

NATIONAL PENSION SYSTEM TRUST

ITB - NPST/19/13/12/1/2021-IT - SELECTION OF SOLUTION PROVIDER FOR SUPPLY, DEVELOPMENT, IMPLEMENTATION, MAINTAINENCE AND HOSTING OF DIGITAL COMPLIANCE MONITORING SYSTEM AT NATIONAL PENSION SYSTEM TRUST

CORRIGENDUM TO THE ITB

S.No	Reference (Section, Sub-Section, Sub-Point, Page No)	Existing clause	Revised clause
1	Section V	No existing clause	<p>40.A. LIMITATION OF LIABILITY: The solution provider's aggregate liability under the contract shall be limited to the extent of the total amount for which the contract is awarded. This limit shall not apply to the Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided by the solution provider to fulfil the scope of the work under the contract, breach of any representation or warranty by the solution provider, bodily injury (including loss of life) and damage to tangible property caused by the solution provider.</p>
2	Section III, Page no 36	<p>The system shall be under a warranty of nine months from the date of live implementation* during which additions/modifications/bug fixing shall be done without any extra charge by the bidder. Further all upgrades, patches, and statutory changes would be provided free of cost during the warranty and AMC period. The warranty period would start from the date of live implementation of the system. The</p>	<p>The system shall be under a warranty of nine months from the date of live implementation* during which additions/modifications/bug fixing shall be done without any extra charge by the bidder. Further all upgrades, patches, and statutory changes would be provided free of cost during the warranty and AMC period. The warranty period would start from the date of live implementation of the system. The warranty period is 9 months irrespective of the implementation period.</p>

		period of implementation will correlate to the period of warranty	
3	Section IV, Financial bid format, Page no 61, Point no 3	Support Manpower Cost (Post Warranty period) - From second year onwards	Support Manpower Cost (Post Warranty period)
4	Section IV, Details of Financial bid, Page no 62, Point 'C'	Support Manpower(From Second Year Onwards , post warranty) – Annual basis	Support Manpower (post warranty) - Annual basis
5	Section IV, Financial bid form, Page no 60, Point no 6	The following table summarizes the option provided by the bidder and cloud resources are procured by the	The following table summarizes the model provided by the bidder that are procured by the NPS Trust under this ITB
6	Section III, 10. Delivery, Page no 34, Point 10 (ii)	Within twenty eight (28) weeks of date of issuance of purchase order	Within twenty eight weeks from the date of completion of the activity under 10 (i)
7	Section II, Performance Security Deposit, Page no 22	The successful bidder will have to submit a Performance Security Deposit equivalent to 10% of the contract value (including GST) awarded to the bidder	The successful bidder will have to submit a Performance Security Deposit equivalent to 3% of the total contract value (including GST) awarded to the bidder
8	Section V, 12. Payment, Page no 67, Point 12.2	NPS Trust shall not pay any charge / compensation for late payments.	Payment shall be released by NPS Trust within 45 days from the date of confirmation of satisfactory receipt of services by the user department of NPS Trust. However, NPS Trust shall not pay any charge / compensation for late payments.

9	Section II, Minimum Eligibility Criteria, Page no 19. S.No.1	Should be a Company registered under Indian Companies Act. DOCUMENTS TO BE SUBMITTED: Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office	Should be a Company registered under Indian Companies Act or a LLP registered under the Limited Liability Partnership Act in India. DOCUMENTS TO BE SUBMITTED: Certificate of Incorporation, Memorandum & Articles of Association
10	Section III, Existing Work Flow, Page no 32	Initially, number of users of intermediaries / functional users of NPS Trust and PFRDA users is estimated to approximately 40 users. The same is scalable depending on the requirement of NPS Trust.	Initially, number of users of intermediaries / functional users of NPS Trust and PFRDA users is estimated to approximately 50 users. The same is scalable depending on the requirement of NPS Trust.

Revised Key Activities and Dates (Section II)			
		Timeline as per ITB	Revised Timelines
(a)	Issuance of Invitation to Bid (ITB)	T	T (1st September 2021)
(b)	Last date and time for receiving queries from bidders	T+10 till 18:00 hrs.	No Change
(c)	Response to queries and pre-bid meeting	T+12 at 11:00 hrs.	Pre-bid meeting held on 13.09.2021 and clarification upload date 21.09.2021
(d)	Last Date and time for submission of bids	T+21 at 15:00 hrs.	04.10.2021 at 15:00 hrs.
(e)	Opening of technical bids	T+21 at 15:30 hrs.	04.10.2021 at 15:30 hrs.
(f)	Announcement of list of bidders meeting minimum eligibility criteria	T+24	10.10.2021
(g)	Presentation of the bidders who have met minimum eligibility criteria	T+30, NPS TRUST, 14th floor, IFCI Tower, 61, Nehru Place, New Delhi-110 019.	21.10.2021 and 22.10.2021
(h)	Announcement of list of Technically qualified bidders	T+33	27.10.2021
(i)	Opening of Financial bids of technically qualified bidders	T+37, NPS TRUST, 14th floor, IFCI Tower, 61, Nehru Place, New Delhi-110 019.	29.10.2021, NPS TRUST, 14th floor, IFCI Tower, 61, Nehru Place, New Delhi-110 019.
(j)	Issue of Letter of Intent to the successful bidder	T+ 40	03.11.2021
(k)	Acceptance of Letter of Intent and submission of performance security by successful bidder	T+47	10.11.2021
(l)	Issue of firm purchase order	T+52	15.11.2021

CLARIFICATION TO THE PRE-BID QUERIES

CLARIFICATION TO THE PRE-BID QUERIES				
S.No	Reference (Section, Sub-Section, Sub-Point, Page No)	Content of the ITB requiring clarification	Points for clarification(s)	Clarification
1	Section IV, Financial Bid form, Page no 60	The bidder shall quote consolidated fee (inclusive of all statutory taxes as applicable)	TAX RELATED QUERIES: There should be provision to raise invoices as per prevailing tax rates, in case there is change in tax rates. GST should be exclusive and will be invoiced based on rates applicable on the date of invoicing. Any new taxes introduced as part of regulatory changes will be paid by customer. Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer. Please confirm if taxes in the form mean GST. Also request that any changes to GST be a pass-through	Invoices are to be raised by the solution provider as per the then prevailing tax rates
2	Section III, Page no 35-36, Point no 13,14	Responsibilities of the NPS Trust - Appoint security auditor for audit and certification. Responsibilities of the bidder - The digital solution should be certified by the Security Auditor before hosting the solution.	SECURITY AUDITOR RELATED QUERIES: Please confirm if the bidder needs to provision for any Third party security audit. Please confirm if the Security Auditor Payment will be borne by NPS. Do bidder need to perform the audit or any third party will be involved for the assessment? Do bidder need to mention the Security Audit fees explicitly as a different line item or need to be included in any Service Line item	Security auditor will be appointed by NPS Trust at its cost.

3	Section III, Activity#5, Page no 46	The application source code and related documentation will be the property of the NPS Trust without any preconditions.	The solution offered is an OEM product and not a be-spoke development. Since any OEM tool's code will not be shared as it is their IP. Please clarify Who will own the IP?	The application source code and the IP created for the customized solution will be the property of NPS Trust without any pre-condition.
4	Section III, Activity#5, Page no 46	In the case of the application being a customized product and difficult to concede the IP rights of by the bidder, an escrow arrangement should be made to deposit the source code of the proposed solution	Since the solution offered is in hosted SAAS environment and not a perpetual license. The need for escrow arrangement may not be required.	Please refer to the ITB in the relevant section
5	Section III, Page no 39-40	A browser based, tab/ smart phone based interface to view reports. Capability to embed visualization in other web-portals/ mobile Apps	Is mobile App required as a part of the solution? Please confirm if there is any requirement of a mobile app or the web interface needs only to be compatible with mobile browsers.	No. Mobile app is not required in the current scope of the project. The web interface needs to be compatible with the mobile browsers. However, the system should have capability to address the need of app in the future.
6	Section III, Broad scope of work, Detailed scope of the project, Page no 33, 39	Allow system integration for regular flow of data. Ability to integrate with LDAP / OAUTH/ ADS / any other enterprise authentication mechanism for single sign on.	List of external agencies to be integrated, technical details of all the systems to be integrated into the proposed platform, Assuming authentication system exist and solution shall integrate with the same. Is there any requirement to integrate with any third party or external system for data? Which are the source systems to which the system needs to integrate with?	There is no integration requirement with any external or third party system envisaged in the present scope of the project. However, solution should be capable of adopting future requirements / phase two of the project for integration with any third party applications / tools / systems as per the requirement of NPS Trust
7	Section III, Backup and Restore Services, Page no 54, Point no 2	Monitoring and enhancing the performance of scheduled backups, schedule regular testing of backups and ensuring adherence to related retention policies as defined by the NPS Trust	What is the retention period for storing the reporting data?	The data is required to be retained for 10 years.

8	Section III, Existing work flow, Page no 32	Total data size generated per month would be around 500 MB initially and the same is also scalable.	Total number of transaction volume to be supported and growth expectation. Volumetrics of information - incremental on daily / weekly / monthly basis. Increase in data volume. Average / Maximum data in one upload.	Total data size generated per month would be around 500 MB initially. Per upload data size varies depending on the reports indicated in the Annexure-V (page no 84). The data volume size is expected to grow up to 10% Y-O-Y
9	Section III, Existing work flow, Page no 32	Initially, number of users of intermediaries / functional users of NPS Trust and PFRDA users is estimated to approximately 40 users. The same is scalable depending on the requirement of NPS Trust.	Kindly share the total number/count of user, who will be using the proposed system and can potentially reach out to Helpdesk team for any interruption in services. Kindly advise the number of subscribers for the NPS portal. Please confirm the maximum expected user concurrency. Please give a tentative projection of increase in data and number of users Y-o-Y. How much user churn is expected on Y-o-Y	The number of users (initially around 50) would be the potential users who can reach out to the helpdesk team. The "subscribers of NPS/APY" will not be accessing the Digital Compliance Monitoring System. The maximum expected concurrent users are the number of users. The maximum increase in the number of users is up to 100% in 5 years. However, this is an online platform which the users will be accessing. Internal NPS Trust users would be play dual role of users and editors.
10	Section III, Activity#7, Page no 47	SP is also required to perform the migration of data and documents to the production instance for the NPS Trust and need to ensure that system is operational in all aspects.	Does bidder need to migrate existing data to new platform? If yes, is there digitalization of data also involved or data to be provided in digital form (PDF, word etc.)? Is the processed output of historic reports to be migrated into the new system? Please share type of legacy data	Data Migration / Legacy data migration / data digitization from hardcopy does not fall under the present scope of the project. However, solution should be capable of adopting future requirements / phase two of the project for data migration as per the requirement of NPS Trust
11	Section III, Detailed scope of the project, Page no 36	Cloud provisioning and application hosting, including operation and maintenance of associated application as per defined SLAs	Please clarify if cloud infrastructure is to be provided by bidder or will NPST provide it. Please clarify Who will provide all environment (development, testing, staging/pre-prod and prod). Due to some	The cloud infrastructure will be provided by the bidder. NPS Trust does not have any cloud infrastructure presently. In the turnkey project, the infrastructure

			unforeseen situation like Pandemic etc. NPS has to allow WFH without any extra cost to SI for connectivity for e.g. VPN etc. Please elaborate if any underlying Cloud Service provider	support and cost related to it shall be ensured by the bidder.
12	Section III, Page no 48	Manage the instances of storage, compute instances, and network environments. This includes department-owned & installed operating systems and other system software that are outside of the authorization boundary of the SP	We understand that department owned and installed system software also needs to be managed by SP. Need more clarity on "System software that are outside the authorization boundary of the SP". Please validate that network will be provided by NPST. Please clarify if we need to provide load balancing tool	Presently there is no system owned by NPS Trust. System should be open enough to accept future requirements of NPS Trust. The solution envisaged will be the platform on which operations will be commissioned. In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder. In the NPS Trust premises, the internet / network facility will be provided by NPS Trust for the resources deployed
13	Section VI, Page no 80	Service Criteria: Monitoring Mechanism - EMS	Does NPS Trust have an existing EMS which will be used of monitoring or bidder need to propose/supply the same?	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder.
14	Section III, Page no 39	Capability of raising exception alarms (e.g. email notification)	Please confirm that any SMS and email gateway will be provisioned by NPST. Which communication mechanism (email/SMS) is required to send reminders or follow up etc.? Is SP needs to provide email & SMS gateway as per of scope.	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder. Please refer to the ITB in the relevant section.
15	Section III, Page no 39	Data analytics and business intelligence	We are assuming that this is a cloud base reporting solution which will cater self-service also.	Bidder is responsible to provide all the infrastructure support to meet the scope of the project

16	Section III, Page no 39	Built-in ETL and/or strong integration with leading data preparation platforms	Please clarify what is meant by data preparation platforms	DPT is a tool which allows users to further refine and prepare data for business use. Supports curated dataset for data analytics. The tool will be deployed in server provided by the bidder and data received from intermediaries will be processed through this tool before the data hits the data base. This is a new project and data collation is the scope of the project. Please refer to ITB for the process flow of data collation.
17	Section III, Backup and Restore Services, Page no 54, Point no 5	Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fireproof cabinets (onsite and offsite)	Since this is going to be a cloud deployment, please confirm what kind data/backups are to be kept on cloud and which data will be kept in fireproof cabinets. Please confirm if NPST is going to provide these fire proof cabinet.	All data / backup are to be kept on cloud.
18	Section III, Page no 28, 6.1.1. Technical and General specifications	NPS Architecture	Would like to understand any Databases or data sources are used? For example to keep CRA records. If so, what are # of tables/files and its approximate existing data volume?	NPS Trust is not using any database / data source presently. In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder.
19	Section III, Page no 37	The solution should provide Interface for the intermediaries in the National Pension System Architecture to report in an authenticated manner with maker/checker facility along with integration to Digital Signature Certificate technology. The interface must be user friendly to	Is the bidder expected to procure, and purchase and external plugins, APIs, Libraries needed for successful implementation of a feature? What Digital Certificate technology is being referred to here? Does the bidder need to include digital certificate software also? Practice of Digital Signature. Bidders to provide digital certificate solution or will NPST will provide? Does the bidder need to include digital	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder. DSC tool will be supported at intermediary end and the submission need to be supported by the solution envisaged. NPS Trust does not have any DSC software. As envisaged in this project, the users of the solution will have their own Digital Signatures (assigned by their companies) using which

		both NPS Trust users and the intermediaries.	certificate software also? Is intermediaries will have their own DSC or same needs to be provisioned as part of scope	they will sign and submit the documents. DSC required for signing the reports by the users at the time of report submission. Please refer to ITB in the relevant section.
20	Section III, Page no 37	Bidder to ensure that the system is compatible to DSC standards as per CCA guidelines issued from time to time. Future upgradation/updation in the system to cater to revised standards as per CCA guidelines will be taken up by the bidder without extra cost to NPS trust during the period of contract.	Reconsider this clause for any future changes. Any future changes in the system for this clause can be addressed through a Change Request Process.	A separate request in this regard may be placed for consideration by NPS Trust by the selected solution provider
21	Section VI, Page no 109, Table D (Bill of Material-Cloud Infrastructure)	Point 3 - Other Cloud Services (e.g., ELB, PaaS ...) Include individual line items as required for each of the Cloud Services	Please let us know if CSP provided managed PaaS services can be proposed for the identified solution components.	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder. No change in the terms of ITB
22	Section III, Page no 49	It is the responsibility of the SP as MSP to monitor the cloud services (Resource Management, User Administration, Performance, Service Levels...).	What is the expected Service window for providing Cloud Managed Services i.e., System / DB/ Storage/ Network/ Security/Helpdesk Administration? Bidder understand that the Managed Services can be provided from Offsite from Service Provider Premises as per the required support window in coordination with onsite deployed team.	MeitY approved cloud service provider to meet infrastructure support requirements. Bidder's responsibility all these requirement are measured and evaluated which will be utilised at different levels of business requirement. Security needs to be provided as per MeitY security guidelines and advisory
23	Section II, Minimum Eligibility Criteria, Page no 20	The bidder should have experience of executing same / similar digital solution at three distinct client organization in India in last 5 years	Kindly elaborate the definition for same / similar digital solution- nature of project/technology used.	"Digital Solution" means same / similar project with complete automation of the process to meet the project scope listed in the ITB.

24	Section II, Minimum Eligibility Criteria, Page no 20	The bidder should have experience of executing same / similar digital solution at three distinct client organization in India in last 5 years (Execution includes supply, customization / development, testing, training, implementation, maintenance and hosting of digital solution)	We have executed order for a bank which later got merged with a different bank. Hope order executed with the earlier bank will suffice here. Please confirm	Yes. The order executed with earlier bank (which got merged with a different bank) will be considered under bidder's experience under the criteria as stated in the ITB
25	Section III, Responsibilities of the bidder, Page no 35	The bidder has to provide onsite support for the system and associated deliverables starting from the date of project implementation i.e. date of sign off.	Location of the delivery team. For how long the onsite support will be required? From when the SP's project team is to be deployed onsite?	At-least 2 resources from SP's Project Team to be located in NPS Trust office in Delhi from the date of purchase order. The duration of onsite support is at-least till the end of warranty period.
26	Section III, Page No : 53, System Administration, Maintenance and Management Services	The objective of this service is to support and maintain all the systems including hardware (if any) provided as a part of this project by SP	Bidder assume that the System Administration, Maintenance and Management services shall be provided from Offsite i.e. Service Provide centre as per the required support window. Services Includes: System /Network/Security/Storage administration.	Yes. At-least 2 resources from SP's Project Team to be located in NPS Trust office from the date of purchase order
27	Section III, Helpdesk support, Page no 54	Helpdesk Support	Where will the helpdesk resource based at?	At-least 1 helpdesk resource to be deployed at NPS Trust office till warranty period from the date of go-live.
			Telephone lines and seating for helpdesk resources will be provided by NPS Trust?	The telephone line and seating for the helpdesk resource deployed at NPS Trust office will be provided by NPS Trust
			Any requirement of Chatbot in the helpdesk solution?	No requirement of chatbot in the helpdesk solution
			Approximate number of users that may contact helpdesk	Approximate number of users that may contact the helpdesk is the number of end users as and when required.

		Helpdesk support is to be in which language?	Helpdesk support is to be provided on English and Hindi.
		Timing of helpdesk resources?	The helpdesk resource / SPs project team deployed at NPS Trust office will follow the NPS Trust office timing and during exigencies.
		Please confirm if the users will also need access to the helpdesk software (for raising the tickets) through a web-based interface or the tickets will only be raised by the helpdesk team based on telephone or email complaint.	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder.
		Do we need setup helpdesk including CRM, IVRS, MPLS connectivity etc.?	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder. Please refer to the "Helpdesk Support" clause in page 54
		For any remote desktop resolution for users of NPS trust do service provider need to provision a RDP tool or NPS wants to use the existing tool only (if any). Please specify the calls/tickets volumes for the existing helpdesk solution (if available)	Presently, there is no existing helpdesk infrastructure with NPS Trust.
		Please confirm if NPS will bear cost of toll free number, PRI line required for Helpdesk	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder. For the resources deployed in NPS Trust office, NPS Trust will provide the landline / PRI line / Internet to the resources in the office. Mobile / Telephone reimbursement will not be provided by NPS Trust to such resources

			Do we need to provide 24*7 helpdesk support?	No. The resource deployed at the SP location to be available for helpdesk support on all days other than gazetted holidays during working hours
			Helpdesk is a Normal Number or a Toll Free Number for all the end users	Toll Free number
			L2 and L3 support window is also during office hours and shall be supported from SP's location.	L2 / L3 support window may be supported from SP's location
28	Section III, Component #3 - Training and Capacity Building, Page no 49-50	Training and Capacity Building	Location of Training. Can the bidder provide online training through Webex / MS Teams / Skype / Zoom etc.	Onsite Training location is Delhi. Another onsite training location could be Mumbai (if required by NPS Trust). Based on the requirement of NPS Trust, online training shall also be conducted in Cisco Webex (preferable) / MS Teams / Zoom.
			Number of trainees, batches with duration	Number of trainees are maximum 100. Detailed training schedule will be prepared by the selected solution provider after consultation and approval from NPS Trust
			Break-up of the trainees	Majority of the trainee groups will pertain to the end user group
			Internet connection for classroom training	In the onsite training at NPS Trust premises, the internet, projector / screen for presentation will be provided by NPS Trust. Please refer to relevant section in ITB
			Parameter to mark the training completion	SP needs to submit training completion report at end of training and the same will be approved by NPS Trust

			Profile of the attendees of training	Officials of NPS Trust, PFRDA and the officials nominated by the intermediaries indicated in the ITB
			Training Content - Does NPS Trust require training on Handling the Cloud Services portal for New Provisioning/Metering etc.	Please refer to the ITB in the relevant section
			Training logistical arrangements	Please refer to the ITB in the relevant section
29	Section III, Component #2: DC and DR Virtual Private Cloud Hosting Services on IaaS Model, Page no 49, Point 'o'	Disaster Recovery Plan and Implementation: Setup and configuration of VMs, Storage, Network, Database, etc. at DR site meeting RPO and RTO requirements of the NPS Trust	Please share expected RPO and RTO from the data recovery standpoint	Backup provision 98% RPO = 10 min.3. Application downtime <4 hrs on weekends. RTO <1 hour. DR DC active active setup.
30	Section III, Component #2: DC and DR Virtual Private Cloud Hosting Services on IaaS Model, Page no 49, Point 'o'	Disaster Recovery Plan and Implementation: Setup and configuration of VMs, Storage, Network, Database, etc. at DR site meeting RPO and RTO requirements of the NPS Trust	Kindly confirm whether DR drill will be in the scope of SP? If yes, please specify the frequency of the drill.	Yes, Quarterly.
31	Section III, Component #2: DC and DR Virtual Private Cloud Hosting Services on IaaS Model, Page no 47, Point 'b'	Post this assessment, SP to provision for compute, storage, network, security, connectivity, backup etc. for DC and DR on cloud hosting/IaaS model.	Please clarify the scope and count of security components that required to be deployed at infrastructure level, network level and application level in DC and DR.	Bidder must evaluate these requirements based on information shared in ITB and ensure this meets scope deliverance of ITB and meeting of SLAs

32	Section III, Component #2: DC and DR Virtual Private Cloud Hosting Services on IaaS Model	-	Backup requirement - Retention and archival requirements	All data / backup must be on cloud. The data must be available on demand. The data is required to be retained for 10 years. Ability to archive reports to be a part of the solution
33	Section III, Component #2: DC and DR Virtual Private Cloud Hosting Services on IaaS Model, Page no 48, Point 'e'	The proposed landscape for the deployment of Digital Compliance Monitoring System for NPS Trust is i. QA ii. Staging iii. Production iv. Disaster Recovery	Please confirm the sizing as percentage of Prod for QA, Staging and DR.	As per the best of industry standards. Bidder to ensure solution suggested must give optimum support to business requirement
34	Section III, MIS Reporting, Page no 55	The formats for all the MIS reports shall be prepared by Solution Provider and submitted to the NPS trust for approval	Please clarify MIS reports format jointly decide by Client and Solution Provider?	Please refer to ITB in the relevant section. Requirement gathering is a part of the process for the solution provider.
35	Section III, Existing work flow, Page no 32	Initially, number of unique reports would be 120 approximately and the same is scalable as per the regulations stipulated by PFRDA / Government from time to time	Please validate that additional reports will be handled as change request	Please refer to ITB in the relevant section ("Change Requests" in page no 55)
36	Section III, Existing work flow, Page no 32	Initially, number of unique reports would be 120 approximately and the same is scalable as per the regulations stipulated by PFRDA / Government from time to time	Assuming we need to consider new 120 reports to build as scope? Please clarify if we need to consider modification of any existing reports? Please also let us know what reporting tool is used currently.	The scope of the project is for the implementation of new Digital Compliance Monitoring System at NPS Trust

37	Section IV, Page no 60	Opex	Please clarify what section of solution is opex. As we see, payments for most components are as milestones get completed. Only software license is payable as subscription	Please refer to ITB in the relevant section (Page no 60)
38	Section III, SP's Project Team, Page no 57	Solution Architect - Any leading IT architect certification in BI technology	Is usage of any BI tool mandatory for the purpose of the development? Can the service provider choose to develop the reports using any other tech such as the core front end technology?	Please refer to ITB in the relevant section
39	Section IV, Financial bid format	Support Manpower Cost	If man-day rate needs to be quoted here	Please refer to ITB in the relevant section
40	Section VI, Indicative list of reports, Page no 86	Data received from PF in Excel file (from 1 to 14) and CRISIL. (benchmark), collecting data from various sites (NSE, BSE, Got bond index)	How it will be received and how it will be uploaded. It will help if it can be defined	Please refer to ITB in the relevant section
41	Section II, Minimum Eligibility Criteria, Page no 20	MINIMUM ELIGIBILITY CRITERIA: 5. The bidder should have experience of executing same / similar digital solution at three distinct client organization in India in last 5 years (Execution includes supply, customization / development, testing, training, implementation, maintenance and hosting of digital solution)	Does this also include OEM experience or only Bidder's experience? Does the digital solution need to support all compliance monitoring features such as Obligation Registers, Key Compliance Indicators, Compliance Assessment and Compliance Issue and Action plan?	Please refer to ITB in the relevant section. The digital compliance monitoring solution should support all the compliance monitoring features that are required to meet the scope of the project as per the ITB

42	Section VI, 40. Future Requirement, Page no 74	FUTURE REQUIREMENT: On the successful implementation of phase one of the project scope mentioned in this ITB document, the solution provider shall be given preference for implementation of future requirements / phase two of the project, at the discretion of NPS Trust. However this does not confer any right of claim by the solution provider for future implementations.	Do future requirements include Risk Management, Audit Automation and Investment Analytics? Does the proposed solution need to be compatible with future requirements of NPS Trust?	Please refer to the relevant section in the ITB (Point no 4 of page no 33). Yes, it needs to be compatible
43	Section III, Change Request, Page no 55	Any changes till go-live, (e.g. new functionalities, improvement in execution time, performance tuning etc.) and which were not there in base line i.e. SRS, design description etc. will not qualify as change request. The solution provider will implement such changes in the solution required at no additional cost to the NPS Trust.	We assume that any delay in go-live due to such changes will be duly adjusted. Also, we request a cap on the changes with SRS as the baseline. We assume that The change requests during development will be considered out of the penalty during development.	Please refer to ITB in the relevant section (Point no 18 of page no 69)
44	Section II, Broad scope of work, Page no 32	Broad scope of work	We assume an authentication and authorization mechanism to be in place for existing environment, please provide details on this authentication and authorization mechanism?	Please refer to ITB in the relevant section
45	Section III, Existing work flow, Page no 31	These reports are being submitted in XLS/Word/PDF formats through email/physical mode are checked for its compliance and validation	The compliance check of physically submitted reports will be carried out manually only in future also, kindly confirm.	Please refer to ITB in the relevant section

			If not, how does NPS sees automating these steps	
46	Section VI, Indicative list of reports, Page no 84	Reports	The understanding is that the various reports uploaded by Trustee Bank shall follow a structured templates comprising of pre-defined fields. Is the processing of uploaded reports i.e. cleansing and validation expected to be automated? Please share an indicative list of reports of various reports submitted by CRAs	Please refer to ITB in the relevant section.
47	Section V, Partnering with the OEM, Page no 73	It will be the sole responsibility of the bidder to get the proposed technical solution vetted by the OEM as part of the response, if he is not the OEM; and submit a copy of the same to NPS Trust confirming their partnership regarding the implementation of the project. The Bidder should collaborate with the OEM at all stages of the solution implementation to the satisfaction of the NPS Trust	Do the bidder has to get into consortium with all OEMs	Please refer to ITB in the relevant section.
48	Section III, Component #2: DC and DR Virtual Private Cloud Hosting Services on IaaS Model, Page no 47	SP to provision for compute, storage, network, security, connectivity, backup etc. for DC and DR on cloud hosting/IaaS model	Can we host in our own infrastructure or should be in private cloud only? Further, whether public cloud where certain data will be shared will be allowed?	Hosting in MeitY approved Private Cloud.

49	Section III, Broad scope of work, Page no 33	Solution should be capable of adopting any future compliance / monitoring requirement and any new additional functionality (detailed analytics, Risk Management modules, Audit analytics, Document management, Data Migration etc) and integrate with any third party applications / tools / systems as per the requirement of NPS Trust.	Any future compliance requirements in line with existing ones can be accommodated. However new risk management modules need to be handled via change management	Risk Management modules are not envisaged in the present scope of the project. However, solution should be capable of adopting future requirements / phase two of the project for the modules required by NPS Trust
50	Section III, point h and I, Page no 48, Point no 'h', 'i'	<p>The infrastructure provisioned by the selected solution provider must be scalable and shall allow NPS Trust to add/reduce cloud resources on demand basis through a user-friendly dashboard.</p> <p>The solution needs to provide the ability for NPS Trust to automatically provision the services via a Web Portal (Self Provisioning), provide metering and billing to provide service assurance for maintenance & operations activities. Detailed user level or user group level auditing, monitoring, metering, accounting, quota and show-back information is essential the cloud platform to be offered.</p>	Addition of cloud resources would be a chargeable action and has to be taken into consideration. Also since the RFP demands IaaS from CSP, the CSP will provide dashboard for utilization and option of scaling up or down based on the plan selected.	Please refer to ITB in the relevant section

51	Section III, Page no 56	Selected solution provider to factor 50 Man-days minimum of change request effort to be eligible for billing against change request during the support period.	If the change request efforts go over 50 Man days, will it be chargeable at actuals? What is the periodicity for factoring of 50 man-days	Please refer to ITB in the relevant section
52	Section III, Page no 43	To the extent possible, the system development shall be carried out based on open standards and technologies	Whether open source solutions can be used? In case allowed, whether getting third party support is allowed?	Open source technology with supported version can be considered provided it is governed by a registered body assuring sharing of updates and upgrades through subscription fee model. NPS Trust will have full discretion in this regard.
53	Section III, Page no 43	Design of an audit trail capturing mechanism for all transactions (add, update and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed, throughout the project duration.	Reverting a transaction can have wide spread impact on data consistency. We need to build this feature as part of application or will it be and exceptional scenario handled by Admins.	Part of the application
54	Section V, Insurance, page no 66, Point 9.1	The solution provider will arrange, at its own cost, any and all insurance required for meeting its obligations under this contract.	Elaborate the scope of insurance required.	Please refer to the ITB in the relevant section
55	Section III, Page no 33	Analytics & Business Intelligence: To analyse, consolidate, export the data submitted by the intermediaries in both pre-defined and customizable way and report the analysis to the Board of Trustees and PFRDA.	Please specify no of data sources to consider to implement mentioned dashboards/reports.	Please refer to the ITB in the relevant section

56	Section III, Page no 32	Web Interface to the users of intermediaries and NPS Trust to upload and submit the compliance reports/ revised reports/View Deviations/Accept or reject the submitted data/ View and access the accepted reports	What are all the report formats which will be uploaded by the users of intermediaries into the proposed system? Ex: Excel, CSV etc.	Report formats of Excel, CSV, PDF etc. which will enable the users to upload and submit the compliance reports to NPS Trust
57	Section III, Page no 33	Compliance Monitoring: To receive /track/follow up submission of the compliance reports as per PFRDA regulations/Guidelines/Circulars etc., from the different intermediaries in the NPS Architecture which can be validated, consolidated, monitored in the NPS Trust users' dashboard and report the same to PFRDA.	Advise on the number of reports & MIS for monitoring purpose, in addition to the number of reports mentioned in the RFP	Please refer to the ITB in the relevant section
58	Section III, Broad scope of work, Page no 32	Web Interface to the users of intermediaries and NPS Trust to upload and submit the compliance reports/ revised reports/View Deviations/Accept or reject the submitted data/ View and access the accepted reports.	Is there any difference in workflow/process by bank, type or category? Or all compliances will follow same process? Please share details in case of variations by bank, type or category.	Please refer to the ITB in the relevant section
59	Section III, Compliance Monitoring, Page no 37	Automated compliance process of capturing periodic reports mandated by regulations/Guidelines/Circulars etc. issued by PFRDA from time to time.	Are the compliance reports will be read to capture data inside the report, or will they be uploaded as attachments. In case of requirement to read contents of the report, please share numbers, types of formats and sample formats.	Please refer to the ITB in the relevant section

60	Section III, Compliance Monitoring, Page no 37	The reports must be generated automatically without manual interventions as per the requirement of NPS Trust and manually after customization as per the requirement of the functional users of NPS Trust.	Please share more details on customizations? Is it in terms of process to be followed or report structure or data to be captured? Kindly shared details of various scenarios to be incorporated in scope. Is NPST is looking for provision to modify system generated reports manually?	Please refer to the ITB in the relevant section
61	Section III, Compliance Monitoring, Page no 37	Bidder to provide suitable interface for portal administration	Please clarify if bidder needs to provide portal solution or will NPST provide and bidder only to integrate compliance solution with portal	Please refer to the ITB in the relevant section.
62	Section III, Compliance Monitoring, Page no 37	To receive/track/follow up compliance reports to be submitted by intermediaries as per PFRDA regulations/guidelines/circulars etc., from the different intermediaries in the NPS architecture which can be validated, consolidated and report the same to PFRDA for necessary action.	What are the criteria or parameters on which reports will be validated?	Report validation implies structural integrity of the process. The business rules, logics, computation inbuilt in the system to support data quality and validation. The reports are as per the business and regulatory requirement.
63	Section III, Page no 45	Keeping in view the Year on Year (YoY) growth in transactions. The SP will submit a testing report along with test cases, tests results etc. at the end of the testing exercise.	Will the Web application have predictable usage bursts on a daily, weekly, monthly or yearly basis?	Please refer to the ITB in the relevant section

64	Section VI, Page no 108	Table B	How will NPS respond to the addition of any OEM software licenses that is not mentioned in this Table, at the time of proposal, and is evaluated as a necessity to the project development, after the project has entered the development phase?	Please refer to the ITB in the relevant section
65	Section III, Page no 32	Initially, number of users of intermediaries / functional users of NPS Trust and PFRDA users is estimated to approximately 40 users.	Does the trust requires intermediary users access to the portal as per their roles & responsibilities. (Like maker checker during upload of reports etc.)	Please refer to the ITB in the relevant section
66	Section II, Page no 22	MSMEs meeting all the quality and technical requirements as per this ITB, desiring to bid and claiming exemption may send a specific request to NPS Trust along with the requisite documents.	For claiming exemption of EMD and Eligibility criteria under MSME category we will be sending following documents - 1. MSME Certificate. Also, some additional document which we would be sending to enforce our MSME status is 1. Award by ICAI for best SME Kindly confirm whether these documents are enough or any more documents are required?	MSE's claiming exemption on EMD may send a specific request to NPS Trust along with the requisite documents. The relevant documents in support of claiming the exemption under the said category shall be submitted by the bidder
67	Section III, Page no 39	Able to publish all the reports on the portal and have the ability to archive reports.	Reports can be designed, and published to users with inbuilt portal or via API to third party applications.	Reports are to be designed and published to users through the digital solution.
68	Section III, Page no 39	Graphical data presentation with geospatial support features.	Advise on the end use of the geospatial feature? Please explain the requirement in little detail.	The end use of the required feature is for analysis purpose
69	Section III, Page no 40	Capability to extend or integrate with components of advanced analytics	Not clear on this requirement but can be integrated with R platform. And also has inbuilt assistive predictive modelling. Please provide clarification on the components of	The platform provided by the solution provider should support advanced analytics. There is no integration requirement with any external system

			advanced analytics envisaged to be integrated with	envisaged in the present scope of the project.
70	Section III, Page no 40	Cross-platform and Cross-device access Mobile Integration/ Support for iOS, Android, Windows	Can use API provided to have custom mobile app or web app, and use the data to render UI for mobile app or web app.	The bidder to ensure that the solution has the capability for Cross-platform and Cross-device access Mobile Integration/ Support for iOS, Android, Windows. There is no integration requirement with any external system envisaged in the present scope of the project.
71	Section III, Page no 34	NPS Trust shall however be under no obligation to buy any or all of the services / associated services exclusively from the selected bidder.	We need more clarity on the point stated: NPS Trust shall however be under no obligation to buy any or all of the services / associated services exclusively from the selected bidder	NPS Trust shall endeavour to avail all the services from the selected bidder. However, under compelling circumstances, NPS Trust reserves the right to avail such services from others.
72	Section III, 3. Consortium, Page no 20	A maximum of 5 parties can form the consortium	Please clarify if bidder can use some partner resources on implementation. If needed, it will be through an agreement between bidder and partner. To NPST, bidder will be single point of contact	Yes. However, the bidder will meet all the criteria stipulated in the ITB and bear the sole responsible for all the obligations under the ITB
73	Section III, 3. Consortium, Page no 21	Entities/Firms who match all the eligibility criteria mentioned in this ITB and are capable of providing the required services	Please clarify if OEMs whose solution is part of submission also need to meet all eligibility points	Please refer to ITB in the relevant section

74	Section III, Page no 34, Point 6	Contract Period - Total period of contract including AMC will be for five years and six months.	Last two years have been mentioned as optional. Please clarify if total contract period is definite 5.5 years	Annual maintenance period shall be initially for two years from the end date of warranty period, which may be extended for further period of two years on mutual agreement. The total period of contract including AMC, however will not exceed five years and six months
75	Section III - Activity #5: Third party acceptance testing and verification, Page no 45	SP shall be completely responsible for hosting the application in the staging environment including any cost incurred for hosting in staging environment	Please provide details on staging environment. Is it development environment	There are four stage requirement, development, quality, staging (UAT) and production
76	Section III, Payment Terms, Page no 58	Software on yearly subscription basis. Year 1 price	Please clarify if year 1 price here means that of 18 months (commercial template mentions only 4 subsequent years price fields)	The payment of the software license is on yearly subscription basis
77	Section IV, Financial bid format, Page no 63	Post Warranty	Please clarify if Solution architecture is needed in post warranty phase	Yes
78	Section VI, Page no 110	Table C – Bill of material	Please clarify how many licenses are needed for each solution component – ETL, BI etc.	Bidder to evaluate.
79	Section VI, Indicative list of reports	Indicative list of reports	There are 7 Pension Funds that periodically uploads reports. The understanding is that these reports adhere to a standard template comprising of pre-defined set of fields. The template is consistent across all 7 Pension Funds in scope.	The reporting format is consistent amongst intermediary category

80	Section III, System Administration, Maintenance & Management Services, Page no 53, Point no 2	Regular analysis of events and logs generated in all the subsystems to identify vulnerabilities. Necessary action shall be taken by the SP in accordance with the results of the log analysis. Suitable mechanism has to be maintained for security and forensic related logs or as per extant IT Act and that of other Government regulations issued from time to time	Please clarify the duration of online data analysis.	Duration of data analysis will correspond to duration of report submission.
81	Section V, Delivery and takeover of services, Page no 65, Point 6.1	The solution provider shall provide the services to NPS Trust. Take-over of the services by the NPS Trust shall not be deemed acceptance of the services by the NPS Trust.	Please elaborate the intent of this clause including clarifying what is meant by takeover of services?	Services rendered by vendor will be tested and after acceptance by the users and signed off, then it shall be deemed to be delivered and accepted.
82	Section III, Page no 36	The solution should be hosted in Windows (latest version) or Red hat Linux Operating System.	Please allow other Linux based operating systems like Ubuntu.	No

83	Section III, Page no 45	Performance Testing - Once the system integration testing has been conducted successfully, load, scalability and stress testing would be conducted prior to go-live. SP should use suitable simulation tools in accordance with the agreed test procedures keeping in view the Year on Year (YoY) growth in transactions. The SP will submit a testing report along with test cases, tests results etc. at the end of the testing exercise. SP should submit a self-certificate stating the solution is meeting the required functional and performance features as agreed.	Please clarify whether a third party performance test is required. If yes, then who will bear the financial cost involved? On which environment will this performance test be conducted? If the performance test is performed on staging environment then it may be noted that the results will need to be extrapolated for production environment. Please provide the complete transaction mix for carrying out the performance test and also specify the user concurrency and response time which are to be achieved.	Yes third party Performance Testing is required and to be arranged by NPS Trust at its cost. Staging environment -Yes. SLAs for Performance Testing a. Average turnaround and page loading time <=2 sec. b. Average document upload time <=40 sec. c. Resolution of end user related incident <=30 min.
84	Section III, Page no 45, Activity#5	Third party acceptance testing and verification	Any third party required for acceptance testing will be engaged by NPS trust and it will have no financial implication to the bidder.	Yes
85	Section V, Page no 71	Exit Management	Please provide a draft format of such a plan for us to understand the content that is required to be provided.	The details will be provided to the selected solution provider
86	Section VI, Page no 82	The percentage of uptime shall be calculated monthly and the amount (penalties) calculated shall be adjusted from every subsequent quarterly payment. If the bidder fails to meet an uptime of 99.90% for three (3) consecutive months (due to reason solely attributable to	The uptime requirement mentioned in the section 'Availability SLA' is 95%' whereas this clause mentions 99.9% uptime. Please clarify the discrepancy.	Both the availability / up-time are distinct of each other

		the bidder or its associates including OEMs), the NPS Trust shall have the discretion to terminate the contract and/or levy penalties.		
87	Section VI, Page no 82	NPS Trust shall reserve the right to perform root cause analysis (RCA) by its internal team(s) or engage external parties to perform the same.	Please confirm that any third party engaged by NPS trust will be financially compensated by NPST and that engagement will have no financial bearing on the bidder.	Yes
88	Section III, Page no 46	Source code	Storage of Source Code that is a part of Development environment and Source Code that has cleared UAT?	Please refer to ITB in the relevant section. Both development and UAT environment source code needed
89	Section III, Page no 45	SP shall prepare test cases for User Acceptance Testing (UAT) in consultation with the NPS Trust. SP shall facilitate the team from the NPS Trust to conduct this test after successful completion of performance testing.	Is there any possibility of releasing Unit tested portions of the production environment in a phased manner, or is the system more suitable for a complete production launch, comprising of all features signed off in the SRS document	Yes. The release of unit tested portions of the production environment may be in a phased manner
90	Section III, Page no 48, Point 'h'	The infrastructure provisioned by the selected solution provider must be scalable and shall allow NPS Trust to add/reduce cloud resources on demand basis through a user-friendly dashboard	Please suggest whose responsibility will it be to fund additional space, bandwidth, and processing requirements, in case they grow beyond what is estimated and if such a growth is due to a new regulation or an external activity that is totally beyond the control of the service provider.	In the turnkey project, the infrastructure support and cost related to it shall be ensured by the bidder.
91	Section III, Page no 48	The solution needs to provide the ability for NPS Trust to automatically provision the services via a Web Portal	The word "Services" is being used to refer to services in the cloud IaaS platform, for scaling up or scaling out the infrastructure? OR is the word "Services" implies any other aspect of the solution?	Please refer to ITB in the relevant section

92	Section III, Component #2: DC and DR Virtual Private Cloud Hosting Services on IaaS Model, Page no 48, Point 'f'	The above environments are to be deployed in secured and dedicated cloud-based environment in India.	Is NPS trust is expecting a VPC instances by a MeitY empanelled cloud provider?	Please refer to ITB in the relevant section
93	General	-	What is the geographic distribution of the users?	Geographic distribution of users is the geographic distribution of the NPS Trust, PFRDA and the intermediaries indicated in the ITB. However, this is a online platform through which the users will be accessing.
94	General	-	Application Security - What is the Sprint frequency / time cycle? How many sprints are approximately done before Application reaches production environment?	MeitY approved cloud service provider to meet infrastructure support requirements. It is the Bidder's responsibility that all these requirement are measured and evaluated which will be utilised at different levels of business requirement. Security needs to be provided as per MeitY cyber security guidelines & advisory.
95	General	-	Request NPS Trust to incorporate our ABAC Clause in the Agreement once the assignment is successfully awarded to us. NPS Trust shall sign as per Solution Provider's` Policy on 'Anti-Bribery and Anti-Corruption' and 'Covered Third Party Anti-Corruption Due Diligence and Contracting Procedures', collectively known as 'ABAC policy'	Please refer to ITB in the relevant section

96	General	-	Is UX (Customer Journeys/Interaction Design/Visual Design) is in scope?	Please refer to ITB in the relevant section
97	General	-	Does the trust require a document management features as a part of the solution? Or Does the trust have any existing Document Management System that the proposed solution needs to interface with?	Document Management feature is not envisaged in the present scope of the project. However, solution should be capable of adopting future requirements / phase two of the project for the modules required by NPS Trust. NPS Trust does not have any existing document management system presently.
98	General	-	Are multiple roles expected to be configured within a single intermediary? If yes, will these roles be constant across all the intermediaries?	Yes. Multiple roles expected within an intermediary. Roles may not be constant across all intermediaries.
99	General	-	What is IP?	IP means all materials, know-how, methodologies, processes, techniques, tools, forms, templates, software, copyrights, patents, trademarks, trade secrets and all other intellectual property rights etc.
100	General	-	Kindly confirm if the number of days mentioned are working days or calendar days	Calendar days
101	General	-	What is the expectation from prototype?	The sample format of reports will be shared with the bidder who have met the minimum eligibility criteria for the presentation
102	General	-	Is there a requirement for the application to be multilingual? If yes, which languages should the applications be in?	Application to be in English only

103	General	-	Application Security, Data Security, VAPT, General Security	MeitY approved cloud service provider to meet infrastructure support requirements. It is the Bidder's responsibility that all these requirement are measured and evaluated which will be utilised at different levels of business requirement. Bidder to quote optimum level requirement and not at reduced levels. Incremental pricings to be provided.
104	General	-	NPS Trust shall provide Solution Provider with appropriate tax deduction/withholding tax certificates for any such withheld taxes.	The certificate against the amount of tax deducted as per applicable law shall be duly provided by NPS Trust
105	General	-	The license will be purchased by the solution provider in the name of NPS Trust	Yes

NOTE: All the other terms and conditions of the ITB NPST/19/13/12/1/2021-IT dated 01st September 2021 remains unchanged. Bidders are requested to be guided by the ITB. Bidders are advised to submit the duly signed copy of this corrigendum along with the signed copy of the ITB while submitting the bids.

GENERAL MANAGER – IT