Agreement and the Bid to the extent accepted by the PFRDA and System Integrator shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.

- xxii. All personnel so employed/engaged by System Integrator shall all times be the employees of System Integrator under all statutes and in case any dispute arises between such personnel and System Integrator, it shall be resolved and settled between them. System Integrator agrees and undertakes that in no way System Integrator shall involve PFRDA in any of their grievances and/or disputes. System Integrator undertakes to indemnify PFRDA against any and all claims, proceedings, actions, damages, losses, costs and expenses arising out of a) such grievances or disputes b) noncompliance of applicable law c) non- payment / delays in payment of dues of its employees d) settlement / payments of any claim or compensation or dues pertaining to employees of System Integrator d) cost of litigation, proceeding including fees of legal professionals engaged by PFRDA for defending or responding or pursuing such litigation / proceedings. System Integrator shall maintain all books and records as are required to be maintained under the applicable rules, regulations and laws including muster roll, wage register, leave register etc. and System Integrator shall be solely and personally responsible and liable for the breach of any or all of the statutory obligations in respect of all its employees etc. engaged under this Agreement and PFRDA shall in no way be held responsible for any breach committed by System Integrator in this regard.
- xxiii. PFRDA shall not be held liable or responsible for any claim (monetary or otherwise), damage (of any kind) or liability suffered by System Integrator and/or its employees, employed / engaged for providing services under this Agreement. System Integrator undertakes that no claim / dispute shall be raised against PFRDA by contractors or employees engaged by the System Integrator.
- xxiv. System Integrator shall supply to the PFRDA, at least 10 (ten) days

prior to the effective date of commencement of works/services or kick-off meeting whichever is earlier, an organization chart showing the proposed organization/manpower to be established by System Integrator for execution of the work/facilities/services including the identities and Curriculum-Vitae of the key personnel to be deployed. System Integrator shall inform PFRDA in writing in advance, of any revision or alteration of such organization charts.

- xxv. System Integrator shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and for all costs/charges in connection thereof or incidental thereto.
- xxvi. System Integrator shall provide and deploy, on the Site for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage/supervise the work in a proper and timely manner.
- xxvii. PFRDA's Representative may at any time object to and require the System Integrator to remove forthwith from on site a supervisor or any other authorized representative or employee of the System Integrator or any person(s) deployed by System Integrator, if, in the opinion of PFRDA's Representative the person in question has misconducted himself. System Integrator shall forthwith remove and shall not again deploy the person in question at the work site without the prior written consent of PFRDA's Representative.
- xxviii. PFRDA's Representative may at any time direct System Integrator to remove from the work / Site System Integrator's supervisor or any other authorized representative including any employee of System Integrator or any person(s) deployed by System Integrator for professional incompetence or negligence or for being deployed for work for which he is not suited. System Integrator shall take necessary steps to remove that person from deployment on the work, which System Integrator shall then forthwith do and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of PFRDA's Representative.
- xxix. System Integrator shall maintain backup personnel and shall promptly provide replacement of every person removed, pursuant to this section, with an equally competent substitute from the pool of backup personnel.

- xxx. In case of change in its team composition owing to attrition, System Integrator shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new member. The exiting team member should be replaced with an equally competent substitute from the pool of backup personnel. System Integrator shall ensure that the project or services should not be adversely affected due to any change in team deployed / engaged to provide Services under this Agreement.
- xxxi. System Integrator shall comply with the provision of all laws including Information Technology Act (as amended), labour laws, rules, regulations and notifications issued there under from time to time. System Integrator shall comply with all norms relating to data protection including any law or rules or regulations that may be in force during the term of this Agreement. All safety and labour laws enforced by statutory agencies and by PFRDA shall be applicable in the performance of this Agreement and System Integrator shall abide by these laws.
- xxxii. System Integrator shall promptly but not later than two days, report to the PFRDA any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- xxxiii. System Integrator shall also adhere to all security requirement/regulations of the PFRDA during the execution of the work.
- xxxiv. System Integrator and its employees shall always adhere to internal security and safety policies of PFRDA.
- xxxv. System Integrator shall put all efforts to ensure that no Computer Virus is introduced onto PFRDA's or any user's computer equipment or systems by any act, omission or negligence of System Integrator or its employees. The User shall mean any entity using services, software, systems etc. provided by PFRDA or licensed to PFRDA.

12. Approvals and Required Consents

The PFRDA shall use reasonable endeavors to assist System Integrator to obtain the Required Consents. In the event that any Required

Consent is not obtained, the System Integrator and the PFRDA will cooperate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for the PFRDA to continue to process its work with as minimal interruption to its business operations as is commercially reasonable until such Required Consent is obtained, provided that the System Integrator shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Required Consents are obtained.

13. Financial Matters

13.1 Terms of Payment and Service Credits and Debits

- i. In consideration of the Services and subject to the provisions of this Agreement and of the SLA, the PFRDA shall pay the System Integrator for the Services rendered in pursuance of this agreement, in accordance with the Payment Milestones set out in this Agreement.
- ii. All payments shall be made to the System Integrator subject to the application of liquidated damages and/or SLA and/or compensation as per Terms and Conditions defined in the RFP.

13.2 Invoicing and Settlement

- i. Subject to the specific terms of the SLA, the System Integrator shall submit its invoices in accordance with the following principles:
- ii. The PFRDA shall be invoiced by the System Integrator for the Services. Generally, and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the System Integrator shall raise an invoice; and
- iii. Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by the PFRDA subject to penalties. The penalties may be imposed on the vendor as per the SLA/Penalties criteria specified in the RFP.
- iv. The PFRDA shall be entitled to delay or withhold payment of any invoice or part of it delivered by the System Integrator. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled post resolution of the dispute. Further, the System Integrator will not claim any interest on the arrear/payment due but not paid from PFRDA. Any exercise by the PFRDA under this Clause shall not entitle the System Integrator to delay or withhold provision of the Services.

14. Bank Guarantee

- i. The Bank Guarantee is required to protect the interest of PFRDA against delay in supply/installation and/or the risk of non-performance of the successful Bidder in respect successful implementation of the project, or performance of the material or services sold, or breach of any terms and conditions of the Agreement, or seek compensation for any breaches stipulated, which may warrant invoking of Bank Guarantee.
- ii. Performance security in form of Bank Guarantee [BG] for the amount with validity period as specified in this RFP strictly on the format at **Appendix- III** is to be submitted by the finally selected Bidder (s). The BG has to be issued by a Scheduled Commercial Bank and needs to be submitted within the specified time of receipt of formal communication from the Authority about their Bid finally selected.

15. Right to termination

PFRDA has the right to terminate this Agreement upon giving 2 month's written notice in that behalf being given by it to SI at any time after the happening of any of the following cases:

15.1 Termination for default

- i. The Authority may, without prejudice to any other remedy for breach of Agreement, give written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
- ii. If the System Integrator fails to deliver any or all the obligations within the time period specified in this agreement and/or RFP, or any extension thereof granted by the Authority.
- iii. If the System Integrator fails to perform any other obligation(s) under the RFP/Agreement.
- iv. Violations of any terms and conditions stipulated in the RFP.
- v. On happening of any termination event mentioned in the RFP/Agreement.
- vi. Prior to providing a written notice of termination to System Integrator, the Authority shall provide System Integrator with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Authority shall have right to initiate action as deemed fit.

- vii. If the Contract is terminated under any termination clause, System Integrator shall handover all documents/ executable/ Authority's data or any other relevant information to the Authority in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Authority. Liability of System Integrator will be considered till submission/ handover of all assets related to the project as per the process defined in Exit Management and approval of PFRDA on the same.
- viii. The Authority's right to terminate the Contract will be in addition to the seeking compensation and/or liquidated damages and other actions as specified in the agreement.

15.2 Termination for Insolvency

The Authority may, at any time, terminate the Contract by giving written notice to System Integrator, if System Integrator becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to System Integrator, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Authority.

15.3 Termination for Convenience

- i. The Authority, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Authority before completion of half of the total Contract period.
- ii. In the event of termination of the Agreement for the Authority's convenience, System Integrator shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

16 . Effects of Termination

- i. Upon termination of this Agreement, the Parties will comply with the **Exit Management** clause as specified in this Agreement.
- ii. If the termination is initiated before go-live, the financial settlement

for the system integrator will be calculated on the basis of approved / signed off deliverables.

- iii. If the exit management is initiated post go-live, the financial settlement for the system integrator will be calculated on the basis of service provided during the warranty or operations and maintenance phase as applicable.

17. Exit Management

- i. Where the Authority intends to continue equivalent or substantially similar services to the Services provided by System Integrator after termination or expiry the Agreement, either by performing them itself or by means of a New/Replacement SYSTEM INTEGRATOR, System Integrator shall ensure the smooth transition to the Replacement SYSTEM INTEGRATOR and shall co-operate with the Authority or the Replacement SYSTEM INTEGRATOR as required in order to fulfil the obligations.
- ii. System Integrator shall co-operate fully with the Authority and shall provide sufficient information to comply with the reasonable requests of the Authority to enable an effective tendering process to take place but shall not be required to provide information or material which System Integrator may not disclose as a matter of law.
- iii. System Integrator shall comply with all reasonable requests by the Authority to provide information relating to the operation of the Services, including but not limited to, hardware and software used, inter-working, coordinating with other application owners, access to and provision of all performance reports, agreed procedures, and any other relevant information (including the configurations set up for the Authority and procedures used by System Integrator for handling Data) reasonably necessary to achieve an effective transition.
- iv. System Integrator shall provide to the Authority an analysis of the Services to the extent reasonably necessary to enable the Authority to plan migration of such workload to a Replacement SYSTEM INTEGRATOR.
- v. System Integrator shall co-operate with the Authority during the handover to a Replacement SYSTEM INTEGRATOR and such co-operation shall extend to, but shall not be limited to, inter-working, coordinating and access to and provision of all operational and performance documents, reports, summaries produced by System

Integrator for the Authority, including the configurations set up for the Authority and any and all information to be provided by System Integrator to the Authority under any other term of this Agreement necessary to achieve an effective transition without disruption to routine operational requirements.

- vi. The exit by the SI would be considered as complete only upon completing all these requirements as given in this exit management document.

18. Transfer of Configuration Management Database

Six (6) months prior to expiry or within 2 (two) months of notice of termination of this Agreement System Integrator shall deliver to the Authority a full, accurate and up to date cut of content from the Configuration Management Database (or equivalent) used to store details of Configurable Items and Configuration Management data for all products used to support delivery of the Services.

19. Transfer of Assets

- i. Six (6) months prior to expiry or within 2 (two) months of notice of termination of the Agreement System Integrator shall deliver to the Authority the Asset Register comprising of:
 - a) a list of all Assets eligible for transfer to the Authority; and
 - b) a list identifying all other Assets, (including human resources, skillset requirement and know-how), that are essential to the delivery of the Services.
- ii. Within 1 (one) month of receiving the Asset Register as described above, the Authority shall notify System Integrator of the Assets it requires to be transferred, (the "Required Assets"), and the Authority and System Integrator shall provide for the approval of the Authority a draft plan for the Asset transfer.

20. Transfer of Software Licenses

- i. Six (6) months prior to expiry or within 2 (two) months of notice of termination of this Agreement System Integrator shall deliver to the Authority all licenses for Software used in the provision of Services which were purchased by/for the Authority.

- ii. On notice of termination of this Agreement System Integrator shall, within 2 (two) months of such notice, deliver to the Authority details of all licenses.

21. Transfer of Software

- i. Wherein PFRDA is the owner of the software, Six (6) months prior to expiry or within 2 (two) months of notice of termination of this Agreement System Integrator shall deliver, or otherwise certify in writing that it has delivered, to the Authority a full, accurate and up to date version of the Software including up to date versions and latest releases of, butnot limited to:
 - a) Source Code and associated documentation;
 - b) application architecture documentation and diagrams;
 - c) release documentation for functional, technical and interface specifications;
 - d) a plan with allocated resources to handover code and design to new development and test teams (this should include architectural design and code 'walk-through');
 - e) Source Code and supporting documentation for testing framework tool and performance tool;
 - f) test results for the latest full runs of the testing framework tool and performance tool on each environment;

22. Transfer of Documentation

Six (6) months prior to expiry or within- 2 (two) months of notice of termination of this Agreement System Integrator shall deliver to the Authority a full, accurate and up-to date set of Documentation that relates to any element of the Services.

23. Transfer of Service Management Process

Six (6) months prior to expiry or within 2 (two) months of notice of termination of this Agreement System Integrator shall deliver to the Authority but not limited to:

- i. a plan for the handover and continuous delivery of the Service
- ii. full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:
- iii. Incidents;
- iv. Problems;
- v. Service Requests;

- vi. Changes;
- vii. Service Level reporting data;
- viii. a list and topology of all tools and products associated with the provision of the Software and the Services;
- ix. full content of software builds and server configuration details for software deployment and management; and
- x. monitoring software tools and configuration.

24. Transfer of Knowledge Base

Six (6) months prior to expiry or within 2 (two) months of notice of termination of this Agreement System Integrator shall deliver to the Authority a full, accurate and up to date cut of content from the knowledge base (or equivalent) used to troubleshoot issues arising with the Services but shall not be required to provide information or material which System Integrator may not disclose as a matter of law.

25. Transfer of Service Structure

Six (6) months prior to expiry or within 2 (two) months of notice of termination of this Agreement System Integrator shall deliver to the Authority a full, accurate and up to date version of the following, as a minimum archive of records

- a) programme plan of all work in progress currently accepted and those in progress;
- b) latest version of documentation set;
- c) Source Code (if appropriate) and all documentation to support the services build tool
- d) Source Code, application architecture documentation/diagram and other documentation;
- e) project plan and resource required to hand Service Structure capability over to the new team.

26. Training Services on Transfer

- i. System Integrator shall comply with the Authority's reasonable request to assist in the identification and specification of any training requirements following expiry or termination. The purpose of such training shall be to enable the Authority or a Replacement SYSTEM

INTEGRATOR to adopt, integrate and utilize the Data and Assets transferred and to deliver an equivalent service to that previously provided by System Integrator.

- ii. System Integrator shall produce for the Authority's consideration and approval Six (6) months prior to expiry or within 2 (two) months working days of issue of notice of termination:
 - a) A training strategy, which details the required courses and their objectives;
 - b) Training materials (including assessment criteria); and
 - c) a training plan of the required training events.
- iii. System Integrator shall schedule all necessary resources to fulfil the training plan, and deliver the training

27. Transfer Support Activities

- i. Six (6) months prior to expiry or within within 2 (two) months of issue of notice of termination, System Integrator shall assist the Authority or Replacement SYSTEM INTEGRATOR to develop a viable exit transition plan which shall contain details of the tasks and responsibilities required to enable the transition from the Services provided under this Agreement to the Replacement SYSTEM INTEGRATOR or the Authority, as the case may be.
- ii. The exit transition plan shall be in a format to be agreed with the Authority and shall include, but not be limited to:
 - a) a timetable of events;
 - b) resources;
 - c) assumptions;
 - d) activities;
 - e) responsibilities; and
 - f) risks.
- iii. System Integrator shall supply to the Authority or a Replacement SYSTEM INTEGRATOR specific material including but not limited to:
 - a) Change Request log;
 - b) entire back-up history;
 - c) Incident log book
 - d) Asset Register, problem management system and operating procedures.

- iv. On the date of expiry System Integrator shall provide to the Authority refreshed versions of the materials which shall reflect the position as at the date of expiry.

28. Training, hand-holding and knowledge transfer

- i. The System Integrator shall hold technical knowledge transfer sessions with designated team of the Authority and/or any designated agency in the last three (03) months of the project duration.
- ii. The System Integrator shall hold operational hand-holding sessions on the Application software with the designated officers/ staff members of the Authority, so that the Authority can continue with the application even after System Integrator exits the project.

29. Limitation of Liability

- i. System Integrator 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 to the extent that such delay or failure has arisen as a result of any delay or failure by PFRDA or third-party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that the SI is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of PFRDA, then the Solution Provider 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 the SI is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of PFRDA. Such failures or delays shall be brought to the notice of PFRDA, immediately within two (02) days of occurrence such failures or delays and subject to mutual agreement with PFRDA, the Solution Provider shall take such actions as may be necessary to correct or remedy the failures or delays and maintain record of all such incidents.
- ii. Notwithstanding anything contained in this Agreement the total cumulative liability of either party arising from or relating to this Contract shall not exceed the total amount paid to the Solution Provider by PFRDA under this Agreement (excluding the taxes, reimbursements etc.) during the 12 months prior to the claim date

that gives rise to such liability (as of the date the liability arose); provided, however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct or (b) indemnification against third party claims for infringement.

30. Force Majeure

- i. Notwithstanding the provisions of terms and conditions contained in this RFP and or Agreement, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of System Integrator and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. If a Force Majeure situation arises, System Integrator shall promptly notify the Authority in writing of such condition and the cause thereof. Unless otherwise directed by the Authority in writing, System Integrator shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. If the Force Majeure situation continues beyond 60 (Sixty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, System Integrator shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.

31. Notices

Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing and to be confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date whichever is later.

32. Confidentiality

Subject to the NDA executed between the parties, In the course of performing its functions and obligations under this Agreement, System Integrator shall maintain strict secrecy, confidentiality and privacy in respect of the confidential records and information that has come to its possession or knowledge.

- i. System Integrator shall keep confidentiality of the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems.
- ii. It is agreed between PFRDA and System Integrator that PFRDA has a right to prevent or prohibit System Integrator at any time from disclosing any information and records to any person and System Integrator shall abide by such decision except as required by any Statutory bodies or by due process of law.
- iii. System Integrator agrees that it shall ensure that all its employees, agents, System Integrators and any another related stakeholder are bound by nondisclosure agreement, and shall provide the same as per the terms stated in RFP.

33. Intellectual Property Rights and Ownership

- i. All Custom Software/customizations developed and furnished solely and exclusively for PFRDA under this Agreement, shall be deemed a work made for hire, for the sole benefit of and belonging exclusively to PFRDA. All rights, title and interest in and to such Custom Software/customizations and all copies thereof, in whatever medium (and including all Moral Rights thereto) throughout the world shall become owned exclusively by PFRDA. Intellectual property and Source Code in the deliverables/software developed under this Agreement vest with PFRDA upon the delivery and acceptance of deliverables and the receipt of payment by Solution Provider.
- ii. System Integrator and its employees and agents expressly waive any and all moral rights in the Custom Software, and any elements thereof, created, performed, contributed or prepared by System Integrator and its employees and agents pursuant to this Agreement. PFRDA shall have the exclusive right to obtain and hold in its own name, all the Intellectual Property Rights in such Custom Software.

- iii. System Integrator shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified PFRDA against all cost, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from use of the technology / Software / products or any part thereof in India or abroad, for Software licensed/developed as part of this engagement. In case of violation/infringement of patent/ trademark/ copyright/ trade secret or industrial design or any other Intellectual Property Right of third party, System Integrator shall, after due inspection and testing, without any additional cost (a) procure for PFRDA the right to continue to using the Software supplied; or (b) replace or modify the Software to make it non-infringing so long as the replacement to or modification of Software provide substantially equivalent functional, performance and operational features as the infringing Software which is being replaced or modified; or (c) to the extent that the activities under clauses (a) and (b) above are not commercially reasonable, refund to PFRDA all amounts paid by PFRDA to System Integrator under this RFP/Agreement.
- iv. System Integrator shall give PFRDA all reasonable assistance required to perfect the foregoing rights to the Custom Software/customizations, including (but not limited to) directing its employees to execute all applications for patents, trademarks, and/or copyrights, domestic and foreign, assignments and other papers necessary to secure and enforce rights related to any Custom Software.
- v. PFRDA acknowledges that in performing Services under this Agreement, System Integrator may use System Integrator's proprietary materials including without limitation any software (or any part or component thereof) tools, methodologies, processes, ideas, know-how and technology or any improvements, enhancements, modifications or customization thereto (System Integrator Pre-Existing IP).
- vi. Notwithstanding anything to the contrary contained in this Agreement, System Integrator shall continue to retain all the ownership rights, title and interests to all System Integrator Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting System Integrator from using System

Integrator Pre- Existing IP in any manner. To the extent that any System Integrator Pre-Existing IP or a portion thereof is incorporated or contained in a Deliverable under this Agreement, Solution Provider hereby grants to PFRDA a fully paid-up, irrevocable, non- exclusive, license for non -commercial use throughout the territory of India to access, replicate and use any System Integrator Pre-Existing IP (in connection with the Deliverables and only as part of the Deliverables in which they are incorporated or embedded) which are (a) embedded in the Systems; or (b) necessary for the proper utilization of the *Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS*, provided by System Integrator, including all inventions, designs and marks, embodied therein in perpetuity.

- vii. The foregoing license does not authorize PFRDA to:
- i. separate System Integrator Pre-Existing IP from the Deliverable in which they are incorporated for creating a standalone product for marketing to others; or
 - ii. independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the System Integrator Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or reverse compile or in any other way arrive at or attempt to arrive at the source code of the System Integrator Pre-Existing IP.
- viii. Notwithstanding anything to the contrary set forth anywhere else in the RFP or the Agreement, System Integrator shall not use any third party or the System Integrator's proprietary software in the implementation of the *Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS* that is not available to PFRDA in the market on reasonable commercial terms. System Integrator shall identify all software and hardware that is necessary for the proper performance of the *Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS* clearly to PFRDA prior to execution of this Agreement.
- ix. All the Intellectual Property Rights in the third-party software used in providing services including those forming part of or incorporated into the deliverables referred to above shall remain with the

respective third party owners/ System Integrator's licensor and PFRDA shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.

- x. If any of the Deliverables is held or is believed by System Integrator to infringe third party intellectual property rights, System Integrator shall have the option, at its expense, to:
 - i. modify the Deliverables so as to make it non-infringing, or
 - ii. obtain for PFRDA a license to continue using the Deliverables.

34.Liquidated Damages

If the System Integrator fails to deliver product/services within the stipulated time, schedule as specified in this RFP/ Agreement, the Authority may, without prejudice to its other remedies under the RFP/ Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages as defined in SLA and Liquidated damages at **Appendix-V**. Once the maximum deduction is reached, the Authority may consider termination of the Agreement.

35.Indemnities

- i. System Integrator shall be liable to indemnify PFRDA, at its own cost and expenses, against all losses/damages, which PFRDA may suffer on account of violation by System Integrator of any or all national/international trade laws, norms, standards, procedures etc. in relation to provision of services and deliverable under this Agreement.
- ii. SI shall be solely responsible for and shall indemnify and keep PFRDA, its employees, agents, officers and directors indemnified and harmless from and against all costs (including but not limited to litigation expenses and attorney's fees), expenses, losses, liabilities, fines, penalties, damages, claims, demands, actions or proceedings whatsoever for arising out:
 - a. any death or personal injury caused by any act or omission of System Integrator, its employees or agents;
 - b. any third party claims for infringement of a copyright, patent, trademark or other intellectual property right of any third party

including claims made by agents of the System Integrator against PFRDA for any breach committed by the System Integrator in relation to such third parties;

- c. any claims arising out of the breach of any applicable laws by the System Integrator, its employees or agents;
- d. any claims arising out of breach of the terms and conditions of confidentiality, non-disclosure, non-solicitation and related terms and conditions.

Notwithstanding the foregoing; System Integrator shall not be obliged to indemnify PFRDA if the claim mentioned therein arises out of any:

- a. use of the services, deliverable, developed materials and other materials provided to PFRDA by System Integrator in a manner or purpose not intended by the Project Plan or against specific instructions of the System Integrator, or
- b. use of the services, deliverable, developed materials and other materials provided to PFRDA by the System Integrator in conjunction with third party materials of services if the claim of infringement would not have arisen in the absence of such use, or
- c. use of the services, deliverable, developed materials and other materials provided to PFRDA by the System Integrator that are being designed or made to specifications to the order of PFRDA, or
- d. if the infringement is occasioned by a modification to the services, deliverable, developed materials and other materials provided to PFRDA by the System Integrator.

36. Disputes/Arbitration

- i. Any and all disputes between the Parties arising out of or in connection with this Agreement, or its performance, or touching any aspect thereof shall, so far as possible, be settled amicably among the parties within 30 days after receipt of notice thereof from the party raising the dispute. In case the Parties failed to reach an amicable settlement, any and all disputes between the Parties arising out of or in connection with this Agreement or its performance, or touching any aspect thereof shall be settled by way of arbitration to be conducted under the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time, by a sole arbitrator to be appointed with the consent of both the parties. Failing any agreement to appoint a sole arbitrator as aforesaid, each party shall appoint one arbitrator,

and the two appointed arbitrators shall appoint a third arbitrator, who shall act as the presiding arbitrator. Any further proceedings out of or in relation to such arbitration proceedings, which either party to this agreement may wish to initiate against the other, shall be instituted to the exclusive jurisdiction of courts at New Delhi only.

- ii. System Integrator shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Authority or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
- iii. Arbitration proceeding shall be held in Delhi, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
- iv. Subject to the arbitration clause, only the Courts at New Delhi shall have exclusive jurisdiction to try any disputes arising between the parties, under this agreement or touching any aspect thereof.

37.Amendment

Any amendment to this Agreement shall be made with by mutual written consent of both the Parties.

38.Miscellaneous

- i. The personnel assigned by System Integrator to perform the Services shall be employees of System Integrator, and under no circumstances shall such personnel be considered employees of PFRDA. The System Integrator shall have the sole responsibility for the supervision and control of the personnel deployed in the Project and for payment of such personnel's compensation, including salary, withholding of income taxes and social security taxes, worker's compensation, employee and disability benefits and the like and shall be responsible for all obligations of an employer subject to Applicable Law.
- ii. The System Integrator shall use its best efforts to ensure that sufficient System Integrator personnel are assigned to perform the Services and that such personnel have appropriate qualifications to perform the Services. After discussion with System Integrator, PFRDA shall have the right to require the removal or replacement of

any System Integrator personnel performing work under this Agreement based on bonafide reasons. In the event that PFRDA requests that any System Integrator personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule.

- iii. In the event that the PFRDA and System Integrator identify any personnel of System Integrator as "Key Personnel", then the System Integrator shall not remove such personnel from the Project without the prior written consent of PFRDA unless such removal is the result of an unavoidable circumstance including but not limited to resignation, termination, medical leave, etc.
- iv. Each Party shall be responsible for the performance of all its obligations under this Agreement or the SLA as the case may be and shall be liable for the acts and omissions of its employees and agents in connection therewith.

This Agreement shall be with effect from <<dd/mmm/yyyy>>.

In WITNESS WHEREOF the parties hereto have executed this Agreement as of the day and year herein above written.

SIGNED for and on behalf of
PFRDA, (PFRDA)
By Sh.

SIGNED for and on behalf of
System Integrator (SI)
By Sh.

Signature_____

Signature _____

Witness_____

Witness _____

Name:

Name:

Place:

Place:

Date:

Date

SCHEDULE –I: Implementation Timelines

The total timeframe for the project will be for **six (06) years including development and implementation period (Go-live) of Nine (09) months** from the date of award of the contract to the successful bidder, three (03) months of stabilization period, one (01) year of warranty and four (04) years of AMC.

Milestones	Indicative Key Deliverables / Activities	Indicative time duration (in months)
Issue of Purchase Order		
Signing of Agreement/ Contract	Within 30 days of receiving the letter of offer from PFRDA	T (date of the signing of the contract)
Requirement Gathering (As-is & To-Be Analysis)	<ul style="list-style-type: none"> Understand the existing processes, workflows, Infrastructure etc. Propose interactive User interfaces with Functionalities for seamless and integrated solution 	T+2
Documentation	<ul style="list-style-type: none"> Functional Requirement Specification (FRS) System Requirement Specifications (SRS) 	T+3
Development – Customization/ Configuration/ 3rd Party Integration	<ul style="list-style-type: none"> Development/Customization Integration Source code 	Development to be in agile methodology

Data Migration	<ul style="list-style-type: none"> Data Migration strategy, Execution of design, development, and testing of all data extract, Completion of data migration activities 	
Deployment	<ul style="list-style-type: none"> Setting up of test environment, Installation, Commissioning, Implementation and security check Manuals 	
Testing (SIT & UAT)	<ul style="list-style-type: none"> Certificate for completion of Testing – SIT and UAT, estimated plans / Test Scripts and Sample test data 	
Implementation	<ul style="list-style-type: none"> Completion of VAPT, Deployment, Security Audit, Audit Compliance 	
Training	<ul style="list-style-type: none"> User and Technical Documentation, Client Training, Feedback from Users, Client Handbook 	

Design, development, implementation and maintenance of PFRDA Intranet portal (PINTRA)- Internal digitalization (HRMS and Finance) along with Mobile App for HRMS

Go Live	<ul style="list-style-type: none"> • Deployment in production environment 	T+9
Stabilization	<ul style="list-style-type: none"> • Certificate of Completion(90 days after Go Live), feedback from PFRDA Employees 	T+12
Warranty, Support & Maintenance	<ul style="list-style-type: none"> • Post Go-LIVE and stabilization period, one (01) year of Warranty period and four (04) years of Annual Maintenance Contract (AMC) after the expiry of the Warranty • Version Update and Upgrades 	<ul style="list-style-type: none"> • One-year warranty • Four years AMC post warranty

In case of delay in completion of milestone(s) due to any reason which will result in enhancement of time duration for submission of the respective deliverable, total time duration of the project as indicated in the above table will be extended as approved by the Authority.

SCHEDULE – II: Payments Schedule

<<Payment schedule will be placed here>>

SCHEDULE – III: RFP Document

<<Published RFP document including corrigendum/Addendum, if any>>

SCHEDULE – IV: BID Response from SI

<<Bid response from SI will be placed here>>

****End of document****