IFSCA/IT/2021/001 dated 27 December 2021
International Financial Services Centres Authority
A statutory authority established by Government of India

Pre-bid queries Response

for

IFSCAs Supervisory Technology (SupTech) System

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
Bidder 1				
1	Functional_blueprint.pdf (3/7.b Page 6)	Capability to pull data directly from Financial Institutions' IT systems	Please clarify how is the data maintained in the Source IT Systems? Is it Databases or files ?	The bidder is expected to develop systems which can pull data from financial institutions' IT systems in the format as required by IFSCA.
2	FUNCTIONAL_BLUEPRINT.pdf (Page 7)	Functional requirements specifications	From our understanding there is no existing application / product being used for document management? If there is, please share the details of existing product and whether the same can be leveraged .	There is no current application for document management.
3	FUNCTIONAL_BLUEPRINT.pdf (Page 7)	Functional requirements specifications	What is the number of business rules that need to be implemented? Please shae the approximate count and complexity split across high complex , medium complex and simple rules	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase. Further, bidder is expected to have domain specialists who shall be able to do the required estimation for sizing purposes based on the information provided with RFP and based on domain understanding
4	FUNCTIONAL_BLUEPRINT (Page 9)	Watchlist / Blacklist	Please specify if there is an initial source of these watch list/black list? Can we assume that all the data formats provided from various sources are of similar nature, by various IFSCA verticals?	This shall be based on requirements as specified in Functional blueprint document. Also, the bidder can refer RFP Volume 1, Section 6.3.6 Detailed requirement planning would be done by the bidder during the project planning phase. Further, bidder is expected to have domain specialists who shall be able to do bring in industry standard practices.
5	Functional_blueprint.pdf (4.3/3.4 Page 16)	Customized dashboard:	Modules under SupTech Platform: Under each of the sub-modules under this, there is a requirement for customized dashboard. Please share the list of data sources across verticals on which reports/dasshboard will be designed?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
6	Functional_blueprint.pdf (4/3.6 Page 22)	The system will focus on automated generation of output	What is the kind of output is expected? File or a Report Or a notification?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
7	Functional_blueprint.pdf (4.3.4 Alternative Investment Funds (AIF):3.1 Authorisation and Authorised entities administration:/P27)	Validation / Review capability: The system shall implement automated quality checks and validations and should allow for manual comments to be submitted by IFSCA officials based on the review of submitted documents. The system should also implement business rules to assess the applications against eligibility criteria and sugg	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
8	Functional_blueprint.pdf (3.2 Periodic Reporting/P28)	Risk assessment for the reports: The system shall have the rule based auto screening functionality to scan through all the relevant compliance declarations and information and shall identity if the annual reports submitted by the authorised entities are in line with regulatory requirement based on the pre-defined regulatory rules and guidelines.	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
9	Functional_blueprint.pdf (3.3/ Enforcement/Page 28)	Workflow: The system shall enable workflow-based mechanism in order to track the progress of concerned processes.	Can you please specify what is the Life Cycle time of the process? Example if a case is created then for what duration the case will stay opened ?	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
10	Functional_blueprint.pdf (4.3.5 Mutual Funds/P30)	The Mutual Funds (MFs) vertical is part of Capital Markets. The MF team shall be responsible for registering and monitoring funds set up within the IFSC region. Further, the AIF team shall also undertake supervision of the funds set up within IFSC region	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
11	Functional_blueprint.pdf (4.3.6 Ancillary/P33)	Risk assessment for the reports: The system shall have the rule based auto screening functionality to scan through all the relevant compliance declarations and information and shall identity if the annual reports submitted by the authorised entities are in line with regulatory requirement based on the pre-defined regulatory rules and guidelines.	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.

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12	Functional_blueprint.pdf (4.3.8 Insurance Companies and Intermediaries/P40)	Validation / Review capability: The system shall implement automated quality checks and validations and should allow for manual comments to be submitted by IFSCA officials based on the review of submitted documents. The system should also implement 'FUNCTIONAL BLUEPRINT' INCLUDING PROCESS, FORMS, VOLUMETRIC – CURRENT AND PROJECTIONS 41 business rules to assess the applications against eligibility criteria and suggest approval / rejection.	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
13	Functional_blueprint.pdf (4.3.9 Banking/P44)	Validation / Review capability: The system shall implement automated quality checks and validations and should allow for manual comments to be submitted by IFSCA officials based on the review of submitted documents. The system should also implement business rules to assess the	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
14	Functional_blueprint.pdf (4.3 Banking/P45)	Business Model Analysis (BMA) to be implemented based on the various input factors* such as Financial Model, Resource Model, Organisation Model and Exchange Model etc. of the BU This shall be based on BASEL framework. Further, the Impact Assessment framework shall result in a ranking of BUs in terms of their systemic importance to the IFSCA financial ecosystem based on considerations# such as a) Size of the firm, (b) Importance of the BU to IFSC financial ecosystem, i.e. substitutability and financial infrastructure consideration, (c) Complexity, and (d) Interconnectedness of the BU with the global financial system. This shall also be based on BASEL framework	Please share how many BMA model and Impact assessment framework need to be developed, for eg: variance by size/region	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of risk frameworks and business model analysis at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
15	Functional_blueprint.pdf (4.4 Banking/P45)	Risk modelling system should have the capabilities such as to carry out what-if analysis, simulations, stress testing etc. o Both entity and systemic risk assessment / scoring capability to be incorporated. o Output from risk module shall be used to create risk profiles. (The risk profile may also be utilized for assessment of the banking entity for registration under other verticals (if so applied)) o Integration with external commercial databases such as rating agencies i.e. S&P, ICRA, EIU, Worldcheck, OFAC etc.	Our understanding is that the stress testing/simulation and what if analysis is for REs. Please confirm. Are we expected to get detailed data from REs to do stress testing including their internal risk drivers Please share the type of external metrics/factors to be considered for stress testing and simulations Please confirm the expected number of external commercial data integrations including S&P, ICRA, EIU, Worldcheck, OFAC	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of risk frameworks and analytics implementation at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
16	Functional_blueprint.pdf (4.4 Banking/P46)	Risk score calculation based on the statistical models and defined rules (Risk indicators are already being built into reporting templates). System should allow risk score calculation based on the statistical models and defined rules. The risk-based module shall be an overarching module - different inputs from onsite supervision, commercial databases, open source intelligence and regular reporting would be feeding into it. Risk modelling system should also be able to take manual comments and ratings and incorporate in the overall risk score.	Please specify sources of historical data for statistical model development inlcuding default/risk event information source. Should we assume that the Risk score development would be largely rule based	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes, workflows, models at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.

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17	Functional_blueprint.pdf (4.3.9 Banking 3.4 Inherent risk assessment capabilities:/P46)	Risk score calculation based on the statistical models and defined rules (Risk indicators are already being built into reporting templates). System should allow risk score calculation based on the statistical models and defined rules. The risk-based module shall be an overarching module - different inputs from onsite supervision, commercial databases, open source intelligence and regular reporting would be feeding into it. Risk modelling system should also be able to take manual comments and ratings and incorporate in the overall risk score.	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes, workflows, models at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
18	Functional_blueprint.pdf (3.6 Macro Prudential Monitoring/Page 47)	Customized reporting and dashboarding: System should be able to generate reports and dashboards for the indicators e.g. trend report for interest rate growth.	Please share the estimated number of Reports and Dashboards that are expected to be delivered in this project across the verticals .	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
19	Functional_blueprint.pdf4.3.10 Finance Companies/Page 48)	Validation / Review capability: The system shall implement quality checks and validations and should allow for manual comments to be submitted by IFSCA officials based on the review of submitted documents. The system should also implement business rules to assess the applications against eligibility criteria and suggest approval / rejection.	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
20.	Functional_blueprint.pdf4.3.11 Global Inhouse Centre (GIC)/Page 51)	Validation / Review capability: The system shall implement automated quality checks and validations and should allow for manual comments to be submitted by IFSCA officials based on the review of submitted documents. The system should also implement business rules to assess the applications against eligibility criteria and suggest approval / rejection.	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
21	Functional_blueprint.pdf (4.4/ Page 54)	Modules under Regulatory Data Warehouse / Data Lake / Data Hub	Are there any real time requirements of Data extraction and loading in the Regulatory Datawarehouse? If yes then please share the requirements, sources and end use cases	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of supervisory processes and workflows at similar organisations. Detailed requirement planning would be done by the bidder during the project planning phase.
22	Functional_blueprint.pdf (4.4/ Page 54)	Modules under Regulatory Data Warehouse / Data Lake / Data Hub	Do modules like Commercial rating database, Corporate Database, Risk Database, BI & Advanced Analytics etc have distinct or independent source data ? If you can help in identifying common database across verticals then same will help in optimizing the infrastructure , sw and efforts . Please provide the requested details	The functional requirements are self explanatory in this regard. The technical design has to be created by the bidder.
23	FUNCTIONAL_BLUEPRINT (4.1/Page 54)	Corporate database	Please specify, if there is any enrichment data sources to be integrated with to get all the incorporation entity information e.g. CRISIL, DUNS & BRADSTREET, S&P, DOWJONES, etc.	Refer RFP Volume 1, Section 6.3.6 and section 4.4 of Functional blueprint document
24	Functional_blueprint.pdf (4.4/4.1 Page 54)	4.2 Data Quality and Validation. Validation of Data with External Databases.	What kind of validation is needed with PAN or GST Databases?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
25	Functional_blueprint.pdf (4.4/4.1 Page 54)	4.1 Data Quality and Validation	Do you need data validation rules on each field irrespective of significance of the field	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.

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26	Functional_blueprint.pdf (4.4/4.1 Page 54)	4.1 Data Quality and Validation	Please confirm there is no action required on the data which will not comply with Data quality and validation rules. We understand only reporting is required , please confirm	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
27	Functional_blueprint.pdf (4.4/4.1 Page 54)	4.1 Data Quality and Validation	What does it mean by configuring rules at different stages of data entry and ingestion ? . Are you referring to a design / solution which like plug and play.	Bidder is required to adapt the most optimal solution in light of the existing clause of the RFP.
28	Functional_blueprint.pdf (4.4/4.2 Page 54)	4.2 Commercial Rating, Corporate and Screening Database	Do you have some example of such databases and integration mechanism with these databases ?	Such databases are well known to SUPTECH experts in the respective fields. Specifying names is not within the purview of the RFP.
29	Functional_blueprint.pdf (4.4/4.2 Page 54)	4.2 Commercial Rating, Corporate and Screening Database	The assumption is that GDPR/country specific data security guidelines will be adhered or given by client?	Bidder/ SP need to adhere to data security guidelines/ orders such as GDPR/ country specific or any other guidelines issued by Govt of India or other applicable regulators.
30	Functional_blueprint.pdf (4.4/4.2 Page 54)	4.2 Commercial Rating Database	Should be able to reference those national and international databases that rate the commercial papers. 1. How many national and how many international databases to be referred? 2. What is the expected volume in each of those Databases? 3.What is the daily volume of data to be pulled into commercial Database? 4.What is the format of the Source Data? Structured/Unstructured?	Refer RFP Volume 1, Section 6.3.6. The RFP has provided the expected use of each type of database and the business requirements, processes and volumetrics. Accordingly, the bidders should estimate the volumetrics for the external databases.
31	Functional_blueprint.pdf (4.4/4.2 Page 54)	4.2 Corporate Database	1.What is the Source to Corporate Database? 2. What is the expected volume to be pulled on a daily basis into corporate database? 3. What is the format of the Source Data? Structured/Unstructured?	1.Refer RFP Volume 1, 6.3.6 and section 4.4 of functional blueprint document 2.The RFP has provided the expected use of each type of database and the business requirements, processes and volumetrics. Accordingly, the bidders should estimate the volumetrics for the external databases 3. Refer RFP Volume 1, Section 6.3.6
32	Functional_blueprint.pdf (4.4/4.2 Page 54)	4.2 Risk Database	1.What is the Source to Risk Database? 2.What is the expected volume to be pulled on a daily basis into corporate database? 3.What is the format of the Source Data? Structured/Unstructured? 4.What kind of insights needs to be generated?	1.Bidders are expected to bring in the domain expertise along with the details of relevant database as per the requirements. The cost of these databases shall be borne by SP and shall be included in the proposal. The volumetric estimation of the use of these databases need to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. The final ascertainment shall be done during the project planning phase. 2. Bidders are expected to bring in the domain expertise along with the details of relevant database as per the requirements. The cost of these databases shall be borne by SP and shall be included in the proposal. The volumetric estimation of the use of these databases need to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. The final ascertainment shall be done during the project planning phase. 3.Capabilities should exist to support both structured and unstructured data. 4.The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
33	Functional_blueprint.pdf (4.4/4.5 Page 54)	4.5 Open Source Data	We understand Access and permission to gather data from websites will be made available by IFSCA to selected SI ?	Bidders are expected to get in the required expertise for identifying the triggers / instances when website crawling is required and also number and type of websites to be crawled. The exact number of websites shall however be determined during the project planning phase. The crawling framework should be implemented and operationalized as per the extant regulatory framework. IFSCA will provide its support to the bidder to facilitate necessary permissions if the target websites are government entities and explicit support is required from IFSCA to obtain permission to crawl those.
34	Functional_blueprint.pdf (4.4/4.5 Page 54)	Modules under Regulatory Data Warehouse / Data Lake / Data Hub	What are all the Internal list of sources feeding data into the Data warehouse/Data Lake? This info is needed to do proper sizing and estimation.	The RFP along with FRS document lists the high level requirements. The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
35	Functional_blueprint.pdf (4.4/4.5 Page 54)	Modules under Regulatory Data Warehouse / Data Lake / Data Hub	What are all the External list of sources feeding data into the Data warehouse/Data Lake? This info is needed to do proper sizing and estimation.	The RFP has provided the business requirements, processes and volumetrics. Accordingly, the bidders should estimate the data volumetrics.

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36	FUNCTIONAL_BLUEPRINT.pdf (4.2 Commercial Rating, Corporate and Screening Database/ Page 54)	The IFSCA system shall have access to reputed external databases maintained by global agencies. These databases shall assist in the process of due diligence, screening, risk management, sanction list identification, etc. The system shall provision two types of databases: - Corporate database - Risk database Key functional requirements: - Commercial rating database - Corporate database - Risk database	- Are these rating, corporate and risk databases geo specific? Please share the list of database that the proposed platform is to integrate . The same is required to estimate the efforts and timelines. '- We understand that IFSCA will procure/pay For the subscription of these rating, corporate and Risk databases . Please confirm our understanding	Bidders are expected to bring in the domain expertise along with the details of relevant database as per the requirements. The cost of these databases shall be borne by SP and shall be included in the proposal. The volumetric estimation of the use of these databases need to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. The final ascertainment shall be done during the project planning phase.
37	FUNCTIONAL_BLUEPRINT.pdf (4.3/BI and Analytics / Page 55)	Should be able to perform diagnostic, predictive, prescriptive, autonomous, and adaptive analytics to cater to the requirements of IFSCA.	Do we have any indicative list of use cases need to be addressed (specifically of prescriptive, autonomous, and adaptive analytics)	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
38	Functional_blueprint.pdf (4.5/5.1 Page 55)	Knowledge Management	What are the source systems which provide the unstructured data? '-What is the volume on a daily basis from each source system?	- The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase. -Bidders are expected to bring in the domain expertise and the volumetric estimation to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. The final ascertainment shall be done during the project planning phase.
39	FUNCTIONAL_BLUEPRINT.pdf (4.5 Open Source Data/ Page 55)	The system should be able to access and collect data from different available databases and repository for gathering information about different business verticals. Data collection should not only be limited to regulatory data submitted by regulated institutions, but the system should comprise solutions to scrape open source data from search engines companies, annual reports, and analyst research to enhance its supervisory intelligence.	- Whether IFSCA will shortlist and finalize the details of the sources for search engine companies, annual reports and analyst research to be considered to scrape open source data? If yes, then please provide those details '- We understand that IFSCA will provide the required subscription to access these sources . Please confirm our understanding.	Bidders are expected to bring in the domain expertise along with the details of relevant database as per the requirements. The cost of these databases shall be borne by SP and shall be included in the proposal. The volumetric estimation of the use of these databases need to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. The final ascertainment shall be done during the project planning phase. Bidders are expected to get in the required expertise for identifying the triggers / instances when website crawling is required and also number and type of websites to be crawled. The exact number of websites shall however be determined during project planning phase. The crawling framework should be implemented and operationalized as per the extant regulatory framework. IFSCA will provide its support to the bidder to facilitate necessary permissions if the target websites are government entities and explicit support is required from IFSCA to obtain permission to crawl those. '-Subscription has to be procured by SP
40	Functional_blueprint.pdf (4.4/4.1 Page 55/56)	4.5 Open Source Data	-What are the different available databases mentioned? '-What is the volume of data on a daily basis?	-The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase. '-The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
41	Functional_blueprint.pdf (4.4/4.1 Page 55/56)	4.5 Open Source Data	How many visualizations are needed?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
42	Functional_blueprint.pdf (4.4/4.6 Page 56)	AI/ML/NLP	Does all the modules under section 4.4 to be enabled for AI/ML/NLP?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
43	FUNCTIONAL_BLUEPRINT.pdf (4.6 AI/ML/NLP/ Page 56)	1. NLP capabilities for reading voluminous documents: The system should be able to generate insights from documents which are prepared and submitted by REs; this would enable the system to develop appropriate mechanisms to monitor the details captured.	- On an average, how many unique documents types per application are expected to be considered for extracting information for analysis and monitoring ? - Across Applications would IFSCA enforce standard document templates	Capabilities should exist in the system to cater to any kind of document. SP should bring in the capabilities to train the system for different kinds of documents. Further, the capability present in the innovation lab should be leveraged to further optimize these capabilities

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44	FUNCTIONAL_BLUEPRINT.pdf (4.6 AI/ML/NLP/ Page 56)	2. AI/ML enabled help desk solution: The following are the suggested use vases for strengthening help-desk solutions with AI/ML.	- Do we have any indicative list of intents which need to be serviced by support desk? If yes, please provide details	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
45	FUNCTIONAL_BLUEPRINT.pdf (4.6 AI/ML/NLP/ Page 56)	- Routing of tickets to relevant teams – Using the NLP capabilities, the AI/ML engine should be able segregate the tickets generated to the corresponding teams who shall revert to the queries of end users. Further, NLP capabilities combined with AI/ML should be used on tickets being generated, to anticipate potential issues and highlight to IFSCA For proactive intervention	- For routing of service tickets, how many IFSCA teams the system integrator is expected to interact with ? '- How the support teams are planned to be structured/operationalized e.g. based on query type/sub-type or internal/outsourced to external party vendor etc.?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
46	FUNCTIONAL_BLUEPRINT.pdf (4.6 AI/ML/NLP/ Page 56)	- The system should be capable of utilizing AI/ML for additional modules during development / operations of the system. The system shall have the capability of ingesting and interpreting unstructured data in order to derive insights	- How many additional modules are expected for which AI/ ML need to be utilized? Please provide details	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
47	Functional_blueprint.pdf (4.5/5.1 Page 57)	5.1 Knowledge Management	How many documents and size is expected ?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase. Bidders are expected to bring in the domain expertise and the volumetric estimation to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. Knowledge management shall cater to all the operations of IFSCA
48	Functional_blueprint.pdf (5.2 /Grievance/Investor Protection/Page 57)	Investor Protection:The system shall initiate workflows for addressing the different types of structured complaints as per the processes, approval levels, etc. defined by IFSCA.	Please confirm the total number of Structured Complaints and approval Process steps ?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
49	Functional_blueprint.pdf (5.1 Knowledge Management /Page 57)	The system should be able to store various types of circulars, notifications and other information generated during the regular operations of IFSCA.	Are you considering DMS as part of Knowledge management Solution for storing supporting document/audio/video files?	Bidder is required to adopt the most optimal solution in light of the existing clauses of the RFP.
50	Functional_blueprint.pdf (4.5/5.3 Page 58)	Learning Management System	What is the source to Learning Management System? What will be the volume from each source on a daily basis?	The bidder is expected to size the requirements based on domain understanding and previous experience of working with SUPTECH agencies. Detailed requirement planning would be done by the bidder during the project planning phase.
51	Functional_blueprint.pdf (5.4 /Global search enabled by NLP/Page 59)	An easy to access and responsive search functionality shall be available to authorised IFSCA officials to help them conduct search on reports, transactions, documents and underlying data, to aid in any of their workflow, assessment, analysis, inspection	Can you please specify what is the Life Cycle time of the process? Example if a case is created then for what duration the case will stay opened ? Please specify the duration for how long data is to be retained before the same is purged	The bidder is expected to size the requirements based on domain understanding and previous experience of working with SUPTECH agencies. Detailed requirement planning would be done by the bidder during the project planning phase.
52	FUNCTIONAL_BLUEPRINT.pdf (5.4 Global search enabled by NLP/ Page 59)	- The envisaged module shall enable users to conduct criteria-based search (single or multiple criteria) on REs including any pending actions / activities - The envisaged system shall use Natural Language Processing (NLP) and Artificial Intelligence (AI) capabilities for answering queries in an intuitive and responsive manner	- Do we have any indicative number of search criterias separately for single and multiple criteria based searches which will be mapped to expected responses leveraging NLP/AI algothms?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
53	Functional_blueprint.pdf (4.6/6.1 Page 60)	Regulatory Sandbox	What is the source to Regulatory Sandbox? What will be the volume from each source on a daily basis?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
54	FUNCTIONAL_BLUEPRINT.pdf (6.2/ Research & Publication / Page 60)	It shall carry out research in the field of SUPTECH / REGTECH, financial crimes, AML, intelligence / analytics / tools and technology / statistical models / other relevant fields and identify how those can be implemented at IFSCA.	We understand that Innovation Hub is scale down replica of Production environment and we will deploy a capacity of people to work along with IFSCA officials. Licenses for any new integrations has to be made available by IFSCA and services efforts for new integrations will be covered through Change Request methodology. Please confirm our understanding.	The integration requirements will be addressed as per the RFP Volume 1, section 11.2 and section 3.2.2.5
55	FUNCTIONAL_BLUEPRINT (6.4/Page 61)	Social media analytics	Please specify, the source of various social media feeds that must be integrated with. Are these integrations already in place or not?	Bidders are expected to get in the required expertise for identifying the triggers / instances when website crawling is required and also number and type of websites to be crawled. The exact number of websites shall however be determined during the project planning phase. The crawling framework should be implemented and operationalized as per the extant regulatory framework. IFSCA will provide its support to the bidder to facilitate necessary permissions if the target websites are government entities and explicit support is required from IFSCA to obtain permission to crawl those. All the associated costs related to website and social media crawling are to be borne by SP
56	FUNCTIONAL_BLUEPRINT.pdf (6.4 Social media analytics/ Page 61)	Due diligence for screening of financial entities before registration is a key responsibility for IFSCA. This requires intelligence gathering from both open source data as well as commercial databases. This section concerns itself with the capability of the system to identify the relevant open source and social media data / intelligence that can be of value to IFSCA for screening of regulated entities	- Are there any data feeds/subscription services/firehose already shortlisted for social media data? If yes, then please provide details - Whether IFSCA will procure and pay for those licenses or SP needs to include the cost in the proposal? - Whether IFSCA will provide the relevant expertise to define and validate the rules for the social media analytics output?	Bidders are expected to get in the required expertise for identifying the triggers / instances when website crawling is required and also number and type of websites to be crawled. The exact number of websites shall however be determined during the project planning phase. The crawling framework should be implemented and operationalized as per the extant regulatory framework. IFSCA will provide its support to the bidder to facilitate necessary permissions if the target websites are government entities and explicit support is required from IFSCA to obtain permission to crawl those. All the associated costs related to website and social media crawling are to be borne by SP Bidders are expected to bring in the domain expertise along with the details of relevant database as per the requirements. The cost of these databases shall be borne by SP and shall be included in the proposal. The volumetric estimation of the use of these databases need to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. The final ascertainment shall be done during the project planning phase.
57	Functional_blueprint.pdf (4.6/6.4 Page 62)	4.6 Modules under Innovation Hub	Can you please clarify highlighted section " The system should enable visual representation of linkages and relationships between entities for analysts to infer financial relationships. Further, the analyst should be able to edit (add or remove linkages) to test hypothesis on business relationships."	The system shall allow visual representation of the relationships between the entities. Further, these representations should be editable - which essentially would mean that user can add / remove / modify relationships between entities. This shall help in creating newer inferences based on certain new assumptions.
58	Functional_blueprint.pdf (4.6/6.4 Page 62)	4.6 Modules under Innovation Hub	What are all the Internal list of sources feeding data into the Data warehouse/Data Lake?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
59	Functional_blueprint.pdf (4.6/6.4 Page 62)	4.6 Modules under Innovation Hub	What are all the External list of sources feeding data into the Data warehouse/Data Lake?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
60	FUNCTIONAL_BLUEPRINT.pdf (6.4/ Social media analytics / Page 61-62)	This requires intelligence gathering from both open-source data as well as commercial databases. This section concerns itself with the capability of the system to identify the relevant open source and social media data / intelligence that can be of value to IFSCA for screening of regulated entities.	Do we have any indicative list of open-source data / websites as well as commercial databases we need to address?	Bidders are expected to get in the required expertise for identifying the triggers / instances when website crawling is required and also number and type of websites to be crawled. The exact number of websites shall however be determined during the project planning phase. The crawling framework should be implemented and operationalized as per the extant regulatory framework. IFSCA will provide its support to the bidder to facilitate necessary permissions if the target websites are government entities and explicit support is required from IFSCA to obtain permission to crawl those. All the associated costs related to website and social media crawling are to be borne by SP Bidders are expected to bring in the domain expertise along with the details of relevant database as per the requirements. The cost of these databases shall be borne by SP and shall be included in the proposal. The volumetric estimation of the use of these databases need to be ascertained by the bidder based on their domain expertise and based on the overall volumetrics provided as part of the RFP. The final ascertainment shall be done during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
61	FUNCTIONAL_BLUEPRINT.pdf (6.4/ Social media analytics / Page 62)	Capability to perform functions such as text mining / sentiment analysis for enabling various applicable use cases including detection of insider trading and other fraudulent activities.	Please share the count and list of use cases that IFSCA envisage for which we have to size the services efforts	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
62	FUNCTIONAL_BLUEPRINT.pdf (4.7 Enabling Technologies' modules/Page 63)	No of Rules for SMS/Email
The system supports a ticketing system which would allow queries to be categorized, assigned and escalated to different levels as per defined rules.	Please share what is the estimated number of rules for
Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
63	FUNCTIONAL_BLUEPRINT.pdf (7.2 Helpdesk/Chatbot/ Page 64)	- The web-based interface should be implemented in form of a chat bot wherein the user shall be driven through a series of questions before the query can be handed over to an agent. The chatbot shall be progressively trained (based on AI/ML principles - with the recorded data) to reduce dependence on human agents.	- Do we have any indicative list of intends which will be handed over to an agent after routing through chat bot? If yes, pls provide details
- For routing of queries, how many different support agent are envisioned?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
64	FUNCTIONAL_BLUEPRINT.pdf (7.4/Web Scaper / Page 65)	The system should deploy bots to extract content and data from an intended website. The data obtained could be used to perform data analytics in order to derive insights.	Do we have any indicative list of intended websites to be crawled? We understand that IFSCA will get the requisite licenses and share it with chosen service provider. Please confirm our understanding.	The selected bidder shall be expected to identify the platforms and propose the same to IFSCA which will decide the platforms to be scanned. The licenses would need to be procured by SP and it will be required to bear the cost
65	FUNCTIONAL_BLUEPRINT.pdf (7.4 Robotic Process Automation / Page 65)	The solution shall be able to deploy bots which perform a set of tasks by following a process, without any human intervention for core business operations	Please share the SOP's of existing procedures or call out the list of automatas to be introduced. Also provide the details of following :-
•Is there an existing "time study of the Process" for the different tasks, helping to estimate the ROI and how many run time is needed to achieve it?
•Any basic metrics if time study not available:
oAverage throughput
oNumber of people performing the task (and their hourly cost)
oTime spent on a task on average
oError rate i.e. percentage of activities that need to be reworked
•Which tasks are rolling tasks, performed on a daily basis and which ones are more seasonal?
•What kind of reporting is needed on the completed tasks? Using a Bot may have you lose visibility on what's going on, so it's important to determine what level of visibility the business wants to have on the Bot's work.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
66	FUNCTIONAL_BLUEPRINT.pdf (5/Page 66)	Process details and expectations from IT system	Please specify the Process life cycle duration i.e. average and maximum time taken to complete the process/steps of all the process flow specified below from section 5.1 to 5.13 . (example, time taken to complete primary markets process flow, time taken to scrutinize the application etc.). The same information is needed for all the processes.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
67	FUNCTIONAL_BLUEPRINT.pdf (5.1 Primary MarketPage 67)	Registartion : Fee calculation module with capability to configure rules for different kinds of applicants
IPO filing and one-time reporting : Fee calculation module with capability to configure rules	Please share what is the estimated number of rules for
Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
68	FUNCTIONAL_BLUEPRINT.pdf (5.1/Page 68)	Process flow diagram	What happens after request for further information or issuance of direction step is complete? Does the process end there or some different process starts?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
69	FUNCTIONAL_BLUEPRINT.pdf (5.1 Primary Market/ Page 73)	As of now, no specific requirement of RBS was elicited. However, it shall be required as the system matures. Only required for intermediaries (and not for the issuers). Risk scores may be calculated for regulated entities and accordingly focused reporting and supervision may be administered. System to have the capability to ingest inputs from different sources (both systems generated inputs and inputs fed manually) – to arrive at a risk score.	- How many different sources are expected to ingest inputs into the envisioned system for RBS? Please provide details of those sources
- Are there any existing risk scoring frameworks/rule based structures already defined for risk models? If yes, then please provide details	As per RFP, The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
70	FUNCTIONAL_BLUEPRINT.pdf (5.2 Secondary markets/P74)	Registartion : Fee calculation module with capability to configure rules for application from stock exchanges	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
71	FUNCTIONAL_BLUEPRINT.pdf (5.3 Bullion markets/P82)	Risk based Supervision : Risk score calculation based on the statistical models and defined rules (Risk indicators are already being built into reporting templates	Please share what is the estimated number of rules for Quality Checks and Validations along with complexity mix ? Are there any Sample Rules that can be shared across complexities	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
72	FUNCTIONAL_BLUEPRINT.pdf (5.3 Bullion Markets/ Page 84)	- Risk score calculation based on the statistical models and defined rules (Risk indicators are already being built into reporting templates). - The risk-based module shall be an overarching module - different inputs from onsite supervision, commercial databases, open source intelligence and regular reporting would be feeding into it. - Risk modelling system should also be able to take manual comments and ratings and incorporate in the overall risk score. - Both entity and systemic risk assessment / scoring capability to be incorporated - Output from risk module shall be used to create risk profiles for entities across different verticals. - Integration with external commercial databases such as Worldcheck	- Are there any existing risk scoring frameworks/rule based structures already defined for risk models? If yes, then please provide details '- Both quantitative and qualitative data inputs will form the basis to determine the risk indicators against any inherent risk. Which are the different type of risks expected to be covered by these different data inputs? '- Which all external commercial databases are expected to be integrated to determine the overall risk score?	- Industry standard risk frameworks are expected to be implemented in IFSCA. Such frameworks both quantitative and qualitative inputs and also cover risk indicators. - Refer RFP Volume 1, Section 6.3.6 for details regarding external risk databases
73	FUNCTIONAL_BLUEPRINT.pdf (5.5 Mutual Funds/ Page 94)	AI / ML based system for scanning and processing scheme documents to generate first level insights (otherwise done manually by reading through the document)	- How many such documents types are expected to be processed to extract text/data through AI/ML/NLP for analytical insights? Please share volume of documents as well	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
74	FUNCTIONAL_BLUEPRINT.pdf (5.5 Mutual Funds/ Page 94)	Other requirements Implementation of Risk based supervision tools	- Are there any existing risk scoring frameworks/rule based structures already defined for risk models? If yes, then please provide details '- Both quantitative and qualitative data inputs will form the basis to determine the risk indicators against any inherent risk. Which are the different type of risks expected to be covered by these different data inputs?	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of risk frameworks across different financial domains. Detailed requirement planning would be done by the bidder during the project planning phase.
75	FUNCTIONAL_BLUEPRINT.pdf (5.8 Insurance/ Page 107)	- Risk based procedures to be adopted wherein systemic importance and risk profile shall drive the supervision and compliance process - Pre-defined criteria / rules to be embedded in system - System to suggest risk score of each of the entities present based on the pre-defined criteria / rules embedded into the system. The system shall be able to derive risk scores based on data from internal / external sources as well as manual inputs. - IFSCA team should be able to modify the risk score in system to decide on future course of actions	- Are there any existing risk scoring frameworks/rule based structures already defined for risk models? If yes, then please provide details '- Both quantitative and qualitative data inputs will form the basis to determine the risk indicators against any inherent risk. Which are the different type of risks expected to be covered by these different data inputs?	Requirements of IFSCA have been provided in the RFP. Further the bidders are also expected to have an understanding of risk frameworks across different financial domains. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
76	FUNCTIONAL_BLUEPRINT.pdf (5.9 Banking/ Page 113-114)	- Risk score calculation based on the statistical models and defined rules (Risk indicators are already being built into reporting templates). - The risk-based module shall be an overarching module - different inputs from onsite supervision, commercial databases, open source intelligence and regular reporting would be feeding into it. - Risk modelling system should also be able to take manual comments and ratings and incorporate in the overall risk score. - Risk modelling system should have the capabilities such as to carry out what-if analysis, simulations, stress testing etc. - Both entity and systemic risk assessment / scoring capability to be incorporated - Output from risk module shall be used to create risk profiles for different entities – both for license application and for supervisory decision making .	- Are there any existing risk scoring frameworks/rule based structures already defined for risk models? If yes, then please provide details '- How many indicative number of scenarios/ use cases perating to what-if analysis, simulations etc. are expected to be covered? Please provide details '- Both quantitative and qualitative data inputs will form the basis to determine the risk indicators against any inherent risk. Which are the different type of risks expected to be covered by these different data inputs?	- The existing risk scoring frameworks developed by IFSCA shall be shared with the successful bidder. However, the bidders should note that IFSCA shall adopt industry standard risk frameworks being used by leading global regulators.
77	FUNCTIONAL_BLUEPRINT.pdf (5.10 Finance Companies/ Page 118)	Risk based supervision system developed for banking system shall be leveraged to perform supervision for finance companies as well	- Are there any existing risk scoring frameworks/rule based structures already defined for risk models? If yes, then please provide details '- Both quantitative and qualitative data inputs will form the basis to determine the risk indicators against any inherent risk. Which are the different type of risks expected to be covered by these different data inputs?	- The existing risk scoring frameworks developed by IFSCA shall be shared with the successful bidder. However, the bidders should note that IFSCA shall adopt industry standard risk frameworks being used by leading global regulators.
78	FUNCTIONAL_BLUEPRINT.pdf (5.12 Development/Page 123)	There should be separate workflow for new product launch and for pitching it to the potential entities (including with government department	How many Separate workflows to be designed for new product launch are envisaged ? Is there any projection of new products that IFSCA expect to launch. Please share the details.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
79	IFSCA RFP_Vol1_Final.pdf (2/2/Seamless Integration / Page 15)	Greater cooperation can also be expected in the areas of AML / CFT, financial crime, fraud detection and law enforcement.	Please share the indicative list of source/destination systems to which the IFSCA platform is to be integrated .	Refer RFP Volume 1, Section 11.2
80	IFSCA RFP_Vol1_Final.pdf (3.1/Project Implementation Timelines / Page 17/18)	The project implementation timelines for the design of the IFSCA Supervisory Technology (SupTech) System have been illustrated in the diagram below. Subsequently, the different components of the diagram have also been detailed	This is a very complex project and the projected timelines to complete the delivery within 12 months is very ambitious , so we will request to define the projected delivery timelines over a period of 24 months with various sprints across different verticals in multiple drops (as defined in current project plan)	Refer to corrigendum 4, Sr. No. 6
81	IFSCA RFP_Vol1_Final.pdf (3.2.1.1 Page 19)	The SP shall be required to define the overall volume of work in terms of story points, within the first 3 months from the date of the SP being onboarded, based on the FUNCTIONAL BLUEPRINT (as enclosed in annexure 11.1). The SP shall be detailing the requirements captured in FUNCTIONAL BLUEPRINT in discussion with IFSCA and take agreements on total expanse of the work (number of story points to be implemented). (Requirements of Business vertical may be further added to the FUNCTIONAL BLUEPRINT at the time of Planning Phase). The scope definition shall also include effort required for implementing all the modules including Risk Based Supervision (RBS), support modules, enabling technologies, innovation hub, regulatory data warehouse/data hub/data lake.	We understand any New Scope/ changes after bid submission will be be handled through Change Request. Please confirm our understanding	Refer to corrigendum 4, Sr no 13

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
82	IFSCA RFP_Vol1_Final.pdf (3.2.2 Page 21)	Any integration requirement identified during the implementation phase shall be implemented without any extra cost to IFSCA	We request to please share details of systems to be integrated so that efforts of same can be dimensioned. It is difficult to address the open ended requirements as same will have an impact on cost and timelines to deliver.	The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
83	IFSCA RFP_Vol1_Final.pdf (3.2.2.5/3/ Page 24)	SP shall ensure that if any module is going live, then associated mechanism needs to be devised to ensure that it is integrated with offline mechanisms in place at that time.	Does this mean that the process workaround has to be owned by the SP?	The RFP clause is self explanatory
84	IFSCA RFP_Vol1_Final.pdf (3.2.2.5/4/ Page 24)	The SP shall ensure migration of the existing datasets into the envisaged system. It shall include migration of all the existing application and reporting data pertaining to already registered entities (registered here shall imply any entity which has been onboarded – whether provided license, registration, permission among etc.) within IFSCA. This data may not be available in a consolidated format or as a single dump. SP shall be expected to devise requisite SOPs and implement the same for getting the data migrated (for example, migration may require creation of SOP for transferring content from emails of IFSCA officials – the relevant SOPs shall need to be approved by IFSCA before execution). The details of data to be migrated is available in annexure 11.1. This shall be considered as one of the key requisites before the finalization and in turn acceptance of each go-live	We understand that IFSCA will provide the source system from where data to be collected and will facilitate in required integration. Also the quality of data will be prime responsibility of sender/donor. Please confirm our understanding	The RFP clause is self explanatory. Further SP shall be required to bring the data quality to the desired level before migration
85	IFSCA RFP_Vol1_Final.pdf (3.2.2.5 / P24)	1.The baseline identified and agreed at the end of T0 + 6 months shall be considered as the final scope that shall have to be implemented by the end of T0 + 12 months or as agreed by IFSCA (referred to as TI).	We understand that final delivables and story points has to be completed by T0+3 for development to be completed in 12 months. Any changes beyond that could entail additional effort and cost and will be addressed through change request . Please confirm our understanding	Refer to corrigendum 4, Sr no 13
86	IFSCA RFP_Vol1_Final.pdf (3.2.2.5 / P24)	2. Any new requirement being notified by IFSCA to SP for implementation shall have to be implemented within 3 months from the date of the SP being notified (e.g. if IFSCA informs the SP about some new forms at the end of T0 + 9 months, then those shall have to be implemented within T0+12)	We understand that the same will be conidered as a change request . Please confirm	Refer to corrigendum 4, Sr no 13
87	IFSCA RFP_Vol1_Final.pdf (3.2.2.5 / P25)	5. Given that there are frequent changes in the acts / rules / policies, SP shall ensure that system design and architecture is such that the changes to the IFSCA system are implemented within minimum turnaround time.	Frequent changes would effect timeline, schedule, rhythm and effort of the project. Changes beyond baselining T0 should be avoided. Impact and re-baselining will be done if there major changes. There could be impact on effort and we will jointly discuss and mutually agree on impact and any change in efforts involved.	No changes to the RFP
88	Volume 1 /sec 3.2.3.4 / Page 27	key consideration	What is Enterprie Management System (EMS)? What functional and non-functional capabilities are expected?	As per RFP. Detailed requirement planning would be done by the bidder during the project planning phase.
89	Volume 1 /sec 3.3.1.1 / Page 28	3.3.1.1Testing	Can Testing tool be used from remote shared services center managed by the service provider?	Please refer RFP Volume 1, Sections 3.3.1.1 and 3.3.1.2. The bidder can bring in their testing tools and install in IFSCA environment. IFSCA does not intend to own these tools. However, remote shared testing is not allowed.
90	IFSCA RFP_Vol1_Final.pdf (3.3.1.1 Page 28)	7. SP shall also conduct an internal Vulnerability Assessment and Penetration Testing (VAPT) on a periodic basis.	Please define the periodicity at which VAPT testing shall be done for us to estimate the efforts involved	Refer to corrigendum 4, Sr. No. 8
91	IFSCA RFP_Vol1_Final.pdf (3.3.1.2 Page 31)	if IFSCA identifies any additional security upgradation/ components / measures, which were not covered as part of the RFP, the SP shall be responsible for implementing it in consultation with IFSCA	We understand that any additional component called out post T0 (planning and sign off phase) will be treated as change request. Please confirm our understanding	Refer to corrigendum 4, Sr no 13
92	IFSCA RFP_Vol1_Final.pdf (3.3.1.1 / Volume/P31)	18. IFSCA will also engage third party agency for security testing the entire solution prior to every go-live.	SP would like to conduct security testing and fitment testing themselves for all the itermediate go lives. We understand that final validation and certification would be done by third party which will be arranged by IFSCA and bear the expanses for same	Refer to corrigendum 4, Sr. No. 9

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
93	Volume 1 /3.3.1.2.1.i / Page 31	Application security –All the applications need to be secured such that the data leakage from application is prevented. Application security is the process of making apps more secure by finding, fixing, and enhancing the security of apps. Much of this happens during the development phase, but it includes tools and methods to protect apps once they are deployed	Change/Clarification Sought: Application security –All the applications need to be secured such that the data leakage from application is prevented. Application security is the process of making apps more secure by finding, fixing, and enhancing the security of apps. Much of this happens during the development phase, but it includes tools and methods to protect apps once they are deployed. The supplied solution needs to provide features so that privileged users also cannot access the application code, the data, the application dump in the event of a crash. The solution should provide for signed images of application code, software components such that supply chain attacks are prevented Justification: 1) Social engineering is a way that hackers gain the credentials of privileged users and use the credentials to hack into the system. Hence critical parts of the application should be hosted in environments that only expose REST APIs and are not accessed even by the privileged user. 2) Signed software images used in a secure development environment ensure that software components or code that is used is not already jeopardised. This is very relevant in this era of open source software (eg. Solarwinds Hack). Since much software development today leverages open source software of unknown provenance, IFSCA should create infrastructure that can protect against such situation in future	Bidder is free to choose the best solution in light of the existing clause of the RFP.
94	Volume 1 /3.3.1.2.1.ii / Page 31	Data security –Data security needs to be implemented to ensure data integrity and prevent data loss for data at rest and data in transmission.	Change/Clarification Sought: Data security –Data security needs to be implemented to ensure data integrity and prevent data loss for data at rest, data in transmission and data in use. The solution should ensure that there is minimal performance impact on the business workload. Bidder should highlight if the encryption is accelerated. The application should be transparent to the encryption and should not require rewriting Justification: Data in use also needs to be protected. This is the definition of Confidential Computing. Since IFSCA is setting up the greenfield infrastructure, this point needs to be taken into account. Future threats will target data in use	Bidder is free to choose the best solution in light of the existing clause of the RFP.
95	IFSCA RFP_Vol1_Final.pdf (3.3.1.2 / 2/ iPage 32)	Conduct Internal audits on a periodic basis	Please define the periodicity at which audit shall be done for us to estimate the efforts involved	Refer to corrigendum 4, Sr. No. 8
96	Volume 1 /3.3.1.2.2.i.ss/ Page 34	All the DSC keys / document signer certificates shall be stored in HSM.	Change/Clarification Sought: All the DSC keys / document signer certificates shall be stored in FIPS level 4 HSM. Justification: HSMs are rated as per the Federal Information Processing Standard. HSM are rated in levels (1 lowest, 4 highest). Since IFSCA is setting up greenfield infrastructure, IFSCA should specify the best available at this point of time to protect against obsolescence	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the requirement as per RFP
97	Volume 1 /3.3.1.2.3.o / Page 36	Hardware Security Module (HSM)	Change/Clarification Sought: FIPS Level 4 Hardware Security Module (HSM)	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the requirement as per RFP
98	Volume 1 /3.3.1.2.3.iii.a / Page 37	A policy engine shall handle the final decision to grant, deny, or revoke access to a resource for a given subject. The policy engine shall evaluate the confidence levels and grant ultimate access decisions.	Change/Clarification Sought: A policy engine shall handle the final decision to grant, deny, or revoke access to a resource for a given subject. For most critical data, the solution should provide continuous protection and control even if the data is copied or moved to other locations. The policy engine shall evaluate the confidence levels and grant ultimate access decisions. Justification: Zero trust architecture should be data centric. Cyber attackers are finding increasingly innovative ways to compromise IT infrastructure and steal this data. Because of these risks, it's critical to take measures to protect more than infrastructure – to protect sensitive data at all times, even outside the limits of your datacentre.	As per RFP. Bidder is free to choose the best solution in light of the existing clause of the RFP.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
99	IFSCA RFP_Vol 1_Final: 3.3.1.3 Deployment Page - 42	Environment: The SP shall provision for the following environments: i. Development environment ii. Testing environment iii. Staging environment iv. UAT environment v. Production environment vi. Training environment for hands on training to IFSCA user groups vii. Environment for Innovation Hub	Will IFSCA provide remote/VPN access for the environments hosted in IFSCA for the team to work from offshore or WFH? Please provide additional guidance of the on the sizing of the non-prod environments over and above what is provided in the points I through vi under Considerations.... On page 42&43. The guidance for Innovation Hub is provided for 10% of production capacity on page 61 of the document	Refer to corrigendum 4, Sr. No. 15
100	IFSCA RFP_Vol1_Final.pdf (3.3.1.4/4/Deliverable signoffs/ Page 45)	Sign-off on the deliverables by IFSCA does not necessarily indicate that IFSCA does not have the right to ask for revisions or changes in any of the deliverables in line with the scope of work of the project and other project requirements.	Will such requests where the IFSCA asks for changes post Sign-off be treated as a Change Request?	Refer to corrigendum 4, Sr. No. 13
101	IFSCA RFP_Vol1_Final.pdf (3.3.2.1 / P47)	The SP shall be responsible for any system (application, infrastructure, integration, etc.) augmentation during any such (planned or unplanned) peaks in filing so that all SLAs are met	The proposed infrastructure will be sized as per the volumetric and SLA guidelines mentioned in RFP.Any change in inputs (be it data source , users , concurrency , reporting , models etc.) will have an impact on compute/storage/networking/security etc. and same has to be addressed through CR	Refer to corrigendum 4, Sr. No. 15 and 16
102	IFSCA RFP_Vol1_Final.pdf (3.3.2.5/Third Party Audit Requirements/ Page 55)	The SP shall provide the hosting Services for both Data Centre and the Disaster Recovery Centre. IFSCA may ask SP to shift between DC & DR at any time to check the readiness of the DC-DR switchover and sustainability.	Can a private cloud (Azure, AWS, GCP) be used for hosting) instead of setting infra(hardware+software) from scratch.from scratch.	It will be On-prem based platform
103	IFSCA RFP_Vol1_Final.pdf (4. Functional Solution / P 60)	In order to identify and implement leading best practices, SP shall require to onboard domain specialists who shall identify and suggest interventions to implement those global practices while designing the system. Further, the SP shall ensure that the domain specialists, for all the verticals of IFSCA, are available throughout the development process. Furthermore, SP shall make sure that a detailed requirement gathering process is conducted with the stakeholders of the IFSCA to design the solution in line with the vision of IFSCA.	We request IFSCA shall allow the service provider to bring partner/ global resources to fulfill IFSCA vision of worldclass/ global best practices in Domain and solution/ product	Refer to corrigendum 4, Sr. No. 23
104	IFSCA RFP_Vol 1_Final.pdf(5/I Page 61	Innovation Hub	What are the different sources feeding data to Innovation Hub?	Section 5 of Volume 1 of the RFP provides the scope of work relating to Innovation Hub. It is also expected that any data which is being created or consumed in the system can be fed into the Innovation Hub.
105	IFSCA RFP_Vol 1_Final.pdf(5/I Page 61	Innovation Hub	What is the volume of data from each Source on a daily basis?	The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
106	IFSCA RFP_Vol 1_Final.pdf(5/I Page 61	Innovation Hub	What kind of reporting/dashboarding is needed from this Innovation Hub?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
107	IFSCA RFP_Vol 1_Final.pdf(6.1.j/ Page 64	The system shall have a provision for data at rest and in transit should be encrypted.	Change/Clarification Sought: The system shall have a provision for data at rest, in transit and in use should be encrypted transparently using encryption accelerators	No changes in the minimum requirements of the RFP. The bidders are free to propose any solution over and above the minimum requirements stated in the RFP.
108	IFSCA RFP_Vol 1_Final.pdf(6.2.f/ Page 66	Virtualization: It is envisaged that the solution should implement virtualization for compute, storage, and network. The virtualization solution should have capabilities to manage, monitor and maintain the health of the virtualized nodes. It should also provide security for the virtualized environment.	Change/Clarification Sought: Virtualization: It is envisaged that the solution should implement virtualization for compute, storage, and network. The virtualization solution should have capabilities to manage, monitor and maintain the health of the virtualized nodes. It should also provide security for the virtualized environment. The solution should allow for highest possible isolation of virtual environments. The EAL rating of the virtualisation technology proposed should be specified. The isolation should be multi-layer - partition, VM, container. The solution should provide memory isolation and protection from illegal access across different VMs and applications. Justification: Since the solution is envisaged to be an on prem cloud in which many sensitive regulatory activities and also activities related to ecosystem/innovation are undertaken, it is essential to have the ability to isolate some virtual environments from the other completely. Isolation using different physical servers is not efficient. Hence the solution proposed should be able to provide the highest level of isolation between virtualisation environment and this should be specified. Multi-layer protection allows different deployments to be used for different workloads - for example, RDBMS on native partitions, applications on VMs and in containers.	No changes in the minimum requirements of the RFP. The bidders are free to propose any solution over and above the minimum requirements stated in the RFP.
109	IFSCA RFP_Vol 1_Final: 6.3.3 User touchpoints - B. Web portal - e. User management Page - 72	User management: The system should have the capability of registering multiple users per regulated entity. It should support creation of multiple roles per regulated entity and assigning the users to specific roles. The system should then allow role based access to the RE users.	What are the different user types who will be accessing the system other than IFSCA themselves like will Auditors and other regulators (like RBI, SEBI etc) also be using this platform? If yes, what role they will play in the system?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
110	IFSCA RFP_Vol 1_Final: 6.3.5 Solution components - B. Forms designer engine/Page - 77	Forms designer engine – This application will help create forms based on the requirements of IFSCA. It will be able to generate both PDF as well as web-based forms. Version management for each of the forms should be made available in the system.	Apart from web-forms, is IFSCA also expecting any offline tool to be provided to RE for creating XBRL based reporting documents	The solution development shall be as per business requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
111	IFSCA RFP_Vol 1_Final: 6.3.5 Solution components - E. Rules engine/Page - 78	e. The SP shall implement rules engine capable of/ handling all business rules irrespective of complexity, from simple to complex workflows.	Are the existing regulatory forms currently in scope finalised? Also, the validation and business rules are already defined and finalised?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
112	IFSCA RFP_Vol 1_Final - 6.3.5 Solution Components - F. Workflow Engine - 78	Accessibility	Is there any requirement for DMS System to be accessible externally (through internet)?	Capabilities should exist in the system to access the system externally through internet as well.
113	IFSCA RFP_Vol 1_Final - 6.3.5 Solution Components - F. Workflow Engine - 78	b. The system should be capable of having data storage through direct upload using DMS upload and user interface and also through the integration with other core applications.	Is there any requirement for DMS system to be accessible to RE users for accessing/publishing documents?	Capabilities should exist in the system to access the system externally through internet as well.
114	IFSCA RFP_Vol 1_Final - 6.3.5 Solution Components - F. Workflow Engine - 78	e. The DMS system should have its own workflow management system and should also be capable of integration with other workflow engines/applications.	Is there any requirement of workflows (processes) that needs to be handled internally within IFSCA? If yes, can you provide more details about the internal processes/workflows in DMS.	As per RFP. The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
115	IFSCA RFP_Vol 1_Final - 6.3.5 Solution Components - F. Workflow Engine - 78	I. DMS should follow all the standards for safety, security and compliance as applicable to the other parts of the application and the RFP.	Do you have a requirement for Content/Document Archival for long term storage? And if yes for what size the solution shall be sized for	The bidder is required to design and estimate the technical requirements for this.
116	IFSCA RFP_Vol 1_Final.pdf(6.3.5/J Page 80	MIS/Dashboard reporting engine	What is the source for MIS Dashboards?	Refer RFP Volume 1, Section 6.3.6
117	IFSCA RFP_Vol 1_Final.pdf(6.3.5/J Page 80	MIS/Dashboard reporting engine	How many adhoc reports/dashboards are expected?	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
118	IFSCA RFP_Vol 1_Final.pdf(6.3.6/G Page 88	Data lake	Assumption is Data Lake mentioned here is same as Regulatory Datawarehouse.	The business process and volumetrics are provided in the RFP. Bidders can estimate the technical volumetrics basis that.
119	IFSCA RFP_Vol1_Final.pdf (6.3.6/G/DataLake/Page 88)	The platform shall provide the base for running big data analytics, real time analytics and machine learning models	What kind of real time analytics need to be performed? Can you please give examples?	As per RFP. The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
120	IFSCA RFP_Vol 1_Final.pdf(6.3.6/J Page 89	Database System	To what all the agencies the integrations are needed?	Refer RFP Volume 1, Section 6.3.6
121	Volume 1 /sec 6.4.1 / Page 90	key performance benchmarks	what are the transaction per second requirement for each of the solution component mentioned in the RFP?	The business process and volumetrics are provided in the RFP. Bidders can estimate the technical volumetrics basis that.
122	IFSCA RFP_Vol 1_Final.pdf(6.4.4 g/ Page 94	DC should be located in Ahmedabad –Gandhinagar region (preferably in GIFT city)and the DR should be at least 500 kilometres away from the DCin a different geo-seismic zone outside of the state of Gujarat.	We request IFSCA to allow use of Private dedicated cloud instance of cloud providers with adequate data security and redundancy	It will be On-prem based platform
123	IFSCA RFP_Vol 1_Final.pdf(6.4.4 g/ Page 94	DC should be located in Ahmedabad –Gandhinagar region (preferably in GIFT city)and the DR should be at least 500 kilometres away from the DCin a different geo-seismic zone outside of the state of Gujarat.	Change/Clarification Sought: DC should be located in metropolitan city in India and the DR should be at least 500 kilometres away from the DC in a different geo-seismic zone. Justification: We understand that IFSCA is located in Ahmedabad. The access to the data centre infrastructure would still be through IP network. Hence it is immaterial from a technical perspective that the DC be located in Ahmedabad. Hence request that this be relaxed	No changes to the RFP
124	IFSCA RFP_Vol1_Final.pdf (6.5.1/Use Cases of AI/ML / Page 99-100)	During the course of the project, IFSCA may suggest additional use cases for AI/ML implementation in IFSCA IT system. The SP is required to bring in adequate technical capability and platform to address any such requests during implementation phase at no additional cost to IFSCA.	Do we have any indicative figure of volume, complexities of these ad-hoc requests.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
125	IFSCA RFP_Vol1_Final.pdf (11.2/ExternalIntegrations / Page 150)	Further integration with Risk, Corporate and Rating databases shall be done as per the requirements	Need bit more details + specifications about Risk, Corporate and Rating databases and probabale use cases for them	This shall be as per IFSCA's requirements
126	IFSCA RFP_Vol 1_Final: 6.3.5 Solution components - E. Rules engine Page - 78	e. The SP shall implement rules engine capable of/ handling all business rules irrespective of complexity, from simple to complex workflows.	Are the existing regulatory forms currently in scope finalised? Also, the validation and business rules are already defined and finalised?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
127	6_3_Capital_markets_Primary, 6_4_Capital_Market_Secondary, 6_8_GIC, 6_9_Aircraft_leasing, 6_6_Ancillary Services	-	Vertical wise estimated numbers of reporting forms are given in 'Volumetrics'. Reporting formats for some of the verticals are not available (Like Capital markets, GIC, Aircraft Leasing, etc). Can we have the formats of the reporting forms for those as welll to estimate the data elements to be reported by RE?	The reporting formats are regularly being created and updated. SP is expected to implement these forms as they are updated as per terms defined in RFP
128	IFSCA RFP_Vol 1_Final: 6.3.5 Solution components - B. Forms designer engine Page - 77	Forms designer engine – This application will help create forms based on the requirements of IFSCA. It will be able to generate both PDF as well as web-based forms. Version management for each of the forms should be made available in the system.	Apart from web-forms, is IFSCA also expecting any offline tool to be provided to RE for creating XBRL based reporting documents	No additional tool is required to be provided to the REs other than those mentioned in the RFPs
129	IFSCA RFP_Vol 1_Final: 6.3.3 User touchpoints - B. Web portal - e. User management Page - 72	User management: The system should have the capability of registering multiple users per regulated entity. It should support creation of multiple roles per regulated entity and assigning the users to specific roles. The system should then allow role based access to the RE users.	What are the different user types who will be accessing the system other than IFSCA themselves like will Auditors and other regulators (like RBI, SEBI etc) also be using this platform? If yes, what role they will play in the system?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
130	IFSCA RFP_Vol 1_Final: 3.3.1.3 Deployment Page - 42	Environment: The SP shall provision for the following environments: i. Development environment ii. Testing environment iii. Staging environment iv. UAT environment v. Production environment vi. Training environment for hands on training to IFSCA user groups vii. Environment for Innovation Hub	Will IFSCA provide remote/VPN access for the environments hosted in IFSCA for the team to work from offshore or WFH?	Please refer corrigendum 4, Sr. No. 15
131	IFSCA RFP_Vol 2_Final (5.6 Technical Evaluation Framework/1.1 Page 25)	Experience of relevant software development projects in India Projects with application development experience in India with bidder's fee greater than 125 crore, which have been awarded to the bidder or executed by the bidder, anytime during the last 5 years (from 01.01.2016 till date of bid submission)....will be considered in this criterion	As part of pe qualification criterion IFSCA has already asked for Project experience of values (1 Project 250 CR , 2 Projects 150 CR and 3 Projects 125 CR each) . We request in this clause IFSCA shall de link the Project value with the 4 aspects specified in clause 1.1 . We request in this clause IFSCA shall ask for 3 projects references for stated work type adding to total value of INR 125 CR rather asking each project of value INR 125CR for IFSCA to benefit with larger participation .	No changes to the RFP
132	IFSCA RFP_Vol 2_Final (5.6 Technical Evaluation Framework/1.2 Page 25)	Experience of IT projects in financial services sector in India or abroad	We request IFSCA to allow System Integrator to leverage the references of sub component provider(technology and services) considered for solution.	No changes to the RFP
133	IFSCA RFP_Vol 2_Final (7.2/Page 36)	The payments for this project shall be released in four separate payment streams as follows: 1. Payment stream 1 (PS 1): Payment for capital expenditure (CAPEX) by the SP 2. Payment stream 2 (PS 2): Payment for implementation of the system 3. Payment stream 3 (PS 3): Payment for operations and maintenance of the system 4. Payment stream 4 (PS 4): Payment for utilisation of change management buffer (of 600 man-months)	How these payment streams will cover the payments for innovation hub and cost of providing training is not mentioned	The payment terms cover the entire project. No changes to the RFP are needed
134	IFSCA RFP_Vol 2_Final (7.2/Page 36)	PS1 - Payment for capital expenditure (CAPEX) by the SP CAPEX will be paid to the SP as under – 1. 50% on procurement and delivery of CAPEX infrastructure for IFSCA, at the respective locations as directed by IFSCA. This payment will be made upon certification from the SP and subsequent verification by IFSCA. 2. 50% on commissioning of the CAPEX infrastructure (after the deployment of the CAPEX infrastructure in the respective environments and demonstrating to IFSCA that these environments are up and running). This payment will be made upon certification from the SP and subsequent verification by IFSCA.	As all the hardware/ Software OEM terms are - 100% billing upfront, ATS/ AMC from second year in advance and payment 30 days from the date of invoice. We request IFSCA to consider payment terms for CAPEX to be inline with same.	Refer to corrigendum 4, Sr. No. 20

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
135		PS2 -Payment for implementation of the system	We propose an alternative payment schedule , request to consider the same for necessary revision	Refer to corrigendum 4, Sr. No. 22
136		PS3 - Payment stream 3 (PS 3): Payment for operations and maintenance of the system	We propose an alternative payment schedule , request to consider the same for necessary revision	No changes to the RFP
137	IFSCA RFP_Vol 2_Final (8.4.5/Page 59)	Security Requirements including Physical Security Requirements and certifications	Please specify, if IFSCA has a preferred list of empanelled Security Certification provider that the implementor must engage with? Or can the implementor bring their own certification partners for ISO 270001, ISO 22301, and MietY Cert etc.	Refer to corrigendum 4, Sr. No. 10
138	IFSCA RFP_Vol 2_Final (8.8/Evaluation criteria for common modules /Page 77)	The IFSCA system shall have access to reputed external databases maintained by global agencies.	We understand the licenses required for connecting external database will be made available by IFSCA . Please confirm	Bidders will pay and the bidder has to incorporate that price in the bid
139	IFSCA RFP_Vol 2_Final (8.8/Evaluation criteria for common modules /Page 77)	The IFSCA system shall have access to reputed external databases maintained by global agencies.	Please specify details of all the external databases the solution should be integrated with? E.g. S&P, World check, FATF, OFAC etc	Please refer RFP Volume 1, section 6.3.6
140	IFSCA RFP_Vol 2_Final (8.8/Evaluation criteria for common modules /Page 77)	Open Source Data	Please specify, all the open source data to be integrated with. Also specify the various formats, Structured, Semi structured, unstructured formats.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
141	IFSCA RFP_Vol 2_Final (8.8/Evaluation criteria for common modules /Page 77)	BI and Advanced Analytics	Please specify, if the solution should cater to any multi language data set or multi language or personalization requirement for the stored data, data being presented in the user interface screen etc.	The system's user interface shall be available in English.
142	IFSCARFP Vol2_Final.pdf (section 8.9.3 Page 83)	8.9.3 Data management and analytics	What do you mean by "approval mechanism " does it mean "process" ?	This refers to the approval mechanism which will form a part of overall data governance in IFSCA.
143	IFSCARFP Vol2_Final.pdf (section 8.9.3 Page 84)	8.9.3 Data management and analytics (Data Migration Plan)	Can you please share details about existing databases and systems to be migrated ?	The existing and projected data volumes have been provided as part of the functional blueprint
144	IFSCA RFP_Vol 2_Final (8.9.3/Page 84)	Approach for integrating with external data sources	Please specify all the external data sources and the accepted means of integrating with these e.g. SOA, REST, Batch, HTTPS, MQ, etc.	The approach for integration with different data sources shall vary and the bidders are expected to provide a flexible technical solution for catering to these integrations.

Row 135 embedded tables:

Milestones	INR Cr	Payment Timeline
Total Bid Value	100	
Capex (PS1)	20%	T1
Design & Build (PS2)	30%	T2
PS 2 Milestone 1	20%	T10
PS 2 Milestone 2	30%	T13
PS 2 Milestone 3	40%	T16
PS 2 Milestone 4	10%	T17
O&M (PS 3)	48%	
PCR (PS 4)	1.80%	
T14	10%	
No of Quarter remaining	57	T14
T17	40%	
No of Quarter remaining	54	T17
T20	50%	
No of Quarter remaining	51	T20
T23		
No of Quarter remaining	48	T23

	Current	Proposed	Timeleine
Design & Build (PS2)	30%	30%	
PS 2 Milestone 1	20%	40%	T10
PS 2 Milestone 2	30%	30%	T13
PS 2 Milestone 3	40%	30%	T16
PS 2 Milestone 4	10%	10%	T17

PS 2 Milestone 1		40%	Timeline
Mobilistation		4%	T1
Infr Design		8%	T2
Arch Finalistion		8%	T3
Use Case Sign off		8%	T4
TG1		6%	T7
TG1 Sign off		6%	T10

Row 136 embedded table:

	Current	Proposed
PS 3 Milestone	48%	48%
T14	10%	40%
T17	40%	30%
T20	50%	30%

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
145	IFSCA RFP_Vol 2_Final (8.9.3/Page 84)	Approach for implementing a single-source-of-truth between IFSCA verticals	Please specify the data domains or data entities for which the different verticals wants to arrive at a single source of truth. E.g. Customer, Product, Account, etc.	It is expected that the bidder shall design and implement its application in a manner that any data element which is being used or modified by multiple verticals shall be synced and a single source of truth be created across the entire system. The dimensions shall include but not be limited to REs and their information, products, account, etc.
146	IFSCA RFP_Vol 2_Final (8.9.4/Page 85)	Solution Components for security management and enabling zero trust architecture	Please specify whether this including Network and physical security of the Data Center & Disaster Recovery site, as well. Or this is limited to the application and data layer only.	Refer to clause 3.3.1.2 of Volume 1 of the RFP
147	RFP Volume 3/ Section 2.3: TERM AND DURATION OF THE AGREEMENT	This Agreement shall come into effect from date of issuance of Letter of Intent and shall continue for a period equal to the period of project implementation (till successful final go-live of the solution) plus sixty (60) months of operations and maintenance support. Time shall be the essence of this Agreement as well as of the SLA. IFSCA has the option to extend the duration of the Agreement. The decision on the extension will be taken exclusively by IFSCA.	Bidder seeks deletion of this line Time is of essence. Further, Bidder proposes that any extension of the terms should be on mutually agreeable terms.	It is a time-bound project and there are penalties defined in the RFP in case of delay. No changes to RFP.
148	RFP Volume 3/ Section 2.4 : EXTENSION OF THE AGREEMENT	The IFSCA has the option to extend the duration of the Agreement on expiry, to avail the services of SP for specific work or continuation of the work carried out during the Operative Period of	Any extension of the contract beyond the term should be on mutually agreeable commercial terms and conditions through change control process.	Refer to corrigendum 4, Sr. No. 23
149	RFP Volume 3/ Section 5.1: Performance Bank Guarantee	A Performance Bank Guarantee (PBG) of 10% of value of the contract would be furnished by the successful bidder in the form of a Bank Guarantee as per the format provided in this RFP from Scheduled Indian Banks. The PBG should be furnished within 30		There is no question given by the bidder
150	RFP Volume 3/ Section 6.1 xix:SP Project Assets	SP warrants that it shall provide full support in terms of operations and maintenance services during the Transition Period (at the time	Vendor cannot undertake to provide support indefinitely and accordingly we request that this be limited to a period of 6 months. Further, we request that an explicit provision be included that for	If the services of the SP are availed beyond the contractual period, then IFSCA shall utilise the change control mechanism.
151	RFP Volume 3/ Section 7.2 (b) & c:COMPLIANCE WITH LAWS	Compliance with all applicable laws: SP agrees and undertakes to observe, adhere to, abide by, comply with and notify the IFSCA about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them pursuant to the Project and shall be liable indemnify, keep indemnified, hold harmless, defend and protect the IFSCA and its employees/officers/ staff/personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there-from. (c) Compliance in obtaining approvals/permissions/licenses: SP has already obtained all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this Agreement or for the conduct of its own business under any applicable Law, Government regulation/guidelines and shall keep the same valid and in force during the term of this Agreement and shall also promptly obtain all such future approvals and consents from various departments as may be required in future under any amendments in law or notifications issued by the Government, and in the event of any failure or omission to do so, shall be liable indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the IFSCA and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there-from.	The Bidder requests for deletion of the indemnity requirement. Bidders agrees to be liable to IFSCA for any claim arising out of failure to comply with Applicable laws.	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
152	RFP Volume 3/ Section 8.14:REFRESH AND STANDARDIZATION	he Service Provider shall be responsible for Refresh of technology under its control as necessary to meet Service Levels under the Agreement and as specified in the scope of work b) IFSCA's approval will be required for changes that may involve risk to the business c) If the Service Provider's proposed solution involves the use of Service Provider Facilities or services to be shared with other Service Provider customers, the Service Provider will describe in detail the Service Provider's suggested standards and the process for regulating Change to the environment and accommodating IFSCA's specific needs.	Does vendor have to factor refresh cycle in the cost. Usually the refersh cycle is 5 years	Bidders are requested to refer Volume 1 of the RFP for scope of work.
153	RFP Volume 3/ Section 19.2 (a): FOR MATERIAL BREACH	If there is a Material Breach by IFSCA or its nominated agencies, then the SP will give a six months' notice for curing the Material Breach to IFSCA. After the expiry of such notice period, the SP will have the option to terminate the Agreement	The Bidder seeks to propose that in case of non-paymnt or delay in payment, the cure period should be 30 days. If the client does not make payment within the 30 day cure epriod then SP shall have a right to terminate the contract for material breach.	No changes to the RFP
154	RFP Volume 3/ Page 60 : Schedule-1	AUDIT, ACCESS, AND REPORTING	"IBM will only provide access to routinely prepared records and reports to enable IFSCA to conduct appropriate audits to verify that any variable charges are accurate. Audits will: (1) apply only to the previous twelve months' activities; (2) occur no more than once each calendar year, unless required to meet IFSCA's regulatory requirements; (3) not be permitted if it interferes with IBM's ability to perform the services in accordance with the service levels, unless IFSCA relieves IBM from meeting the applicable service levels; (4) be conducted expeditiously, efficiently, and at reasonable business hours; and (5) be conducted upon reasonable prior written notice, which normally will be at least {30} days. IFSCA and its auditors will not have access to IBM's or its affiliates' or subcontractors' locations or proprietary data or to IBM's customer locations or proprietary data, confidential information about other IBM customers, information subject to attorney-client or other privilege or prepared at the direction of counsel, information from internal audits by IBM or from IBM's external auditors, or information about IBM costs (other than costs needed to confirm the accuracy of any pass-through expenses), provided that IFSCA may have access to appropriate portions of IBM's locations used primarily to perform the services, and to the facilities, to the extent reasonably necessary to audit IBM's compliance with the security requirements."	No changes to the RFP
155	RFP Volume 2/ Section 3.7.9 (b):EMD	b) In case of a successful Bidder, if the Bidder fails to sign a contract in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP along with the deviations proposed by the Bidder at the time of bid submission or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.	Bidder seeks the inclusion of the underlined statement in the previous column. The Bidder has proposed certain deviations to the contract document. Our view is that those deviations will be considered at the time of contract finalization. In case the client rejects those deviations, then the Bidders EMD shall not be forfeited	No changes in the subsequent section of the RFP
156	RFP Volume 2/ Section 7.2.3: Penalties, Retentions and Liquidated Damages	The maximum penalties levied on the Service Provider due to any delays or slippages in the timelines shall be capped at 10% of the total project value. 2. For the development and implementation phase, a sum of 0.1% of the total contract value shall be deducted for every completed calendar week of delay from the stipulated project timelines, due to delays attributable to the Service Provide	Penalty shall only be applicable to the SP for any delay which is solely attributable to the SP. Bidder request that the overall capping under this clause be limited to 10% of the implementation project	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
157	RFP Volume 2/ Section 8.3.3: Integrity Pact	Fall Clause 7.1 The BIDDER undertakes that under similar buying conditions, it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or subsystems was so supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	The Bidder seeks deletion of this clause. The Bidder is selected through a price discovery mechanism envisaged under this RFP process. Further, it is not feasible to compare the pricing of two different opprotunities as no two buying circumstances are the same.	Please read this clause in light of the composite nature of the procurement project. No changes to RFP.
158	6_1 Volumentrics.pdf (1/page 2)	Existing No. of Application & Reporting Forms	Please specify, if IFSCA has an existing applications/system to support these applications and reporting forms? If yes, we want to know the existing software components/hardware details associated with all these existing applications/reports that are presently used within IFSCA.	Currently, IFSCA is processing the forms manually and through emails.
159	6 1 Volumentrics.pdf (1/page 2)	Future number in the next 7 years	Please provide YoY growth of the volumetric so that the capacity can be installed in modular manner. In case IFSCA want capacity for 7 years to be installed upfront then request to clarify the same as well.	The current requirements as available with IFSCA have been provided in the RFP. The bidder is free to make further detailed requirement gathering and estimates when they are onboarded as the Service Provider.
160	6 1 Volumentrics.pdf (1/page 2)	Future number in the next 7 years	We will request to set up an interactive session in understanding the volumetirc called out in Page 2 so that solution can be optimally dimensioned.	The volumetric estimates of the IFSCA have been provided in the RFP and were also discussed during the pre-bid meeting. Any specific queries raised by the bidders on volumetrics have also been addressed. Further, bidders can engage their domain experts to gain a better understanding of IFSCA functioning
161	6 1 Volumentrics.pdf (1/page 2)	Future number in the next 7 years	Please specify, if IFSCA is opting for a hardware refresh, as part of the 6.5 year period? A typical hardware refresh assumes that IFSCA aims to replace hardware once in 5 years within the Data Center. Does the bidder have to factor a hardware refresh also as part of program?	The scope of work stated in the RFP does not specifically ask for a complete hardware refresh, however, the bidder is required to keep the hardware up to date as per the requirements stated in the RFP
162	6_3_Capital_markets_Primary, 6_4_Capital_Market_Secondary, 6_8_GIC, 6_9_Aircraft_leasing, 6_6_Ancillary Services	-	Vertical wise estimated numbers of reporting forms are given in 'Volumetrics'. Reporting formats for some of the verticals are not available (Like Capital markets, GIC, Aircraft Leasing, etc). Can we have the formats of the reporting forms for those as welll to estimate the data elements to be reported by RE?	The reporting formats are regularly being created and updated. SP is expected to implement these forms as they are updated as per terms defined in RFP
163	6_1_Volumetrics.pdf - 2	Broad estimation of entities (next 7 years) for ECM	The Estimated data size/volume of estimated number of forms for Reporting forms (overall estimate) does not match the calculation. As per our understanding, this field is calculated as follows: Number of Future REs (Next 7 Years) * Future Reporting Forms * Avg Trans Size Per Reporting Form * Frequency Considering the above formula, the Estimated Data Size/Volume for Sr. A-2 should be as follows: 200 * 120 * 0.2 * 12 = 57600 MB and not 4800 MB Need clarification on the formula and calculation for better understanding of future storage requirement.	As per RFP. Refer to 6_1_Volumetrics.pdf Please refer to the note in '6_1_Volumetrics.pdf'. It says '$ For Number of estimated forms of finance companies, we have computed Estimated entities*Estimated Forms* Estimated form size*Frequency/10.'. Accordingly, the formula for finance companies volume estimates differs from the other line items. Also the exact value for 'Average transaction size (in MB) [future estimation] per reporting form' is 0.167 (which was rounded up to 0.2). Accordingly, the value of 4800 MB is correct.
164	6_2_Banking and Finance companies	Missing pages between page 65-70	We are not able to view the content/details on these pages as these are blank? Request to please share the updated document.	No page is missing. Those are empty pages
Bidder2				
165	**IFSCA RFP_Vol 2_Final (Section 3.4/ Page No. 8)**	**All the pre-qualification criteria mentioned in this RFP should be met by the bidder to qualify for the bidding process under this RFP.**	**The scope of work include multiple components to be bring forth for successful implementation of the project.** **In view of above it is requested to kindly allow consortium participation to utilize the technical expertise of different firms having this spec**	**No changes to the RFP**

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
166	IFSCA RFP_Vol 2_Final (Section 5.5/ Page No. 21-24)	The bidder should have an Average Annual Turnover of INR 1,000 crore from System Integrator (SI) related activities including design, development, implementation, maintenance, integration and delivery of software and installation of hardware in last three financial years (FY 2018-19, FY 2019-20, FY20-21). This should exclude sales of system software or COTS/ hardware.	We, TCIL has vast and varied expertise in Information Technology and Telecommunications project implementation in more than 80 countries. Please appreciate that major IT implementation has telecom networks at backend. In view of this it is requested to kindly allow Turnover from IT/Telecom works to be eligible under this requirement. OR The criteria may be allowed to fullfilled jointly by consortium members.	No changes to the RFP
167	IFSCA RFP_Vol 2_Final (Section 5.5/ Page No. 21-24)	The bidder should have valid (SEI) CMMI Level 5 Certification as on bid submission date.	Request you to please relax the CMMI certification requirement to CMMI Level 3 as most of the CSPU doesn't have the CMMI Level-5 certification and this will restrict the CSPUs from participation in the tender.	No changes to the RFP
Bidder3				
168	3.3.1.2 Security, Pg. 31	Data security – Data security needs to be implemented to ensure data integrity and prevent data loss for data at rest and data in transmission.	Request the department to change the clause to "Data security needs to be implemented to ensure data integrity and prevent data loss for data at rest and data in transmission. Data at rest security using encryption with FIPS 140-2 compliant KMS for the cr	Bidder is free to choose the best solution in light of the existing clause of the RFP.
169	3.3.1.2 Security, Pg. 34 , point ss	All the DSC keys / document signer certificates shall be stored in HSM	Request the department to modify the clause as "All the DSC keys / document signer certificates shall be stored in HSM with FIPS 140-2 & CC EAL 4+ certifications to have satisfactory level indication of the product being tested. These certifications should be in the name of OEM proposing HSM" The certifications like FIPS 140-2 && CC EAL 4+ defines the security standard of the IT products which is highly recommended and used by the Industry.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the requirement as per RFP.
170	3.3.1.2 Security, Pg. 35 Addition		SP shall provide ransomware solutions which provides IFSCA with the provision to whitelist users, groups as well as Processes and define granular level policy like Read, Write, Modify , delete for the crtical data. Looking at the recent cyber attacks, Ransomware attacks are gaining attention and occuring at an alarming rate. This basically calls for dedicated proactive solutions which provides shield to counter such attacks.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the requirement as per RFP.
171	3.3.1.2 Security, Pg. 35 Addition		SP shall provide Data Security platform Scalable for Data Discovery & classification to discover sensitive and critical data. In order to safeguard every critical asset, the discovery phases would help identify the complete footprint of the data.	Data discovery of sensitive and critical data is always required in order to safeguard it.
172	3.3.1.2 Security, Pg. 35 Addition		SP shall provide encryption solution for the critical data assets which works transparently and doesnot require any modification at infra layer or application layer with minimal or zero downtime required during initial encryption phase rollout. Looking at the recent cyber attacks which are occuring at an alarming rate. This basically calls for dedicated proactive solutions which provides shield to counter such attacks and works seamlessly with the existing infra.	Bidder is free to choose the best solution in light of the requirements stated in the RFP.
173	6.1 KEY CONSIDERATIONS Pg. 64 The system shall have a provision for data at rest and in transit should be encrypted.		Request department to modify the clause as "The system shall have a provision for data at rest and in transit should be encrypted. Data at rest encryption accompanied with FIPS 140-2 compliant KMS for the critical servers, databases, storage containers needs to be deployed" Since data plays crucial role in cyber attack, data protection via encryption with its keys in dedicated FIPS 140-2 compliant KMS would define the correct data security posture.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the minimum requirements stated in the RFP
Bidder4				

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
174	5.5.1 Pre-qualification criteria of bidders/Page number 22	4. The bidder should have an Average Annual Turnover of INR 1,000 crore from System Integrator (SI) related activities including design, development, implementation, maintenance, integration and delivery of software and installation of hardware in last	We would request your good office to kindly allow to showcase Group companies joint turnover and to reduce the Average Annual Turnover to INR 900 crore	No changes to the RFP
175	13. NO PARTNERSHIP	This Agreement shall not be interpreted or construed to create an association, joint venture or partnership between the Parties, or to impose any partnership obligation or liability upon either Party, and neither Party shall have any right, power or authority to enter into any agreement or undertaking for, or act on behalf of, or to act as or be an agent or representative of, or to otherwise bind, the other Party except as expressly provided under the terms of this Agreement	We would request your good office to kindly allow Consortium partner. By doing so other competent and skilled participants will also be able to participate in this bid which eventually will be giving healthy competition.	No changes to the RFP
176	5.5.1 Pre-qualification criteria of bidders/Page number 22	The bidder should showcase projects awarded to them or executed by the bidder, anytime during the last 5 years i.e. from 01.01.2016 till the bid submission date for any Central Govt./ State Govt. / local government / PSUs/ other government owned bodies in India as a IT System Integrator, with: • 1 project with bidder's fee more than INR 250 crore OR • 2 projects with bidder's fee more than INR 150 crore each OR • 3 projects with bidder's fee more than INR 125 crore each	We would request your good office to kindly allow to showcase Consortium partner experiences. By doing so we can showcase some of the best modern technologies implemented with the same objective mentioned in RFP. Also Kindly modify the scoring matrix as mentioned below • 1 project with bidder's fee more than INR 140 crore OR • 2 projects with bidder's fee more than INR 130 crore each OR • 3 projects with bidder's fee more than INR 125 crore each	No changes to the RFP
177	5.6 Technical Evaluation Framework, Category 1: Relevant Past Experience/Page 25	1.1 Experience of relevant software development projects in India Projects with application development experience in India with bidder's fee greater than 125 crore, which have been awarded to the bidder or executed by the bidder, anytime during the last 5 years (from 01.01.2016 till date of bid submission). The application should cover at-least 3 of the following 4 aspects: – Management of end to end lifecycle of business interacting with any regulator – Workflows for application submission, review, verification and approvals (all 4 components should be there) – Supervisory checks/ inspections/ assessments/ audits – Data analytics, business intelligence, dashboarding, AI/ML (all 4 components should be there)	We would request your good office to kindly allow to showcase Consortium partner experiences. By doing so we can showcase some of the best modern technologies implemented with the same objective mentioned in RFP.	No changes to the RFP
178	5.6 Technical Evaluation Framework, Category 1: Relevant Past Experience/Page 25	1.2 Experience of IT projects in financial services sector in India or abroad Projects with experience of application development for financial services regulators (covering banking, NBFC, insurance, capital markets, pension funds) or with financial services firms in the areas of SupTech, or Risk Based Supervision (RBS) or RegTech) which have been awarded to the bidder or executed by the bidder, anytime during the last 5 years (from 01.01.2016 till date of bid submission).	We would request your good office to kindly allow to showcase Consortium partner experiences. By doing so we can showcase some of the best modern technologies implemented with the same objective mentioned in RFP.	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
179	3.3.1.2 Security Page 31 of Vol 1 of RFP	Application security – All the applications need to be secured such that the data leakage from application is prevented. Application security is the process of making apps more secure by finding, fixing, and enhancing the security of apps. Much of this happens during the development phase, but it includes tools and methods to protect apps once they are deployed	Should Solution: a.) Whitelist users, groups as well as Processes and define granular level policy like Read, Write, Modify, delete for the crtical data..feature to prevent Ransomware attacks b.) Identify "trusted applications" – binaries which are approved to perform encryption/decryption of business critical files. C.) Provide a way to check the integrity of those "trusted applications" with signatures to prevent malware from getting into approved binaries Justification : Looking at the recent cyber-attacks, Ransomware attacks are gaining attention and occuring at an alarming rate. This basically calls for dedicated proactive solutions which provides shield to counter such attacks.	To build a robust and secure solution and to implement "Zero Trust Policy" these all points need to be considered.
180	Page 34 and 36 of Vol 1 of RFP	All the DSC keys / document signer certificates shall be stored in HSM	Should the proposed HSM be FIPS 140-2 Level 3 & CC EAL4+ compliant directly from OEM with the OEM name in the FIPS certification as required by various audit and complaince regulatory bodies to comply to ISO27000 and other security standards. Justification : The certifications like FIPS 140-2 Level 3 & CC EAL 4+ defines the security standard of the IT products which are required for audit and compliance purposes.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the minimum requirements stated in the RFP
181	Point "QQ" Page 34 of Vol 1 of RFP	All security solutions should be implemented in high availability	Should the HSM and Key Management solution support flexible HA (both at DC and DR) clustering providing the option of clustering physical and virtual appliances for flexibility in deployment. Justification : As the asked solution is in HA, clustering helps in achieving load balancing the traffic.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the minimum requirements stated in the RFP
182	Point J under Key Cosiderations Page 64 of Vol 1 of RFP	The system shall have a provision for data at rest and in transit should be encrypted.	As the data would also be of Personaly Identifible (PII) nature should Tokenisation technique be used to encrypt the data as per UIDAI guidelines? Should the encryption accompanied with FIPS 140-2 compliant KMS for the critical servers, databases, storage containers needs to be deployed. Justification : Since data plays crucial role in cyber-attack, data protection via encryption with its keys in dedicated FIPS 140-2 compliant KMS would define the correct data security posture.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the minimum requirements stated in the RFP
183	Page 72 of Vol 1 of RFP	SP shall ensure that no data resides on the devices in mobile application and no unencrypted data is transferred from application.	Should the key management solution be scalable to meet Zero downtime for initial encryption and re-key operation of plain data files so that production data can still be consumed by the applications while encryption or re-key is under progress. Justification : Looking at the recent cyber-attacks which are occuring at an alarming rate. This basically calls for dedicated proactive solutions which provides shield to counter such attacks without having any downtime.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the minimum requirements stated in the RFP
184	Point W (A) under RPA Page 86 of Vol 1 of RFP	The solution shall provide robust features like load balancing, data encryption, and end-to-end auditing. So, every change is audited and related back to the user related to it.	Should the solution support HA clustering of its own and should not depend on external components such as loadbalancers etc for redundancy Justification : As the asked solution is in HA, clustering helps in achieving load balancing the traffic.	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the minimum requirements stated in the RFP
185	Point D under Network Architecture Page 110 of Vol 1 of RFP	Design of network security architecture, including firewall, intrusion detection systems, intrusion prevention systems, encryption, PKI and key management and would be responsible for defining the integrated security architecture in close coordination with the other system components.	Should the key management solution be scalable to meet Zero downtime for initial encryption and re-key operation of plain data files so that production data can still be consumed by the applications while encryption or re-key is under progress. Justification : Looking at the recent cyber-attacks which are occuring at an alarming rate. This basically calls for dedicated proactive solutions which provides shield to counter such attacks without having any downtime and works seamlessly with other infrastructure	Bidder is free to propose a solution with additional features/specifications, however, it should comply with the minimum requirements stated in the RFP
Bidder5				

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
186	MSA Clause 5	Payment terms for invoice and taxes	Bidder requests to accept/modify the payment clauses as below. SP shall submit invoices to Customer as per the payment schedule agreed between the Parties detailing the amounts payable by Customer hereunder. Customer shall remit payment to SP within thirty (30) days following its receipt of each such invoice; provided that Customer may withhold payment of any amounts that are disputed by Customer in good faith pending resolution of the dispute. In the event that Customer disputes, Customer shall notify SP reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by Customer within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by the Customer. Any such dispute shall not relieve Customer from paying when due any undisputed portion of the invoice. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the Customer to the SP and the SP shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it with a monthly interest of one and half percent (1.5%) calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, SP also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Customer and any such withholding by the SP shall not be treated as breach by it of the provisions of this Agreement. All fees payable to SP are exclusive of any goods and services tax, or taxes of a similar nature measured by the Services, Deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, Customer shall be responsible to pay or reimburse SP the amount of such taxes. Where applicable, SP shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the Customer.	No changes to the RFP
187		Limitation of liability	Bidder requests to cap the Limitation of liability of SP not to exceed twelve (12) months fees.	No changes to the RFP
188	MSA Clause 14.3	Pre-existing Work	Bidder requests to accept/modify the Pre-Existing work clauses as below. CUSTOMER acknowledges and agrees that this is a professional services agreement, and this agreement is not intended to be used for licensing of any SP's proprietary software or tools. If SP and CUSTOMER mutually agree that the SP provides to CUSTOMER any proprietary software or tools of SP or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Section shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of SP or of a third party.	No changes to the RFP
189	MSA Clause 14.7	Customer indemnity Infringement of IPR and personal injury and death	Bidder requests to accept/modify the clauses as below. Customer shall defend, indemnify and hold harmless the SP: (a) from and against any third party suit, proceedings damages, judgments, cost and expenses (including reasonable attorney fees) relating to any infringement claim by a third party in respect of any Customer materials provided to SP or the access and use by SP of any Customer provided software or material; and (b) from and against any third-party claim, demand, suit, proceeding, cost and expenses therewith to the extent such demand, claim or action relates to or is based on any personal injury, death or damage to property caused by the negligence or willful misconduct of the Customer or its agents and representatives, in the performance of this Agreement, unless caused by the negligence or misconduct of SP or it's personnel.	No changes in the subsequent section of the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
190	MSA Clause 14.7	Infringement of IPR	Bidder requests to accept/modify the clauses as below. Exceptions to infringement of IPR: SP shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) SP's compliance with Customer's specific technical designs or instructions; (ii) inclusion in a Deliverable of any content or other materials provided by Customer and the infringement relates to or arises from such Customer materials or provided material; (iii) modification of a Deliverable after delivery by SP to Customer if such modification was not made by or on behalf of the SP; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by SP; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the Agreement by the SP; or (v) use of a superseded release of some or all of the Deliverables or Customer's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the SP.	No changes to the RFP
191	MSA	New clause – Excusable delays or failures	Bidder requests to accept/modify the clauses as below. SP shall be excused and not be liable or responsible for any delay or failure to perform the Services or failure of the Services or a Deliverable under this Agreement to the extent that such delay or failure has arisen as a result of any delay or failure by the Customer or its employees or agents or third-party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that the SP is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Customer, the SP 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 SP is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Customer. Such failures or delays shall be brought to the notice the Customer and subject to mutual agreement with the Customer, the SP shall take such actions as may be necessary to correct or remedy the failures or delays. SP shall be entitled to invoice the Customer for additional costs incurred in connection with correction or remedy.	No changes to the RFP
192	FUNCTIONAL_BLUEPRINT.pdf (Section - 3.1 Screening, Approvals and RE Administration / Page 14)	Background Screening	Adverse media records available in the external databases à Please clarify whether the subscription for external adverse media databases be directly managed by IFSCA or should it be part of Bidder's solution?	The subscription for the external databases is required to be purchased by the bidders and should be a part of the bidder's solution
193	FUNCTIONAL_BLUEPRINT.pdf (Section - 3.1 Screening, Approvals and RE Administration / Page 15)	Watchlist / Blacklist	Bidder requests advise on preferred third-party watchlist data vendors (example – World-Check, Dow Jones, etc..,) apart from global lists (open source such as OFAC, UN, EU, HMT) to be used to perform Watchlist screening.	Refer RFP Volume 1, Section 6.3.6
194	FUNCTIONAL_BLUEPRINT.pdf (Section - 3.1 Screening, Approvals and RE Administration / Page 15)	Watchlist / Blacklist	Will the subscription for third-party watchlist data vendors be directly managed by IFSCA or should it be part of Bidder's solution?	The subscription for the external databases is required to be purchased by the bidders and should be a part of the bidder's solution
195	FUNCTIONAL_BLUEPRINT.pdf (Section - 3.6 Surveillance / Page 21 and 22	Surveillance	a) Please specify the list of asset classes that will be applicable. Will there be equities, Fixed income, commodities, and Derivatives b) What monitoring objectives will be applicable for AIF and mutual fund kind of entities?	As per RFP, Refer to section 3.6 Surveillance IFSCA is a regulator for Capital market operations. Accordingly, all the asset classes falling under the purview of capital markets shall be candidates for surveillance and monitoring. Further bidder is expected to bring in the domain experts and best practices pertaining to surveillance systems adopted by other regulators with similar mandate.
196	FUNCTIONAL_BLUEPRINT.pdf (Section - 3.6 Surveillance / Page 21 and 22	Surveillance	Bidder requests clarification to below queries: a) What type of transaction data will be received from depositories and what all monitoring objectives will be applicable? b) What are the communication protocols envisaged with the exchanges, other regulators like SEBI, RBI and other information vendors? c) Can you please elaborate on the data sources from where transactions will be received? d) What are the news feeds expected to be monitored?	The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
197	FUNCTIONAL_BLUEPRINT.pdf (Section - 3.6 Surveillance / Page 21 and 22	Surveillance	Bidder requests IFSCA to share the list of regulatory reports that are mandatorily required? Will this vary for every asset class or for every market?	The bidders have been provided with volumetric estimates along with process understanding for different verticals. The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
198	FUNCTIONAL_BLUEPRINT.pdf (Section - 3.6 Surveillance / Page 21 and 22	Surveillance	Bidder requests to elaborate on the type of analysis required on unstructured data (say for Offer document) and the various monitoring objectives applicable?	The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
199	FUNCTIONAL_BLUEPRINT.pdf (Section 4.3)	Modules under SupTech Platform	RE Administration is mentioned in all the markets defined in SUPTECH platform. Will this be handled by the RE portal? Or will we have predefined UI / channels for registration and approval process for all REs?	RE administration mentioned shall be handled through SupTech platform
200	FUNCTIONAL_BLUEPRINT.pdf (Section 4.3)	Modules under SupTech Platform	What is the scope of the payment gateway expected? Kindly confirm that IFSCA will pay the required CAPEX and OPEX charges for engaging any payment gateways. Should this include wallets also?	-Payment gateways are expected to be comprehensive covering all prevalent and relevant modes of Payment including wallets
201	FUNCTIONAL_BLUEPRINT.pdf (Section 4.3)	Modules under SupTech Platform	Multi-cast facility – should this be enabled for all users or only for users currently active (logged) in the system	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
202	General	IFSCA will have the combined operational scope of RBI, SEBI, IRDAI and PFRDA.	Bidder requests information – after the implementation of SupTech system, will these regulators work as usual, or their regulatory authorities will be 100% vested in IFSCA? How the current regulatory authorities of these 4 regulators be impacted with IFSCA's SupTech System?	The distribution of the responsibilities between the various authorities is and shall be governed by the extant regulatory framework. Bidder may refer to the existing IFSCA act and other relevant notifications and guidelines for better understanding of the current responsibilities of IFSCA
203	Vol II - 5.5.1 Pre-qualification criteria of bidders / Pg 22	The bidder should have an Average Annual Turnover of INR 1,000 crore from System Integrator (SI) related activities including design, development, implementation, maintenance, integration and delivery of software and installation of hardware in last three financial years (FY 2018-19, FY 2019-20, FY20-21). This should exclude sales of system software or COTS/ hardware. Certificate from appointed Statutory Auditor of the bidder	Bidder requests to accept certificate from CS instead of Certificate from appointed Statutory Auditor of the bidder	Refer to corrigendum 4, Sr. No. 17
204	Vol II - 5.5.1 Pre-qualification criteria of bidders / Pg 22	The average net-worth of the bidder in the last three financial years (FY 2018-19, FY 2019-20, FY 2020-21) should be in positive. Certificate from statutory auditor with Net-Worth details	Bidder requests to accept certificate from CS instead of Certificate from appointed Statutory Auditor of the bidder	Refer to corrigendum 4, Sr. No. 18
205	Vol II - 7.2.2 Payment Schedules and Milestones / Pg 36	PS1: Payment for capital expenditure (CAPEX) by the SP For the purpose of payments in this project, CAPEX will be defined as at the one-time cost payable by the SP for procurement, delivery and installation of the hardware components and software licenses for implementation of IFSCA IT system. For the purpose of payment calculation to the SP, it is calculated as the lower of actual CAPEX quoted by the bidder in the financial bid or 20% of the total bid value.	Bidder requests to remove the capping of 20% on the value of CAPEX. It will be charged based on the OEM charges. SP will make best efforts to procure hardware/software at best prices from the OEMs.	Refer to corrigendum 4, Sr. No. 20
206	Vol II - 7.2.2 Payment Schedules and Milestones / Pg 36	CAPEX will be paid to the SP as under – 1. 50% on procurement and delivery of CAPEX infrastructure for IFSCA, at the respective locations as directed by IFSCA. This payment will be made upon certification from the SP and subsequent verification by IFSCA. 2. 50% on commissioning of the CAPEX infrastructure (after the deployment of the CAPEX infrastructure in the respective environments and demonstrating to IFSCA that these environments are up and running). This payment will be made upon certification from the SP and subsequent verification by IFSCA.	Bidder requests to modify the capex payment milestone % as 80% on Capex on procurement and delivery of CAPEX infrastructure. 20% on commissioning of the CAPEX infrastructure (after the deployment of the CAPEX infrastructure in the respective environments	Refer to corrigendum 4, Sr. No. 20

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
207	Vol II - 7.2.2 Payment Schedules and Milestones / Pg 36	CAPEX will be paid to the SP as under – 1. 50% on procurement and delivery of CAPEX infrastructure for IFSCA, at the respective locations as directed by IFSCA. This payment will be made upon certification from the SP and subsequent verification by IFSCA. 2. 50% on commissioning of the CAPEX infrastructure (after the deployment of the CAPEX infrastructure in the respective environments and demonstrating to IFSCA that these environments are up and running). This payment will be made upon certification from the SP and subsequent verification by IFSCA.	Service providers shall bill all hardware and software 100% with GST on delivery while payment ca be made as per agreed payment terms	Refer to corrigendum 4, Sr. No. 20
208	Vol II - 7.2.2 Payment Schedules and Milestones / Pg 36	PS 2: Payment for implementation of the system As per Section 3 of Volume 1 of the RFP, the SP shall be required to translate the entire scope of the RFP into a number of story-points, which will be signed off by IFSCA by T0+3 months. The total number of story points defined and agreed as part of this exercise will form the basis of payments to be made under PS 2. The total amount of payment to be made under PS 2 is 30% of the total bid value.	Bidder requests to remove the capping of 30% of bid value for PS 2.	Refer to corrigendum 4, Sr. No. 22
209	Vol II - 7.2.2 Payment Schedules and Milestones / Pg 37	The payment to be released under PS 2 shall be calculated cap of 20% of PS2 payment on the first go-live, 30% capping on go-live in subsequent go-lives (anytime between first go-live till the final go-live) and 40% capping on the final go-live shall be imposed.	Bidder requests clarification if it does mean capping for payment on second go live will in range of 30%- 40%?	Refer to corrigendum 4, Sr. No. 22
210	Vol II - 7.2.2 Payment Schedules and Milestones / Pg 37	The payments shall be calculated at the end of each quarter starting from T0+9 months. Any additional payment above this shall be retained and released with the next go-live cycle or after three months, whichever is later. Any exceptions can be approved at the discretion of IFSCA.	Bidder requests to check and modify the clause as - The payments shall be calculated at the end of each quarter starting from T0+9 T0+6 months. Any additional payment above this shall be retained and released with the next go-live cycle or after three months, whichever is later. Any exceptions can be approved at the discretion of IFSCA.	Refer to corrigendum 4, Sr. No. 22
211	Vol III - 5.2.2 Payment Schedules and Milestones / Pg 19	Condition precedent for payments to start under PS 2 shall be the first go-live of a set of modules accepted by IFSCA. The payment to be released under PS 2 shall be calculated every quarter, starting from T0 + 9 months.	Bidder requests to check and modify the clause as - Condition precedent for payments to start under PS 2 shall be the first go-live of a set of modules accepted by IFSCA. The payment to be released under PS 2 shall be calculated every quarter, starting from T0 + 9 T0+6 months.	Refer to corrigendum 4, Sr. No. 22
212	Vol III - 8.4. IFSCA's ASSETS / Pg 28	iv.All assets procured, replaced, deployed and developed by the Service Provider (including Materials jointly developed with IFSCA) under the Agreement, including foreign intellectual property rights in such Assets and all modifications, enhancements, and derivative works of such assets as per the Build Own Operate and Transfer Model	Bidder requests to check and modify the clause as - "All assets procured, replaced, deployed and developed by the Service Provider (including Materials jointly developed with IFSCA) under the Agreement, including foreign intellectual property rights in such Assets and all modifications, enhancements, and derivative works of such assets, will be owned by IFSCA on delivery itself. SP shall only have right to use them to deliver the services under the contract."	No changes to the RFP
213	Vol III - 8.10. ASSET CONDITIONS PRIOR TO TRANSFER / Pg 31	b) All risk and title to the Assets to be transferred/to be purchased by the IFSCA pursuant to this clause shall be transferred to IFSCA, on the last day of the exit management period	Bidder requests to check and modify the clause as - " All risk and title to the Assets to be transferred/to be purchased by the IFSCA pursuant to this clause shall be transferred to IFSCA, on the day of Delivery"	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
214	Section 4.2 -Commercial Rating, Corporate and Screening Database, Risk Database – Page54	The IFSCA system shall have access to reputed external databases maintained by global agencies	Bidder requests to elaborate on what type of integration are expected and what are the technology stake of this external database applications.	The functional requirements and business volumetrics have been specified in the RFP. Further the bidder is expected to understand IFSCA's domain as well as global practices of regulators. Technical design of the solution has to be prepared by the bidders.
215	Section 4.2 -Commercial Rating, Corporate and Screening Database, Risk Database – Page54	Key functional requirements Commercial rating database, Corporate Database & Risk Database	Bidder requests to clarify: I. What is the current volume of data per source system? II. Please provide the daily/ monthly incremental data to be ingested from each of the source system and also % growth per year for each source systems III. Source system wise number of Tables, Flat files to be loaded to Commercial Rating / Corporate / Risk Databases IV. What is the technology stack of these source systems? V. What is the nature of data acquisition, whether it is limited to Batch Data Acquisition and whether IFSCA is looking forward to Real time data acquisition from these source systems? YES / NO incase answer to above question is YES then Does bank have any CDC (Change Data Capture) platform available for real time feeding of data into these databases	The RFP has provided the expected use of each type of database and the business requirements, processes and volumetrics. Accordingly, the bidders should estimate the volumetrics, technical specifications, etc. for the external databases.
216	Section 4.2 -Commercial Rating, Corporate and Screening Database, Risk Database – Page54	Key functional requirements Commercial rating database, Corporate Database & Risk Database	Bidder Request to clarify: I. What is the nature of data expected for Corporate Data base whether it is Structured/ Semi-structured / Un-structured? II. What type of technology platform are preferred for building this database e.g., Traditional RDBMS / Big Data Hadoop Platform / NoSQL Database etc. III. Any Proof of Concept or any database evaluation exercise performed by IFSCA while selection of technology platform for these databases iv) Any ETL tools have been identified for building the ingestion & transformation needs of these databases	The RFP has provided the expected use of each type of database and the business requirements, processes and volumetrics. Accordingly, the bidders should estimate the volumetrics, technical specifications, etc. for the external databases.
217	Section 4.2 -Commercial Rating, Corporate and Screening Database, Risk Database – Page54	Key functional requirements Commercial rating database, Corporate Database & Risk Database	Bidder requests clarification on the Regulatory compliance with regards to Data Retention into these Databases	Retention policy shall be discussed with the successful bidder.
218	Section 4.2 -Commercial Rating, Corporate and Screening Database, Risk Database – Page54	Key functional requirements Commercial rating database, Corporate Database & Risk Database	Bidder requests clarification on the existing / in-house proprietary Workflow Mgt tool software available with the IFSCA for Scheduling of Jobs / Reports	There is no existing proprietary work flow management tool available with IFSCA for Scheduling of Jobs / Reports
219	Section 4.2 -Commercial Rating, Corporate and Screening Database, Risk Database – Page54	Key functional requirements Commercial rating database, Corporate Database & Risk Database	Bidder requests more information on the total number of ETL / ELT transformation & its bi-furcation (Simple / Med / Complex) OR can we assume 30 / 40 / 30 respectively.	The business and functional requirements and volumetrics have been stated in the RFP. Bidders are expected to estimate the technical volumetrics on their own.
220	Section 4.2 -Commercial Rating, Corporate and Screening Database, Risk Database – Page54	Key functional requirements Commercial rating database, Corporate Database & Risk Database	Bidder requests more information on - Does any data masking / data encryption tool available with IFSCA currently? Please Elaborate the masking & Data Encryption requirements for these databases?	There is no existing data masking / data encryption tool available with IFSCA currently. The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
221	6.3.5 - j. MIS Dashboard and Reporting Engine, Page-80 Vol 1	MIS/Dashboard reporting engine	Bidder requests to know what the different analytics tools /visualization tools are currently being used by IFSCA?	Detailed requirement planning would be done by the bidder during the project planning phase.
222	General	General	Is IFSCA ready to accept IP Based solutions?	The requirements of IFSCA have been stated in the RFP, including the terms and conditions relating to pre-existing work and IPR.
223	FUNCTIONAL BLUEPRINT – 4.5 Support Modules	Natural Language	For Natural Language query, should the system be designed to maintain combined results or separate for regulators?	The RFP along with FRS document lists the high level requirements. The successful bidder shall be required to gather the details during the project planning phase. Further the bidder is expected to understand IFSCA's domain as well as global practices of regulators. Technical design of the solution has to be prepared by the bidders.
224	FUNCTIONAL BLUEPRINT – 4.6 Modules under Innovation Hub	6.4 – Social Media Analytics	What are the different websites from which data to be Web Crawled?	Bidders are expected to get in the required expertise for identifying the triggers / instances when website crawling is required and also number and type of websites to be crawled. The exact number of websites shall however be determined during the project planning phase,
225	FUNCTIONAL BLUEPRINT – 4.7 Enabling Technologies' modules	7.2 Helpdesk / Chatbot	Is this to be Cloud based solution or On-prem? What is the expectation?	On-prem

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
226	Primary Market Process Flow, Functional_Blueprint, Page 70,	System to provide capability to collect market intelligence on applicants - access to specialized databases, web crawlers for scanning relevant open-source information	Bidder requests clarification on: In the event of any legal issues crop-up due to the use of web crawlers on these specialized databases or specific websites and social media platforms, IFSCA will need to indemnify the Bidder, In any case, Bidder will be doing IFSCA's work only. IFSCA will have to enter into direct agreements and pay for the subscription charges if any which are needed to access these data bases, websites and social media platforms.	This clause is clearly about the system capabilities. The query is regarding the use of the web crawlers, whereas this clause of the RFP is stating the capabilities required from the system. The subscription for the external databases is required to be purchased by the bidders and should be a part of the bidder's solution
227	Primary Market Process Flow, Functional_Blueprint, Page 70,	System to provide capability to collect market intelligence on applicants - access to specialized databases, web crawlers for scanning relevant open-source information	Bidder requests clarification on: IFSCA will need to provide the access to these specialized databases or specific websites and social media platforms. IFSCA will need to provide the list of databases or specific websites and social media platforms IFSCA will have to enter into direct agreements and pay for the subscription charges if any which are needed to access these data bases, websites and social media platforms.	Bidders are expected to get in the required expertise for identifying the triggers/instances when website crawling is required and also the number and type of websites to be crawled. The exact number of websites shall however be determined during the project planning phase. The crawling framework should be implemented and operationalized as per the extant regulatory framework. IFSCA shall strive to facilitate necessary permissions to operationalize crawling. However, the responsibility shall rest with the successful bidder. Successful bidder shall be responsible for bearing all the costs. With respect to specialized databases, the bidder is expected to propose the databases as per requirements and it shall be bearing the cost of the same.
228	3.2.1.3 Key considerations, Vol-1, Page-20	SP shall need to propose dedicated resources to be deployed in planning phase as part of proposal.	Bidder requests clarification on the no of resources to be deployed in planning phase and of what skill sets.	The bidder is required to estimate the number of resources basis the project requirements. Guidance on minimum resource requirements is provided in RFP Vol.1: Section 7. Staffing Requirements
229	6.4.5 Network connectivity requirements	Network connectivity requirements	Kindly confirm that all back-end users situated in Gandhinagar office will use the MPLS to access the application in DC & DR. Kindly confirm that all external stakeholders will be accessing through intermate. How many no of VPS client users?	The bidder should study the complete requirements and propose the solution for the same
230	6.4.6 Establishment of various environments	Establishment of various environments	Shall these environments to be set up in both DC & DR? If not, please advise the minimum no of environments to be available in DR.	Refer to corrigendum 4, Sr. No. 15
231	Devices and Network Infrastructure Components: RFP Vol-1, Page 38	DC & DR Compute	Is the compute in DC equal to compute in DR?	Refer to corrigendum 4, Sr. No. 16
232	DR Environment	DR Environment	Please clarify if the DR environment to be in HA (high availability)	Refer RFP Volume 1, Section 6.4
233	3.3.1.2 Security – 2. d	SOC shall be collocated with NOC.	Please clarify if NOC and SOC operations be done from offsite?	Refer RFP Volume 1, Section 6.4 and 3.3.1.2
234	General	SP's responsibility for backend end user devices	Are backend desktops & laptops devices will be under the support of SP? If so, please let us know the no of desktops.	The RFP does not state any scope of work regarding delivery of laptops / desktops to IFSCA by the SP. However, if any client end assets are provided by the bidder as part of the project, they will be responsible for the support
235	3.3.1.2 Security, page 35, RFP Vol 1	d. Anti-Persistent Threat (APT – File, Web, Email, Endpoint)	Kindly provide the total number of: a. Email users, b. Mailboxes, c. Per hour file uploads on application d. How long the data will be stored.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics. The bidder is required to make an estimation of volumetrics of technical components basis these requirements.
236	General	SMS Gateway	Kindly confirm that IFSCA will provide the SMS gateway and pay the applicable CAPEX and OPEX charges.	Refer RFP volume 1, section 6.3.3 (G)
237	General	DSC Tokens	Kindly confirm that IFSCA will buy the DSC tokens for backend users.	The procurement shall be done by successful bidder
238	General	General	Please clarify what is the capacity of DR? Is 100% as of DC? 50% of DC Or something else?	Refer to corrigendum 4, Sr. No. 16
239	3.3.2.4.1, Page 50	The dedicated team for IFSCA shall be based at the DC location of IFSCA. The shared team of senior resources may operate out of SP's remote delivery centres or any other office.	It is mentioned to operate from DC but usually DCs don't have that sitting capacity. Please confirm where will be the sitting space for NOC/SOC team? Can they operate out of SP's premise?	Refer RFP Volume 1, Section 6.4 and 3.3.1.2

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240	Preventive maintenance, Page 49	The SP shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM. The PM should be carried out at least once in six months as per checklist and for components agreed with IFSCA	PM is mentioned as 6 months at one place (page 49) and quarter at another (page 50). Please clarify.	PM should be carried out at least once in six months
241	Data Migration	General	Please clarify what is the amount of Data to be migrated? Is it centrally located or distributed?	Please refer to 6_1_Volumetrics.pdf.
242	3.3.2.5, Page 56	The indicative items that will be covered in the audit are given below: Infrastructure – Underlying Solutions, Client-Side Infrastructure, and DC-DR Infrastructure (Page No 56)	Client-side infrastructure should not be in scope of SP Audit as it is not being maintained by SP. Bidder request to remove this requirement from SP's scope.	SP shall only be accountable for audit of components being provided or maintained by them
243	3.3.1.1 Testing, Page-31, RFP-Vol1	18. IFSCA will also engage third party agency for security testing the entire solution prior to every go-live.	Please confirm, the cost for third party/external auditor will be borne by bidder or IFSCA?	Third Party audit cost will be borne by IFSCA
244	Audit, Page 79, Functional_Blueprint	Audit Following types of audits are conducted for MIIS (stock exchanges, clearing house,depositories)- Annual system audit- Cyber security audit – biannually- Cyber incident report – stock exchange is required to report within 24 hours of any cyber incident – highly confidential –within three weeks RCA report- Quarterly BCP – Every quarter for 2 days trading shifts to DR for 2 days trading shifts to DR	a.Kindly provide the scope of system audit? b. Kindly provide the scope of cyber security audit.?	As per RFP. High level details are provided in RFP. Further requirement gathering part of scope for SP. Further, bidder is expected to bring in the required domain experts to understand the details of the domain and estimate accordingly
245	3.3.1.1 Testing Point no. 7, Page 29, RFP Vol 1	7. SP shall also conduct an internal Vulnerability Assessment and Penetration Testing (VAPT) on a periodic basis.	Please confirm the frequency of VAPT to be done.	Refer to corrigendum 4, Sr. No. 8
246	3.3.1.2 Security, Page 32, RFP Vol 1	d. SP shall establish an IFSCA Security Operations Centre (SOC) for delivery of timely, relevant and actionable alerts from various sources. SOC shall be collocated with NOC.	Kindly provide the location for IFSCA SOC and NOC. Can SP run the operation from their premise?	Refer RFP Volume 1, Section 6.4 and 3.3.1.2
247	3.3.1.2 Security, Page 33, RFP Vol 1	s. Managing and monitoring of anti-virus, anti-malware, phishing, malware and other security solutions for managed resources including periodic updates in the form of signatures, patches, etc. on the DC-DR infrastructure.	Kindly provide the count for total no. of endpoints.	The volumetrics of business have been provided in the RFP. The bidder is required to estimate any further technical volumetrics basis that.
248	3.3.1.2 Security, Page 33, RFP Vol 1	aa. Performing patch management using software distribution tool for all security solution like antivirus, firewall, VPN etc.	Kindly provide the count for VPN user.	The volumetrics of business have been provided in the RFP. The bidder is required to estimate any further technical volumetrics basis that.
249	3.3.1.2 Security, page 35, RFP Vol 1	rr. Any additional infrastructure required for successful implementation of the PKI based DSC solution shall be implemented by the SP	-Please confirm procurement of Hardware crypto tokens and e-sign services will be responsibility of IFSCA. SP will only integration capability in the application. '-Please share the count for DSC transaction and total number of PKI users using the DSC. '-Requested clarification on DSC to be used for platforms like Notepad or TAB?	-To be procured by SP -Business volumetrics and process details have been provided in RFP. Bidder is expected to estimate any technical volumetrics basis that -DSC shall not be used through notepad or tab
250	3.3.1.2 Security, page 35, RFP Vol 1	b. Firewall	Kindly provide the count for concurrent sessions/users	High level volumetrics have been provided in RFP. Bidder is expected to size the system based on the volumetrics and further based on the domain understanding
251	3.3.1.2 Security, page 35, RFP Vol 1	g. Web gateway	Kindly provide the total number of internal users accessing the internet.	High level volumetrics have been provided in RFP. Bidder is expected to size the system based on the volumetrics and further based on the domain understanding
252	3.3.1.2 Security, page 35, RFP Vol 1	k. Database Activity Monitoring (DAM)	Kindly provide the number of databases/instance and Database core?	The volumetrics of business have been provided in the RFP. The bidder is required to estimate any further technical volumetrics basis that.

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253	3.3.1.2 Security, page 35, RFP Vol 1	l. Identity and Access Management (IAM)	Kindly provide the total number of internal users.	High level volumetrics have been provided in RFP. Bidder is expected to size the system based on the volumetrics and further based on the domain understanding
254	3.3.1.2 Security, Page 26, RFP Vol 1	o. Hardware Security Module (HSM)	Please provide critical business transactions per hour?	High level volumetrics have been provided in RFP. Bidder is expected to size the system based on the volumetrics and further based on the domain understanding
255	3.3.2.4 Maintenance of IT Infrastructure at the DC and DR, Page 50, RFP Vol 1	a. DC / DR operations to be in compliance with industry leading ITSM frameworks like ITIL, ISO audits and certifications i.e., ISO 20000, ISO 270001, ISO 22301, and ISO 9001	SP Understands that the cost for compliance certification like ISO 27001,22301,20000 will be borne by IFSCA. SP will support the facilitation. Bidder request confirmation if this understanding is correct.	Refer to corrigendum 4, Sr. No. 10
256	RFP Vol-2, Page 25 Category 1: Relevant Past Experience	Experience of relevant software development projects in India. · Projects with application development experience in India with bidder's fee greater than 125 crore, which have been awarded to the bidder or executed by the bidder, anytime during the last 5 years (from 01.01.2016 till date of bid submission) · Data analytics, business intelligence, dashboarding, AI/ML (all 4 components should be there)	-SupTech solution projects in India is limited. Therefore, Bidder requests to please allow GLOBAL references. '-Bidder requests to make AI/ML requirement optional or any three of these 4 components.	-Please refer to clause 1.2 of Technical Evaluation Framework 5.6 of RFP volume 2. The clause allows global work experience as well. '-Refer to corrigendum 4, Sr. No. 19
257	General	Bid Submission date 7th Feb 2022	Bidder requests to please consider extending the submission date by at least 6 weeks for following reasons: This is a complex RFP and Bidder needs sufficient time to deliberate on the solutions Many of the key person of the Bidder's response team are suffering from Covid-19, requiring more time in solution making.	Please refer Corrigendum No. 3
258	RFP_Vol_1: 3.1 Project Implementation Timeline, Page-17	T1 – it indicates the completion of the Development phase. It shall have to be achieved at the end of T0 + 12 months or as agreed by IFSCA.	This is a complex project which aims to create a platform at par with globally available systems. Hence Bidder requests to allow sufficient time of at least 21 Months for implementation and 3 months for stabilization.	Refer to corrigendum 4, Sr. No. 6
259	IFSCA RFP_Vol 1_Final	General – Portal Design Related	Bidder requests clarification to following queries: Who would be the primary users of the portal and what will be different Roles? There are different departments, will each department need separate access control? Will all external stakeholders of IFSCA will also have access to the portal? What are the age group the portal will cater to the most? How are the tasks to be achieved through this proposed portal is being achieved now? Is there an active system through which IFSCA is currently doing its operation? Can Bidder get details of this system? For mobile version is the portal a Responsive or Native app is expected? Do IFSCA have design and branding guidelines that the Bidder need to follow?	The functional requirements and business volumetrics have been specified in the RFP. Further the bidder is expected to understand IFSCA's domain as well as global practices of regulators. Technical design of the solution has to be prepared by the bidders.
260	IFSCA RFP_Vol 1_Final	General – Workflow Design	Please clarify if any workflow engine is used currently and will be part of the architecture? How many workflows Bidder should consider in each portal?	No workflow engine is being used currently. Detailed requirement planning would be done by the bidder during the project planning phase. Further, bidder is expected to do sizing estimate for bidding based on domain understanding and based on existing volumetrics data provided as part of RFP
261	IFSCA RFP_Vol 1_Final	General – Current Landscape	Apart from the current IT landscape outlined in RFP-Vol-1, is there any other technology landscape or technologies present Bidder should consider?	No other pertinent information needs to be added to the RFP

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262	IFSCA RFP_Vol 1_Final	General – Licensed or Open Sourced CMS	For CMS solutions, Will IFSCA prefer a Licensed CMS solution or an Open-source solution?	Refer RFP Volume 1, Section 3.3.1.3
263	IFSCA RFP_Vol 1_Final	General	Please Clarify which portals and Mobile apps are expected to be build using CMS solution? From the diagram in section 4, Portals 1, 2, 3, 5 and 6 have to be built using CMS?	The bidder is required to do technical solutioning on their own, basis the minimum requirements stated in the RFP
264	IFSCA RFP_Vol 1_Final	General	Please clarify if there is any preference for specific Analytics solution for Portals?	The RFP along with FRS document lists the high level requirements. Technical solution design to be done by the bidder.
265	IFSCA RFP_Vol 1_Final	General	Please clarify if SEO for the portal will have to be considered in scope.	RFP Volume 1 Section 6.3.5 (L) provides the minimum requirements for search engine. The bidder can propose better solutions for search engine optimization
266	IFSCA RFP_Vol 1_Final	General	Please clarify if any content migration needs to be handled? or that will be handled for new website by client team?	Refer RFP Volume 1, Section 3.2.2
267	IFSCA RFP_Vol 1_Final	General	Please clarify if any content resizing or changes will be required to be managed by Solution? Or Content will be provided in final form?	The functional requirements and business volumetrics have been specified in the RFP. Further the bidder is expected to understand IFSCA's domain as well as global practices of regulators. Technical design of the solution has to be prepared by the bidders.
268	IFSCA RFP_Vol 1_Final	General	Bidder requests clarification on: Mobile app is mentioned in scope, what all features are expected, Bidder requests exact scope with user types who would use the mobile.	High level details available in RFP. Detailed requirement planning would be done by the bidder during the project planning phase.
269	IFSCA RFP_Vol 1_Final	General	Please clarify if IFSCA is looking for PWA Web app support and to what level of features?	The bidder is required to do technical solutioning on their own, basis the minimum requirements stated in the RFP
270	IFSCA RFP_Vol 1_Final	General	Please clarify if any multilingual support needed?	Please refer response to query number 534
271	IFSCA RFP_Vol 1_Final	General	Please clarify if the website and CMS infrastructure setup in scope of the Bidder.	IFSCA website is not included in scope of the bidder.
272	IFSCA RFP_Vol 1_Final	General	Please clarify what data privacy and regulatory implementation expected in portals? Please share the standards and regulatory guidelines.	The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
273	IFSCA RFP_Vol 1_Final	General	Please clarify if NFR testing be handled by IFSCA other than load testing, Bidder to ensure compliance by implementing needed? Can Bidder be shared with NFR Nonfunctional requirements expected?	Refer RFP Volume 1, Section 6.2
274	IFSCA RFP_Vol 1_Final	General	Please clarify if all domains and various portal hosting will be separate? and though may be linked from single website?	The bidder is required to do technical solutioning on their own, basis the minimum requirements stated in the RFP
275	IFSCA RFP_Vol 1_Final	General	It's mentioned that RE portal should have e-book facilities. Is there any existing platform which stores existing acts/policies in digital form? If yes, please clarify what is the data format and volume to be considered for migration?	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics. The bidder is required to make an estimation of volumetrics of technical components basis these requirements.
276	IFSCA RFP_Vol 1_Final	General	Please clarify if it is expected to manage functionality of RE portal through separate mobile app?	Refer RFP Volume 1, Section 6.3.3
277	IFSCA RFP_Vol 1_Final	General	Please clarify if IFSCA is looking for automated functional testing to be considered in scope besides manual?	Refer RFP Volume 1, Section 3.3.1.1
278	IFSCA RFP_Vol 1_Final	General	Please clarify if IFSCA has any CDN already available?	IFSCA does not have any CDN currently
279	IFSCA RFP_Vol 1_Final	General	Please clarify if any project management tools will be provided by IFSCA?	Project management tool has to be provided by the bidder. Refer RFP Volume 1, Section 6.3.5 (T)
280	IFSCA RFP_Vol 1_Final	General	Please clarify for O&M services, can Bidder get volumetric data to decide types of tickets to be considered for incidents and change requests?	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.

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281	IFSCA RFP_Vol 1_Final	General	Please clarify how long the Warranty phase is supposed to be considered from each go live if expected month wise.	Refer RFP Volume 1, Section 3.2.3.4, 3.3.2, 6.4
282	Functional Blueprint 4.3.1 Primary Markets - Screening, Approvals and RE Administration	Fee validation mechanism: The system shall allow the IFSCA officials to validate the fees submitted by the applicants.	Bidder requests more information on the Fee validation mechanism. Is there a current process outlining this can be shared with the Bidder?	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
283	Functional Blueprint 4.3.1 Primary Markets - Screening, Approvals and RE Administration	Standard Templates for Registration and Certification	Please clarify if the understanding is correct that the same template can be used for different RE Types. If wrong, please provide the estimate number of templates that would be required.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
284	Functional Blueprint - Suptech Platform	General	Please provide the estimate number of internal and external interfaces to be considered with the SupTech platform for each of the domain/market. Please provide the detailed list to enable us to properly allocate adequate resources and estimate.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. The bidder is expected to further make detailed requirement gathering as part of project planning phase.
285	Functional Blueprint - Suptech Platform	Periodic Reporting	Please provide information on the types of reports to be generated from SupTech platform, the number of reports to be generated and the Reporting frequency.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
286	Functional Blueprint 4.3.1 Primary Markets - Enforcement	The module shall implement functionality for supporting the enforcement functions.	Please elaborate on the Enforcement features. Bidder requests list of such enforcement functions.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
287	Functional Blueprint 4.3.2 Secondary Markets -Inspection	The module shall include the capabilities required to support inspection by IFSCA officials	Please elaborate on the capabilities required for Inspection module. Please elaborate on onsite and offsite inspection.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
288	Functional Blueprint 4.3.3 Bullion Markets - Compliance	The module shall help the IFSCA team to identify if the RE are complying as per the relevant standards	Please provide the list of compliance standards and regulatory requirement guidelines required.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
289	Functional Blueprint 4.3.1 Primary Markets- 3.3,3.4	Auto generated notification: Shall generate auto notification for the IFSCA team once filing document has been submitted. Alert/Notification of the report: Generate alert/notification for the IFSCA team if in case the reports are not submitted as per the defined reporting calendar	Please clarify on the type of alerts and notifications (SMS/Emails) to be sent?	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
290	Functional Blueprint 4.3.1 Primary Markets- Periodic Reporting	Multicast capability: The system shall also have the multicast communication functionality for the IFSCA team to issue communications simultaneously to all Bus / or a set of BUs.	Bidder requests IFSCA to elaborate more on the multicast feature? the estimated frequency of its use, the users it should be enabled to etc.?	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
291	Functional Blueprint - Suptech Platform	General	Bidder requests ISFAC to provide the estimated peak load for each SupTech platform module.	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics at a high level. Detailed requirement planning would be done by the bidder during the project planning phase.
Bidder 6				
292	FUNCTIONAL_BLUEPRINT, Section 4.4-4.2 /pg 54	"The IFSCA system shall have access to reputed external databases maintained by global agencies"	There are 3 types of databases referred 1)Rating Database 2) Corporate Databse 3) Risk Database. Please provide clarity on the following 1. Does the subscription for these databases to be procured by SI or IFSCA 2. How may years of annual subscription is expected if SI has to procure subscription 3.Please provide the list of databases/Agencies which IFSCA is expecting SI to provide the access for these databases.	The subscription for the external databases is required to be purchased by the bidders and should be a part of the bidder's solution.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
293	FUNCTIONAL_BLUEPRINT, Section 4.4-4.5 /pg 55	"Such open source data includes regulatory and law enforcement websites of multiple countries."	Please provide a indicative number of Websites of data for estimation purposes	The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
294	FUNCTIONAL_BLUEPRINT , Section 4.4-4.5 /pg 55	"Should be able to scrape through open sources of data to collect data in order to derive insights."	Please provide a indicative number of Source of data for estimation purposes	The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
295	FUNCTIONAL_BLUEPRINT, Section 4.4-4.6 /pg 56	"NLP capabilities for reading voluminous documents"	1.Is there a need for OCR Technologies for reading the documents. 2. Does is involve digital documents only or Does it involve scanned documents as well 3. Is there a need for processing images in the documents 4. Please indicate the kind of volume of pages to be scanned on a annual basis. This will enable to size the OCR technolgies in the solution	Capabilities should exist in the system to cater to any kind of document. SP should bring in the capabilities to train the system for different kinds of documents. Further, the capability present in the innovation lab should be leveraged to further optimize these capabilities
296	FUNCTIONAL_BLUEPRINT , Section 4.4-4.6 /pg 56	"The system should be capable of utilising AI/ML for additional modules during development / operations of the system. The system shall have the capability of ingesting and interpreting unstructured data in order to derive insights"	What are the kind of Unstructured data expected. Eg., Scanned Docs , Streaming data, Audio video files , JSON/XML files etc.,	Capabilities should exist in the system to cater to any kind of document. SP should bring in the capabilities to train the system for different kinds of documents. Further, the capability present in the innovation lab should be leveraged to further optimize these capabilities
297	IFSCA RFP_Vol 1_Final, Section 6.3.6/ Pg. 86	"The system shall implement data quality checks at multiple levels to ensure that data quality is maintained at all levels and data deficiencies are removed till the extent possible."	Please provide an indicative number of data quality rules planned to be implemented for the sake of estimation	Volumetrics and process details have been provided in RFP. Bidder is expected to have the required domain experts and do the estimation of numbers based on the data provided
298	IFSCA RFP_Vol 1_Final, 6.3.5 - AI/ML engine/pg 77	"The system should be able to make use of the capabilities of AI, ML and NLP in order to perform structured and unstructured data analysis"	Please provide the indicative number of AI/ML Models that is envisaged to arrive at the estimates	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
299	IFSCA RFP_Vol 1_Final, 6.3.5 -Risk engine/pg 77	"a critical component that shall be used for generation of risk profiles based on inputs received from different sources"	Please provide the indicative number or risk rules planned to deployed	Volumetrics and process details have been provided in RFP. Bidder is expected to have the required domain experts and do the estimation of numbers based on the data provided Further, The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
300	IFSCA RFP_Vol 1_Final, 6.3.5 -Analytics Engine/pg 79	"create data analysis and generate visualizations to derive trends and pattern. "	Please provide the number of Analytical Dashboards/Reports to be developed under each vertical stream under SupTech Platform	Volumetrics and process details have been provided in RFP. Bidder is expected to have the required domain experts and do the estimation of numbers based on the data provided Further, The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
301	IFSCA RFP_Vol 1_Final, 6.3.5 - MIS/Dashboard reporting engine/ pg 80	"These dashboards and report generation capability shall be made available to both internal and external users (as per the specific requirements)'	Please provide the answers to the following 1. Number of internal and external users 2. What are different roles accessing the system, eg., power users, read only users etc., 3. What is the number of concurrent users who will be using the Analytical system at peak time	Volumetrics and process details have been provided in RFP. Bidder is expected to have the required domain experts and do the estimation of numbers based on the data provided Further, The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
302	3.3.1.3 Deployment/ Page # 42	Environment: The SP shall provision for the following environments: i. Development environment ii. Testing environment iii. Staging environment iv. UAT environment v. Production environment vi. Training environment for hands on training to IFSCA user groups vii. Environment for Innovation Hub	The non-production environments (other than production) to be setup in DC only or in both DC and DR?	Refer to corrigendum 4, Sr. No. 15
303	Maintenance of IT Infrastructure at the DC and DR/ Page # 49	SP needs to deploy requisite mix of L1, L2 and L3 resources (on 24X7 basis) for management of entire IFSCA System including IT infrastructure deployed at DC and DR.	1.We understand 24x7 basis requisite L1, L2 and L3 resources to be deployed after final go-live i.e. T0+12 months. 2. Please share estimated resource count of L1, L2 and L3 to be deployed. 3. 24x7 basis resources may not required at DR site while operation running from DC. 24x7 monitoring of DR system can be done through EMS from DC	Refer to Volume 1, section 3.3.2.4. Further SLAs defined in Volume 1, section 10 need to be adhered.
304	Maintenance of IT Infrastructure at the DC and DR/ Page # 49	For any remote based support, the SP has to ensure the same is done over a secured MPLS link	Please allow VPN connection over Internet in addition to the MPLS link for remote based support. Thi will give flexibility to resources for effective and quick support services	No changes to the RFP
305	U. Digital Signature (DSC)/page # 85	Digital Signature (DSC) - The digital signature certificate infrastructure will enable the system to approve and authorize the usage of a particular document or form on behalf of IFSCA.	Do we need to provide PKI(Public Key infrastructure) solution for integration with application to approve/reject/sign any document/ data within workflow or we have to only provide Digital signature certificates and also confirm the number of users for digital singature?	PKI solution has to be provided by the bidder. The number of IFSCA users (current and future) are already provided in the RFP.
306	6.4.1 Key performance benchmarks/page # 90	>= 99.99% Measured as the average uptime of server at DC/DR on a monthly basis. Uptime of thesale equipment will be measured on 24X7 basis	Server uptime 99.99% is not realistic. Please change it to 99.5% of system/application	No changes to the RFP
307	Average uptime of storage at DC/DR site/ other sites/page # 90	>= 99.99% Measured as the percentage of time each of the SAN Disk Array at DC/DR is up and running on a monthly basis. This will be measured on 24X7 basis	Storage uptime 99.99% is not realistic. Please change it to 99.5% of system/application	No changes to the RFP
308	6.4.2 DC-DR infrastructure requirements/Page 91	SP shall carry out a detailed assessment of requirements of IFSCA IT system and propose the overall software, hardware, network solution to meet the specification and SLA requirements for all the components ensuring that the servers, storage and all infrastructure is sized adequately and redundancy is built into the	Please share technical specifications of each component.	High level functional requirements along with process details and volumetrics have been provided in the RFP. Further bidder shall design the technology solution as per the requirements.
309	6.4.3 DC-DR hosting/Page 94	The SP shall provide the hosting Services for both Data Centre and the Disaster Recovery Centre. IFSCA may ask SP to shift between DC & DR at any time to check the readiness of the DC-DR switchover and sustainability.	Please suggest compute and storage requirement at DR site with respect to the DC site. 1. DR compute % with respect to DC 2. DR storage % with respect to DC 3. Whether HA required at DR	Refer to corrigendum 4, Sr. No. 16
310	6.4.4 DC-DR hosting requirements/Page 94	DC should be located in Ahmedabad – Gandhinagar region (preferably in GIFT city) and the DR should be at least 500 kilometers away from the DC in a different geo-seismic zone outside of the state of Gujarat.	There are limited options to meet hosting requirements in Ahmedabad. Please amend as Ahmedabad/Mumbai	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
311	SERVICE LEVELS (PERFORMANCE RELATED)/ Page 138	Availability of Network Connectivity (including LAN and Network Link to DC / DR) at the IFSCA Office -Measured as availability, of select set of end to end services that when executed, cover the underlying solution and infrastructure components =99.9%	99.99% availability of end to end services is not realistic. Please amend as 99.5%	No changes to the RFP
312	6.4.5 Network connectivity requirements /page 96	SP shall connect the offices to DC & DR site in line with the architecture	Pls share the IFSCA offices location details with users count which will connect to DC & DR site	Refer RFP Volume 1, Section 3.3.1.3
313	3.3.1.2 Security /page 32	SP shall establish an IFSCA Security Operations Centre (SOC) for delivery of timely, relevant and actionable alerts from various sources.SOC shall be collocated with NOC	Kindly confirm SOC and NOC to be part of DC or at SP premise location	Refer RFP Volume 1, Section 6.4 and 3.3.1.2
314	6.3.3 User touchpoints G (F)/page 75	SP shall estimate the number of SMS required for the entire currency of the contract based on the number of users, transactions and campaigns	Please specify the number of SMS qty required per month for the transactions and campaigns SMS categories	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics. The bidder is required to make an estimation of volumetrics of technical components basis these requirements.
315	General	Contact Center /Helpdesk Resource location	Please confim location of Contact Center/helpdesk resources. Will it be provided by IFSCA or SP has to arrange it?	The location for the contract centre / helpdesk has to be arranged by the bidder.
316	General	RE and IFSCA users details	Please share the number of RE users and IFSCA users count with respective concurrency users count who will access the DC and DR IT infra for the entire project duration period	Volumetrics and process details have been provided in RFP. Bidder is expected to have the required main experts and do the estimation of numbers based on the data provided Further, The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
317	6.4.5 Network connectivity requirements / page 96	C. SP shall also provision for VPN bandwidth for VPN client users.	Please provide required number of VPN clients	The volumetric details along with process details and functional requirements have been provided with RFP. Further detailed requirement planning would be done by the bidder during the project planning phase.
318	6.4.5 Network connectivity requirements / page 97	F. The contractual obligations, payment terms, delivery and SLA also given in the relevant sections of this RFP document shall apply to the locations where SP chooses to continue with existing connectivity in consultation with IFSCA.	Please share details including ISP name, bandwidth, router/modem specs, SLAs to understand and leverage existing connectivity available with IFSCA	The details would be provided to the successful bidder
319	8.10 SPECIFIC TECHNOLOGY TRAININGS FOR STAKEHOLDERS AT IFSCA/ page 124	The classroom trainings shall be conducted at IFSCA HQ and locations as determined by IFSCA	Please confirm if infrastructure for the classroom training i.e, table, chair, desktop/laptop, projector etc. will be provided by IFSCA	Refer to RFP Volume 1, section 8.4
320	3.2.2 Scrum Team Details	Scrum Team details: SP needs to deploy at least 5 Scrum teams at any point during the development phase	Please confirm if Performance testing resource will be a shared role (will not be dedicated to scrum)	Refer RFP Volume 1, Section 3.2.2.2
321	3.2.2.4 Artifacts expected from the SP Key considerations in the Development phase	Performance Testing (such as stress testing, load testing, endurance testing, scalability testing)	Please validate our understanding. Performance Testing shall be considered for each of the go-live releases during development phase followed by annual performance testing cycle during maintanence phase ?	Refer to RFP Volume 1, Section 3.3.1.1
322	3.2.2.4 Artifacts expected from the SP Key considerations in the Development phase	Performance Testing (such as stress testing, load testing, endurance testing, scalability testing)	As Performance Testing requries dedicated, production similar environment (in terms of configuration & hardware capacity), which environment from the provided list shall be considered for carrying out performance tests ?	This is a technical decision to be taken by the SP.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
323	3.3.1.1 Testing	Type of Testing & Reponsibility Table Performance Testing a) SP b) IFSCA / Third Party Auditor (to monitor the performance testing)	Please validate our understanding. SP will completely own end to end Performance testing activities during implementation & maintenance phase. IFSCA might appoint additional teams to monitor the performance testing strategy / deliverables provided by SP.	Yes the understanding is correct
324	3.3.1.1 Testing	13. SP shall conduct the load tests with an objective to determine the response times of various time critical transactions and business processes and ensure that they are within documented SLAs.	What is the maximum concurrent user load target to be considered for IFSCA portal ?	The RFP has provided the business volumetrics and requirements. Bidders are expected to estimate the technical volumetrics for designing their solutions.
325	2.1 Lead Management	Dashboard: The system should have the capability to generate a lead management dashboard and reports for the Development team comprising of various KPIs for analysis / diagnosis and track lead management progress. The system should allow pre configured reports as well as user generated customized report	Can you please share which KPIs, you intend to track and do you have any high level thoughts on how many reports, which reports would be required ?	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to estimate the technical load, volumetrics, sizing as per the current and future business requirements.
326	2.1 Lead Management	The lead management system shall be integrated with SupTech platform. System should be able to send notifications to the Development teaANnexm for selected milestones in the online process for potential investors through both email and mobile interfaces.	What do you mean by "Development teaANnexm", What is role of this team and would this team have access to the Lead management system...	Refer to corrigendum 4, Sr. No. 27
327	2.1 Lead Management		Source / Access / Data Migration Volume : - What would be various sources off Leads ? - Who would have access to the Lead Management system ? - Would there be any external parties, who are not employees of IFSCA, would be using the Lead Management system ? - What is current volume of Leads that would be required to be uploaded to the TO BE Solution ?	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to estimate the technical load, volumetrics, sizing as per the current and future business requirements.
328	2.1 Lead Management		Lead Lifecycle : What should happen when a Lead is Won, should it result in creation of Customer. Can you please explain ?	High level functional requirements along with volumetrics and process details have been provided as part of RFP. Bidder is further expected to do requirement elicitation as part of scope of work
329	2.1 Lead Management		Integration : - Would you expect Lead Management application to connect with National databases for certain validations ? If so, please elaborate - Would there be any other applications in IFSCA ladscape (that are not part of the TO BE solution) , that you would like the Lead Management application to integrate ?	As per RFP, Lead management system shall facilitate the Development team member to identify and collate information from multiple sources such as structured market intelligence databases or through news / professional social media (e.g. LinkedIn) and create profile of the lead. Further integration of lead management system with other systems shall be enabled as per requirements of IFSCA. The RFP along with functional requirements mentions the high level requirements.
330	2, page 15	Seamless Integration	Will this be providing an integration interface (API and batch based) or also involved development activities for actual integration with the stakeholders? If this is actual development pls provide the ball park number of stakeholder integration that would be required.	Any development / technical capabilities required in IFSCA SUPTECH system for integration with external systems / databases shall be within the scope of SP.
331	2, page 15	Scalability, Productivity and Automation	Will this be an On-Prem or Cloud(CSP) based platform? If Cloud, is a multicloud deployement under consideration?	It will be On-prem based platform
332	4, page 60	Dedicated SupTech for each vertical	Is this limited to the 9 departments and sub-departments mentioned in the document?	IFSCA is an evolving eco-system. The requirements shall be met as per the clauses in RFP.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
333	Functional Blueprint - Para 5 (Page 66 onwards)	Process details and expectations from IT system with respect to various verticals	We understand IFSC Authority shall provide us desired workflow / process description which it wants to be implemented in the system. IFSC Authority to confirm	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. Detailed requirement planning would be done by the bidder during the project planning phase.
334	RFP -Volume 1 (Para 11.4 - Page 151)	11.4 List and copy of Acts and Regulations	In Para 11.4, it is mentioned that "*The proposed system shall implement the rules and processes pertaining to the different business verticals that flow from the below-mentioned Acts and Regulations* ". In the said para under this, various regulations and Acts have been furnished. We would like to understand in detail the expectation from us with respect to the above regulations and enactments. We would need the specific / detailed / exhaustive list of Rules and Process from IFSC Authority which it want to implement in the proposed system under this para.	Refer to query response 524
335	IFSCA RFP_Vol 1_Final Page 19. Section 3.2.1.1	Requirements of Business vertical may be further added to the FUNCTIONAL BLUEPRINT at the time of Planning Phase	Does this means that the existing requirements will be further refined or completely new requirements are expected? In the event of new requirements, new modules are expected to be created under each vertical as to what is illustrated in the functional blue print? If yes, please provide an indicative list	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
336	IFSCA RFP_Vol 1_Final Page 76. Point F	Risk Based Supervision (RBS) – This pillar will result in identifying necessary actions based on the scores computed by the Risk Analytics pillar. Using this pillar, the system may define heuristics to identify risks for a particular vertical. Also, IFSCA may seek for more information from a RE based on its computed risk for further consideration. This pillar shall drive supervision based on risk profile for different entities and verticals.	Envisioned RBS framework (Off site supervision, On-site examination, Thematic reviews, Interaction of supervisor with top management of banks) is equivalent to the RBI's RBS framework? Please confirm. If not, please provide a list of the additional components which are being considered at this point of time. Is RBS intended to be implemented across verticals? If yes, kindly clarify which regulatory guidelines should be referred	- Requirements for RBS, if any, have been mentioned in the functional blueprint for each vertical. Kindly refer to the respective sections for an understanding of the same. Further, RBS framework shall be based on global industry standards.
337	IFSCA RFP_Vol 1_Final Page 86. Point 6.3.6	Regulatory data management	Please confirm if IFSCA intends to align the data requirements with BCBS 239 guidelines, Banks Integrated reporting dictionary (BIRD), Integrated Reporting Framework (IReF)	As indicated in the RFP IFSCAs system shall follow industry standard practices followed by other relevant regulators
338	FUNCTIONAL BLUEPRINT Page 45, Point 3.2 - Business model analysis and impact assessment	Business Model Analysis (BMA) to be implemented based on the various input factors* such as Financial Model, Resource Model, Organisation Model and Exchange Model etc. of the BU This shall be based on BASEL framework.	Please clarify which Basel framework (I,II,III or III.5 - Post crisis reforms) is being referred in the RFP	It is well understood that such global frameworks keep evolving. Thus IFSCA would also have to update its guidelines as per the relevant framework. The system should have the capability to adapt to such evolving frameworks.
339	FUNCTIONAL BLUEPRINT Page 45, 3.3 Reporting enablement and monitoring for RBS:	Extraction of risk indicators / outliers from reports: System shall have the capability to extract outliers / indicators from the reports submitted by the BUs. (Rule based risk indicators need to be implemented in the reporting forms along with thresholds) and present to IFSCA officials.	Please confirm that the list of reports mentioned as part of Annexure 6.2.B will be the final ones which are not subject to change or any additions are expected. If yes, then please confirm the number of reports as well as the logic used for report building would be shared by IFSCA. Please confirm that the risk indicators along with the outliers referred in the reports will be only used in the creation of dashboards	The bidder is required to conduct the requirement planning and baselining as part of the scope of work.
340	FUNCTIONAL BLUEPRINT Page 46, 3.4 Inherent risk assessment capabilities:	Risk score calculation based on the statistical models and defined rules (Risk indicators are already being built into reporting templates). System should allow risk score calculation based on the statistical models and defined rules	Please clarify whether any specific list of statistical models is being referred. If not, the statistical models should be aligned with the RBI's RBS framework or any other regualator across the globe? Should the statistical models be aligned with RBI's RBS framework? If not, please specify which regulatory authority is being referred or IFSCA is expected to come up with its own guidelines? Our understanding is that the consultant is not expected to develop or assist RE's in development of anykind of risk or reporting framework through this RFP. Please confirm.	- Requirements for RBS, if any, have been mentioned in the functional blueprint for each vertical. Kindly refer to the respective sections for an understanding of the same. Further, RBS framework shall be based on global industry standards.
341	FUNCTIONAL BLUEPRINT Page 46, 3.4 Inherent risk assessment capabilities:	Separate register of Emerging Risks with linkages to existing risks and controls	Please clarify the list of emerging risks being considered by the authority. Additionally, the guideline to be referred while providing a linkage of emerging risks with the existing financial and non-financial risks	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
342	FUNCTIONAL BLUEPRINT Page 46, 3.4 Inherent risk assessment capabilities:	Both entity and systemic risk assessment / scoring capability to be incorporated	Please clarify whether the system risk assessment should be based on the RBI? If not then which regulatory authority is being referred or IFSCA expected to come up with its own guidelines?	IFSCA will adopt a framework for systemic risk assessment / scoring based on industry standards. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
343	FUNCTIONAL BLUEPRINT Page 46, 3.4 Inherent risk assessment capabilities:	Risk modelling system should have the capabilities such as to carry out what-if analysis, simulations, stress testing etc.	Please clarify what is expected to be covered in etc (Are there any other - Reword first point) Apart from what--if analysis, simulations and stress testing, kindly clarify and elaborate on other supervisions and monitoring measures, if any. For stress testing, please confirm whether RBI guidelines have to be referred as the base for developing the stress testing across the financial risks	The bidder is expected to bring in global standards of risk modelling systems and any capabilities or measures which these systems offer should be implemented in IFSCA. IFSCA shall adopt its own framework for stress testing based on industry standards.
344	FUNCTIONAL BLUEPRINT Page 47, 3.6 Macro Prudential Monitoring:	The Module should allow assessment of the potential impact on the financial position of an individual BU and the overall Banking system in host country and globally because of the changes seen across factors such as (a) economic growth, (b) interest rates, (c) asset prices, and (e) inflation rate, and (d) employment rate	Apart from economic growth, interest rates, asset prices, inflation rate and employment rates, please confirm if any additional macro-economic indicators are to be incorporated for macro prudential monitoring	The parameters listed here are indicative. The bidder can propose additional parameters as per their domain understanding.
345	IFSCA RFP_Vol 1_Final Page 17. Section 3.1	Project implementation timelines	Please provide clarity in flexibility of the timelines considering various factors information availability, new requirements from IFSCA, external source integration and Fluid BRD	Refer to corrigendum 4, Sr. No. 6
346	IFSCA RFP_Vol 1_Final Page 60. 4. Functional Solution	In order to identify and implement leading best practices, SP shall require to onboard domain specialists who shall identify and suggest interventions to implement those global practices while designing the system. Further, the SP shall ensure that the domain specialists, for all the verticals of IFSCA, are available throughout the development process.	Please confirm the role of Domain specialists would be limited to the planning phase or it is expected to be thorough the entire project. Please clarify whether the onsite-offsite teaming model would be acceptable by IFSCA wherein a resouce/resources as domain specialists would be supported by offsite team within a specific turnaround time as agreed with IFSCA	Refer RFP Volume 1, Section 7
347	IFSCA RFP_Vol1 and Functional Blueprint		We understand that Income-tax services / provisions / Regulations / Rules are outside the scope of the given RFP. IFSC Authority to confirm the above	The bidder is required to conduct the requirement planning and baselining as part of the scope of work.
348	Functional Blueprint - Para 5 (Page 66 onwards)	Process details and expectations from IT system with respect to various verticals	Whether IFSC Authority shall provide detailed / exhaustive list of Application Forms / Return Forms (Reporting Returns) to be filed by each entity in each vertical (alongwith their periodicity) which is to be mapped in the system

We understand that from regulatory perspective, we need to only consider Application Forms / Return Forms (Reporting Forms) provided in the repective IFSC Regulations which will be provided by IFSCA as mentioned above and nothing else.

IFSC Authority to confirm the above | Business volumetrics, processes, requirements have been stated in the RFP. The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. Detailed requirement planning would be done by the bidder during the project planning phase. |
349	RFP-Section 1.1 About IFSCA, Page 10	Prior to the establishment of IFSCA, the domestic financial regulators, namely, RBI, SEBI, PFRDA and IRDAI regulated the business in IFSC. As the dynamic nature of business in the IFSCs requires a high degree of inter-regulatory coordination within the financial sector, the IFSCA has been established as a unified regulator with a holistic vision in order to promote ease of doing business in IFSC and provide world class regulatory environment.	Will this law supersede the existing regulations of IRDAI for setting up insurance business in IFSCA regulated zones?	The jurisdictions of IRDAI and IFSCA are different
350	RFP-Section 7 Staffing Requirement, Page 105, Domain Specialist – Insurance	E. Should be M.COM/ B.COM/ MBA in Finance	Please confirm if person from Actuarial Background having Masters of Graduation from Maths, Stats, Actuarial or Engineering stream can also be a good fit?	No changes to the RFP
351	Volumetrics File Page 11, Section : Insurance segment - Summary of Volumes	Future number in the next 7 years (this includes the existing number)	As per "Volumetrics" file, expected number of insurers in next 7 years is 20. Is there any upper limit on the number of Insurers allowed to function in IFSCA, if there are more applications from global insurers then the "Volumetrics" estimate?	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. Detailed requirement planning would be done by the bidder during the project planning phase.
352	Functional Blueprint, Page 41, Section 3.2 Solvency of Insurers	IFSCA will follow IRDAI guidelines for insolvency calculation for insurers until further communication on this.	There is one new law passed on 20th October, 2021 namely : The International Financial Services Centres Authority (Registration of Insurance Business) Regulations, 2021 were published in the Gazette of India Extraordinary vide notification No. IFSCA/2021-22/GN/REG016 on 20th October, 2021. Query : Will this new law supersede IRDAI guidelines for Insolvency calculation of Insurers?	The details regarding "IRDAI guidelines for Insolvency calculation of Insurers" like complete title, date, reference no. of said IRDAI guidelines is not provided , hence query can't be answered.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
353	Functional Blueprint, Page 133, Section 6. Annexure to FRS for IFSCA's SupTech System	Application form Template : i Insurance Business (25 Pages) ii Insurance Intermediaries (14 Pages)	Kindly share the both the application forms	Refer to 6_7_Forms_Insurance.pdf
354	Functional Blueprint, Page 133, Section 6. Annexure to FRS for IFSCA's SupTech System	Reporting form Template : i Insurance Business (7 Pages) ii Insurance Intermediaries (25 Pages)	Kindly share the both the reporting forms	Refer to 6_7_Forms_Insurance.pdf
355	IFSCA RFP_Vol 1_Final Page 19. Section 3.2.1.1	Requirements of Business vertical may be further added to the FUNCTIONAL BLUEPRINT at the time of Planning Phase	Does this means that the existing requirements will be further refined or completely new requirements are expected? In the event of new requirements, new modules are expected to be created under each vertical as to what is illustrated in the functional blue print? If yes, please provide an indicative list	Refer RFP Volume 1, Section 3.2.1.1
356	3.2.1.1 Activities to be carried out in planning phase:	the first 3 months from the date of the SP being onboarded,	This is one way requirement. Will there be a discovery phase? From the RFP it seems to be open ended. Process wise, if the actual requirements are not known to IFSC requirements and design specifications will go into discovery mode. In that case Number of iterations are expected to be mentioned to put the boundary.	Refer to query response 363
357		SP shall be detailing the requirements in form of user stories / use cases for the core and complex modules - SP shall identify inter-vertical dependencies and define the commonalities and considerations to be taken care of during implementation across the verticals	There should be criteria mentioning closure of the functional and design related from IFSCA perspective. What is the signing criteria and closure of the high level design. In case Signing is not received will the next phases be pushed according to the delay happened?	The sign-off shall be received after IFSCA's review.
358	4. Finalize key components that including but not limited to: • Infrastructure to be deployed • Technology to be used		Are Tentative tech stack expected during the bid and there are points on the same ? Or it remains open till the Planning phase. Please share the submitted bid scoring criteria.	RFP Volume 1 provides the functional and technical requirements of IFSCA. The bidders are required to prepare their bids accordingly.
359	2. Planning phase – In this phase, the SP shall be required to define the overall volume of work and other details of architecture, infrastructure among other such considerations. The details of this phase have been highlighted in section 3.2.1 of this document. 3.2.1.2 Deliverables at the end of planning phase		Are all the story points and products backlogs also expected to be signed off at the end of the planning phase?	Refer RFP Volume 1, Section3.2.1.1
360	Generic		Is there any possibility of extension of the project timelines? The timeline seems to be very steep.	Refer to corrigendum 4, Sr. No. 6
361	page 22 d. Data migration of the data from verticals, as relevant		Is data migration in the scope? What is expected from Data migration side	Refer RFP Volume 1, Section3.2.2
362	3.2.2.5 Key considerations in the Development phase:	The baseline identified and agreed at the end of T0 + 6 months	This should be at the end of 3 months as per the planning phase. Isnt it?	This clause should be read along with Section 3.2.1.1 of the RFP.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
363	3.2.2.5 Key considerations in the Development phase:	Any new requirement being notified by IFSCA to SP for implementation shall have to be implemented within 3 months from the date of the SP being notified (e.g. if IFSCA informs the SP about some new forms at the end of T0 + 9 months, then those shall have to be implemented within T0 + 12 months)	Majority of Scope should be frozen after 3 months in order to complete the overall delivery. There should be proposed process on how the new requirements to be introduced to the system. Introducing requirements on Adhoc basis will jeopardize the schedule.	As per RFP Volume 1, section 3.2.1.1 read along with corrigendum sr. no. 3 - 'SP shall be required to define the overall volume of work in terms of story points, within the first 3 months (or as per duration agreed with IFSCA) from the date of the SP being onboarded, based on the baseline FUNCTIONAL BLUEPRINT (initial version of Functional Blueprint is enclosed in annexure 11.1 and baseline functional blueprint will be defined during the planning phase).' Requirements shall be further detailed based on the baseline functional blueprint throughout the project implementation and 'The baseline identified and agreed at the end of T0 + 6 months shall be considered as the final scope that shall have to be implemented by the end of T0 + 14 months or as agreed by IFSCA (referred to as TI).'
364	3.2.3.2 Key Activities -	Conducting operations audits, third party audit, STQC and ISO audits and certifications (i.e. ISO 20000, ISO 27001, ISO 22301, and ISO 9001)	is SP liable for the financials of the third party audit?	Refer to corrigendum 4, Sr. No. 9 and 10
365		Routine functional changes that include user and access management, generating reports, and configuration (conditions given in section 9 on change control management may apply, where applicable).	In connection with this clause, what is the scope or definition of CR? All the changes proposed- may not be introduced to the system under the scope of the RFP.	Refer RFP Volume 1, Section 9
366	Page 29	10. UAT will be conducted in multiple phases as determined by IFSCA	When is the first UAT and go live?	Please refer Section 3.1, Volume 1 of the RFP. This project shall be implemented in an agile mode and the timelines for interim deliverables, UATs and go-lives are flexible. The SP has the flexibility of fast tracking the different phases within the overall timelines provided.
367	Page 45 4. Deliverable signoffs	Sign-off on the deliverables by IFSCA does not necessarily indicate that IFSCA does not have the right to ask for revisions or changes in any of the deliverables in line with the scope of work of the project and other project requirements.	What is boundary condition on which changes will be considered as change request?	Refer to corrigendum 4, Sr no 13
368	Page 54	scheduled regular testing of backups and ensuring adherence to related retention policies.	What is the retention policy?	Retention policy shall be discussed with the successful bidder.
369	Page 59	World class solution The system is expected to incorporate best practices and state-of-the-art technologies adopted by other financial regulators. The	What is the criteria meeting this. Is there any supportings expected?	The clause is self-explanatory. No changes to the RFP.
370	Page 93	deployed in production to meet any urgent requirements.	What is the definition of urgent requirement.	This will be decided by IFSCA as per the business requirements
371	Page 130	C. Costs The RFP provides for a fixed effort of 600 person months, dedicated for any changes required and agreed by IFSCA in the IFSCA system	600 Person month for 12 months or 5 years ? There should also be provision to quantify the changes to be proposed.	The 600 person months can be utilised by IFSCA at any point of time during the entire project
372	Page 25 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	OECD requriements are to be covered under Bullion section (page 25) – what other regulations would required to be covered? Does FATF requirements for money laundering requirements (beyond the negative lists) expected to be covered?	The OECD standards have been provided as an example. All regulatory standards applicable to bullion are expected to be covered in full.
373	Page 45 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	Business model analysis to be implemented basis various factors (page 45) – its an indicative list. What will be the area that are to be covered in the detailed requirement gathering?	The detailed requirement gathering would expand and enhance the indicative list into a comprehensive business model analysis framework.
374	Page 45 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	Busines model analysis to be based on BASEL requirements (for Banking). In relation to other areas what are the base requirements (e.g. Insurance, Capital markets etc)	Kindly refer to the respective sections of the functional blueprint for the requirements of each vertical.

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375	Page 73 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	Investment bankers/IPO/Credit rating/Debenture trustee. IFSC requirements for these areas are finalised? If not, by when will they get finalised?	As per RFP. IFSCA is an evolving domain. High level volumetrics and processes have already been provided with RFP. Further estimations and detailed requirement gathering shall be part of scope for bidder / SP
376	Page 73 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	Debt filling. IFSC requirements for these areas are finalised? If yes, are they available on the IFSC website. If not, by when will they get finalised?	As per RFP. IFSCA is an evolving domain. High level volumetrics and processes have already been provided with RFP. Further estimations and detailed requirement gathering shall be part of scope for bidder / SP
377	Page 80 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	IFSC requirements for Depository Participants/Custodians/Account Aggregators/Eligible Foreign Investors finalised? If yes, are they available on the IFSC website, if not, by when will they get finalised?	As per RFP. IFSCA is an evolving domain. High level volumetrics and processes have already been provided with RFP. Further estimations shall be part of scope for bidder / SP
378	Page 85 and 86 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	IFSC requirements for Refineries for gold/Bullion Exchanges/Bullion Clearing Corporation/Bullion Depository/Market Making members/Clearing members/Trading members/Assayers/Benchmark Fixing members finalised? If yes, are they available on the IFSC website, if not, by when will they get finalised?	As per RFP. IFSCA is an evolving domain. High level volumetrics and processes have already been provided with RFP. Further estimations and detailed requirement gathering shall be part of scope for bidder / SP
379	Page 114 - Functional Blueprint	Refer table for Existing and Expected count - specfically wherever existing count in zero/not mentioned	IFSC requirements for Financial Company (FC) and Financial Unit (FU) finalised? If yes, are they available on the IFSC website, if not, by when will they get finalised?	As per RFP. IFSCA is an evolving domain. High level volumetrics and processes have already been provided with RFP. Further estimations and detailed requirement gathering shall be part of scope for bidder / SP
380	Page 8 - Functional Blueprint	The e-book facility should encompass all acts, rules and regulations within the ambit of IFSCA	1. Plesae provide a list of Acts within the Ambit of IFSCA. 2. Please clarify whether the soft copy (editable version) of the content of Acts and Rules are available with IFSCA, or the SP is required to convert the same from PDF.	IFSCA will provide the repository of IFSCA's acts, rules and regulations to the bidders. However, the bidder shall be responsible for data cleaning, correctly entering into the system and maintaining it.
381	Page 8 - Functional Blueprint	This shall have separately referenceable sections for all Acts and their related rules, regulations, amendments, etc	Whether the SP will be required to map the referecing between Acts and Rules, or is the same readily available with IFSCA?	As per RFP. IFSCA is an evolving domain. High level volumetrics and processes have already been provided with RFP. Further estimations and detailed requirement gathering shall be part of scope for bidder / SP
382	Page 8 - Functional Blueprint	e-Consultation - The system should provide capability of submitting comments/inputs in a structured format through registered user account	Please provide volumetric expectations on the number of consultations expected during a year and the number of users expected to provide comments during a consultation.	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are expected to estimate this as per their domain understanding and experience of other relevant regulators. Detailed requirement planning would be done by the bidder during the project planning phase.
383	Page 9 - Functional Blueprint	1.2 Registration - The system shall also implement the capability to validate and authenticate submitted information against external databases / systems through system integration wherever applicable	Please provide a list of external databases/systems that is envisaged at this stage. Also, please provide details on the status of MoUs with these external databases/systems w.r.t. the data exchange.	IFSCA shall strive to facilitate necessary permissions. However, the responsibility of obtaining permission shall rest with the successful bidder.
384	Page 9 - Functional Blueprint	Payment gateway for fee payment: This shall include fee calculation module with capability to configure rules for different kinds of applicants.	Please suggest on the various modes of payments (Netbanking/Cards/wallets/UPI, etc.) that the SP is required to integrate with. Also, if a wallet is required to be maintained, are appropriate licences available with IFSCA?	Please refer response to query number 200
385	Page 14 - Functional Blueprint	Back ground Screening: Functionality to scan through the adverse media records available in the external databases	1. Is there an identified list of external databases that needs to be integrated? 2. Some of the databases have a subscription cost attached, if integration is required with subscribed databases, whether the SP of IFSCA will pay for the cost of such subscriptions?	1. Refer RFP Volume 1, Section 11.2 2. The subscription for the external databases is required to be purchased by the bidders and should be a part of the bidder's solution.
386	Page 60 - Functional Blueprint	it is expected that a separate environment will be developed for facilitating the operations of the Innovation Hub.	What is the expected number of users who will be using the separate environment of Innvoation Hub?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
387	Page 73 - Functional Blueprint	Application forms – IFSCA has prepared the draft formats. SEBI regulations are relied on / taken as base while framing application forms.	The final formats of these applications will be required by SP to be implemented	The exact business rules shall be finalised at the time of requirement planning.
388	Page 73 - Functional Blueprint	Reporting forms –The forms are expected to be in line with SEBI regulations / formats.	Is the SP expected to develop these forms from scratch of will these forms be provided by IFSCA	The forms shall be prepared by IFSCA as per their regulations. The technical detailing, development and implementation of the forms shall be the responsibility of the SP.
389	Functional Blueprint, Page 133, Section 6. Annexure to FRS for IFSCA's SupTech System	Reporting form Template : i Insurance Business (7 Pages) ii Insurance Intermediaries (25 Pages)	Kindly share the both the reporting forms	Refer to 6_7_Forms_Insurance.pdf
390	Section 7 : Staffing Requirements, Page 102-111 of RFP.	Domain Experts	Please confirm whether we can have same person as domain-expert for 2 or more specialist positions if he/she meets all criteria and have the required knowledge?	Refer RFP Volume 1, Section 7
391	Page 2-26 of "Forms_Insurance document". First Schedule , forms A,B,C & D.	Application Form for fresh registration of Insurer and Renisurer	Does bidder have to quantify/describe minimum threshold level for all parameters of Application forms in order to arrive at a decision of granting/refusing license.	The exact business rules shall be finalised at the time of requirement planning.
392	Page 27-40 of "Forms_Insurance document". Schedule-VI , forms A,B,C & D.	Application form for fresh and renewal certificate of registration of Insurance Intermediaries	Does Bidder have to quantify/describe minimum threshold level for all parameters of Application forms in order to arrive at a decision of granting/refusing license.	The exact business rules shall be finalised at the time of requirement planning.
393	Page 56-72 of "Forms_Insurance document". All forms of Annexure 5	Filing of returns	Does bidder team needs to provide manpower for initial xx years processing of these forms?	The bidder is required to provide the O&M services as per the scope stated in Volume 1 of the RFP
394	Generic		What is the user base to use the system and estimated data volume.	Refer to 6_1_Volumetrics.pdf
395	Generic		Number of Dashboard, Reports, Rules etc not available	This shall be as per IFSCA's requirements. Further, Refer RFP Volume 1, Section 6.3.5 (J) along with Functional requirements as given in annexure
396	Generic		Is there any expectation of sharing the existing Data centers for production DC, DR or non production environments? If yes, is there any expectation of full/ partial network separation between the environments? As DEVOPS, automation and containerization being asked it would be difficult to have end to end DEVOPS chain if the networks are separate.	IFSCA will not provide its existing datacentre. The bidder is required to set up the DC and DR for the project as per the scope provided in the RFP
397	Generic		All checklists for inspections and audits will be requried to be prepared by the consultant – does IFSCA have any base material currently? If not, would consultant be expected to prepare it for all areas?	As per RFP. Requirement planning and elicitation is included in the scope of work for SP
398	IFSCA RFP_Vol 2_Final, 7 STAFFING REQUIREMENTS / Pg 101	100% deployment, in IFSCA premises, across the project duration	We understand that the Location for some of the KEY personals of the Core Team would be required at the IFSCA Head Qtrs while the Development of the application can be done remotely from the SI's Location. Kindly Clarify.	Yes, the understanding is correct that some of the key personnel would be required at IFSCA premises as per the minimum deployment schedule provided in the RFP. Development of the application can be done remotely. Please also refer corrigendum 4, Sr No 13.
399	IFSCA RFP_Vol 2_Final, 5.2. Payment Schedules and Milestones	For the purpose of payment calculation to the SP, it is calculated as the lower of actual CAPEX quoted by the bidder in the financial bid or 20% of the total bid value.	The Buyout items being considered as CAPEX would be the Hardware & Software. Both the Hardware and Software items have to be paid in full by the SI's to OEM's along with the first year ATS / Warranty which makes it around 122% of the Hardware and Software Licenses. We believe that the 20% of TCV as CAPEX cost would not be enough to cover the UPFRONT cost of the equipment. We request you for increasing it to 30% of the TCV value.	Refer to corrigendum 4, Sr. No. 20

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
400	IFSCA RFP_Vol 1_Final, 3.3.2.5 Third party audit requirements		Auditor must not be a competitor of Bidder. How many times will such audit take place in a year?	Refer to corrigendum 4, Sr. No. 8
401	IFSCA RFP_Vol 1_Final, 9.3 CHANGE CONTROL PROCEDURE GUIDELINES	E. If the SP fails to comply with the acceptable standards & requirements of implementing the requested change, or denies implementation of the requested change requested at any stage during the contract period through the change control process, IFSCA will have complete authority to get the change implemented from any of the third party/nominated government agency independently. In all such cases, the entire cost of change implementation will be recovered completely from the SP. Also, IFSCA reserves the right to impose any other financial or legal penalties depending upon the gravity of impact on the service delivery due to non-implementation of the requested Change. In all such matters, the decision of IFSCA will be final and binding on all parties.	We suggest, In no event shall such amounts exceed 10% of the fees payable by IFSCA to SP for such undelivered services.	No changes to the RFP
402	IFSCA RFP_Vol 2_Final, 7 STAFFING REQUIREMENTS / Pg 101	100% deployment, in IFSCA premises, across the project duration	The Bidder should be allowed to operate from any Location, considering the current situation where the country and the countrymen are going through the tough situation due to Pandemic. We suggest that resources required for requirement gathering and the design phase should be onsite for the period of requirement gathering and design, rest all the resources during the implementation and the O&M phase could be available in the SI's premise in India.	Please refer response to query no 398
403	IFSCA RFP_Vol 2_Final, 5.2. Payment Schedules and Milestones	For the purpose of payment calculation to the SP, it is calculated as the lower of actual CAPEX quoted by the bidder in the financial bid or 20% of the total bid value.	The Payment for Capex part should be increased to 30% or above as the amount which is paid to the OEM's equates to the 100% of the Product License or Hardware and the first year ATS for s/w and first Year Warranty for the Hardware.	Refer to corrigendum 4, Sr. No. 20
404	IFSCA RFP_Vol 1_Final, Pg. 17, 3.1 PROJECT IMPLEMENTATION TIMELINES	The project implementation timelines for the design of the IFSCA Supervisory Technology (SupTech) System have been illustrated in the diagram below.	The timeline of 12 months of implementation is not feasible for such complex and elaborate requirement. The Timelines for implementation should be increased to Minimum 18 Months of Implementation and 3 Months of Design Phase from the current 3 Months of Design and 9 Months of Implementation	Refer to corrigendum 4, Sr. No. 6
405	IFSCA RFP_Vol 2_Final, Pg 36, 7.2 Payment Schedules and Milestones	2. Payment stream 2 (PS 2): Payment for implementation of the system	The Payment for the Implementation is putting the pressure on the Project cash flow. We request that the Payment during the Implementation phase should be given to the SI's for the software development part in the regular interval of 3 Months.	Refer to corrigendum 4, Sr. No. 22
406	IFSCA RFP_Vol 2_Final, Pg 36, 7.2 Payment Schedules and Milestones	3. Payment stream 3 (PS 3): Payment for operations and maintenance of the system	The Payment of the O&M phase though has been highlighted as EQI, is not exactly EQI and is rather lighter in the beginning and heavy at the end of the contract. We request you to equally distribute the O&M Payouts in EQI.	No changes to the RFP
407	IFSCA RFP_Vol 1_Final, Pg 94, 6.4.4 DC-DR hosting requirements	G. DC should be located in Ahmedabad – Gandhinagar region (preferably in GIFT city) and the DR should be at least 500 kilometers away from the DC in a different geo-seismic zone outside of the state of Gujarat.	Define Geo-Seismic zone in terms of DC DR service providers.	Seismic zones defined in India by Geographical Survey of India or similar body can be considered.
408	IFSCA RFP_Vol 2_Final, Pg 34, 6.4 Performance Bank Guarantee (PBG)	2. The Value of the PBG shall be equal to 10% of the total contract value.	We request that the PBG should be aligned to the Ministry of Finance guidelines and be changed to 3% of TCV instead of 10% of TCV.	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
409	IFSCA RFP_Vol 3_Final, Pg 52, 17.4. SUB-CONTRACTORS	Only scope of work relating to helpdesk management, facility management, handholding, site preparation, corporate law related domain expertise, network management, training management and any scope related to OEM services (for implementation, configuration, review, consulting, etc.) can be subcontracted.	The requirement of IFSCA is quite domain specific and would require the expertise in the specific areas, we request that the subcontracting for the Domain expertise should also be included under the subcontracting clause. We understand that Corporate Law Related Domain is a misprint .	Refer to corrigendum 4, Sr. No. 25
410	IFSCA RFP_Vol 2_Final, Pg 5, Fact Sheet	Last date (deadline) for submission of bids including EMD (on or before) 7 February 2022 up to 1500 hours	as this nis a large and complex tender and would need several rounds of solution assurances by each of the domains and then overall solution we request Extension of Bid Submission by 6 Weeks from the Last Clarification/Corrigendum released.	Refer to Corrigendum No. 3
411	Generic		Is IFSCA going to continue to use the current IT Systems like e-Office Module, Email System, HRMS and Website ? Does new SI has a role to play for existing systems ? Also same goes with Client-side IT assets and Infrastructure ?	The maintenance and operations of existing IT systems is not under the purview of SP. However, integration with existing system wherever mandated as per RFP requirements shall be the responsibility of the bidder. Refer RFP Volume 1, Section 6.3.3, 6.3.4 and 6.3.5
412	IFSCA RFP_Vol 1_Final, Pg 80	MIS/Dashboard reporting engine	Reports which are supposed to display are those static or dynamic? Will that come from Power BI or UI needs to generate it.	This shall be as per IFSCA's requirements. Further, Refer RFP Volume 1, Section 6.3.5 (J) along with Functional requirements as given in annexure
413	IFSCA RFP_Vol 1_Final, Pg 80	MIS/Dashboard reporting engine	Do we have any scope to export reports? If yes what are the different formats which we are in scope?	This shall be as per IFSCA's requirements. Further, Refer RFP Volume 1, Section 6.3.5 (J) along with Functional requirements as given in annexure
414	General		Is there a requirement for the IFSCA portal(web/mobile) to be multilingual? If yes, which languages should the applications be in?	Please refer response to query no 534
415	General		List down all possible User groups(Persona) who are part of proposed ecosystem. a. Who will the primary user group? b. Roles and Responsibilities of each user group c. Role in each stage of the process.	The bidders are expected to consider this as per their domain understanding and experience of other relevant regulators. The exact requirements shall be identified during the project planning phase.
416	General		Any guidance towards preferred technology standards that vendor should keep in mind for developing IFSC portal web and mobile application(UI+API)?	IFSCA has specified minimum standards for adherence as part of Section 3 of Volume 1 of the RFP. Bidders are expected to follow leading industry standards over and above the minimum requirements.
417	General		Is there a Brand/ Design guideline in place that can guide the User interface design from brand perspective?	Business requirements have been stated in the RFP. Further detailed assessment shall be under scope of SP / Bidder
418	IFSCA RFP_Vol 1_Final, Pg 70		For IFSC portal, can you please provide more insights on the following: 1.) Approximate number of forms? 2.) Approximate number of pages/screens? 3.) Approximate number of UI components and component complexity (high,medium,low) that need to be developed? Example of components can be data grid, pie charts, image/tables etc. 4.) Any screen shots available for the portal which shows the pages to be redeveloped?	Business volumetrics, processes, requirements have been stated in the RFP. Further detailed requirement planning would be done by the bidder during the project planning phase.
419	General		We assume the use of workflow/rule engine, is there any preferred tool?	The RFP does not state any preferred tool for workflow/rule engine
420	IFSCA RFP_Vol 1_Final, Pg 25	Details of all the potential integrations with external systems are given in Annexure 11.2.a.	Please provide the details of integration - overall count, Source & Traget systems, communication protocol etc.	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to estimate the technical load, volumetrics, sizing as per the current and future business requirements.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
421	General Query	Volumetrics	We request you for defining the Current Number of Forms and the Outer limit of the number of Forms to be designed and created for each of the Verticals / functionalities. This will help in determination of the scope and also limit the exposure. Moreover we understand that the any escalation in the form beyond the outer limit defined by IFSCA would be handled as Change Request on the T&M basis.	Refer to 6_1_Volumetrics.pdf
422	Volume 1 Page Clsuse 7	Staffing requirements	As per the sheet given in the section it asks for resources to be deployed onsite. We request you to look into the matter as in current circumstance where the entire country is going thorugh the Pandemic we request that the numbers are relooked and only the absolute necessory resources to be posted onsite. All the other resources should be allowed to work from the SI's premise anywhere in India.	Section 7 of the RFP provides minimum deployment requirements of the key personnel of the SP. The SP can decide upon the deployment of other resources in line with the RFP requirements.
Bidder 7				
423	Vol 1- 3.2.2.1/22	a. Testing (including the following testing: unit, functional, performance (such as stress testing, load testing, endurance testing, scalability testing), integration, system, user acceptance and system acceptance, Vulnerability Assessment and Penetration Testing (VAPT))	We understand bidder to support the VAPT, Please confirm bidder to propose the required tools?. Please clarify the term required	Bidder may choose the VA/PT approach they want to adopt. However Bidder / SP may : - Refrain from testing and exploiting high risk vulnerabilities such as discovered breaches or which may put application / system at risk. - Ensure appropriate approvals have been received in writing prior to carrying out any penetration tests and installation of tools from IFSCA. - Ensure removal of tools after the completion of task and do not install any other software or damage any software. Get acceptance of IFSCA for removal of tools in the presence of authorised personnel from IFSCA - Ensure to provide a list of tools planned to be installed to IFSCA before initiating testing and provide a written confirmation to the IFSCA that Bidder is not violating any IPR or license norms while using and installing the tools
424	Vol 1- 3.3.1.2/38	Assets would include the devices/endpoints, such as personal computers, laptops, tablets, and other mobile or IoT devices, that shall connect to the concerned IT system	please share details of existing non-IT systems like laptops, tablets, printers etc in CG units - please clarify the scope.	Refer to Annexures of Vol 1 for details of existing infra.
425	Vol 1- 3.3.1.3/41	Sizing of the hardware should be done to support the scalability and performance requirements of the solution (particularly during the peak filing load) - SP shall be required to augment the infrastructure without any additional cost to the IFSCA to ensure that the SLAs are maintained even during the peak periods. There should not be any constraints on the services	We understand this clause is applicable for given volumetrics in the RFP, If any changes in the volumetric bidder it will submit the change request for the required augmentation. Please clarify	The RFP clause is self-explanatory. Further high level volumetrics are provided with RFP and bidder is expected to bring in domain experts to estimate the sizing.
426	Vol 1- 3.3.1.3/42	Environment: The SP shall provision for the following environments: i. Development environment ii. Testing environment iii. Staging environment iv. UAT environment v. Production environment vi. Training environment for hands on training to IFSCA user groups vii. Environment for Innovation Hub	The requirements mentions 7 different environments that have to be provisioned. Kindly specify if you need all these as physically separate environments or is IFSCA fine with clubbing of environments. Also, Please Specify if any sizing considerations like Testing environment should be --% of production sizing?	Refer to corrigendum 4, Sr. No. 15 along with RFP Volume 1, Section 3.3.1, 6.4.6
427	Vol 1- 3.3.2.1/47	Peak filing support: The end users shall submit required specific documents through the IFSCA application. It is observed that the numbers of documents/records submitted are not uniformly spread across year. The SP shall be responsible for any system (application, infrastructure, integration, etc.) augmentation during any such (planned or unplanned) peaks in filing so that all SLAs are met and also the end users do not face any issue. This shall be done without any cost implication to IFSCA	We understand this clause is applicable for given volumetrics in the RFP, If any changes in the volumetric bidder it will submit the change request for the required augmentation. Please clarify	The clause of the RFP is self explanatory

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
428	Vol 1- 6.1/63	E. The DC and DR setup including hardware and software components are required to setup in an on-premise model	1. is DR expected to be 100% of DC in terms of compute and storage 2. whether the proposed DC & DR is to be considered as an active-active or active-passive ? 3. what is the frequency of carrying out DR drills by bidder? EgQuarterly basis	1. Refer to corrigendum 4, Sr. No. 16 2. The bidder can design the solution to meet all the requirements of the RFP 3. DC - DR shall be done as per IFSCA's requirements and based on practices followed for similar projects in government
429	Vol 1- 3.2.3.4/27	SP shall ensure that IFSCA or its nominated agency should have the access to the following solutions / tools to track the operations of the project:	Please share the required user count for the tools access	Refer to Section 3.3.1 of RFP Vol 1 - "A total of 15 users of IFSCA (or nominated representatives) for each application shall be able to concurrently use the system"
430	Vol 1- 3.3.1.2/35	Following are the minimum-security components, which the SP is required to implement, as part of IFSCA system:	Please specify required techinical compliance if any to choose the security components	The RFP specifies the minimum requirements. The bidders are required to propose the technical solutions to best fit IFSCA's requirements.
431	Vol 1- 3.3.1.2/32	d. SP shall establish an IFSCA Security Operations Centre (SOC) for delivery of timely, relevant and actionable alerts from various sources. SOC shall be collocated with NOC	We understood bidder shall establish NOC and SOC at their premises?. Pls confirm. The SI project team will work from their respective company locations and be at customer site during relevant phases of project?	Refer RFP Volume 1, Section 6.4 and 3.3.1.2
432	Vol 1- 3.3.2.8/61	The SP shall develop a separate IT environment for this feature's operations and comprise multiple IT tools like ETL, BI/ analytics tools, etc., from various platforms, including open source. In addition, the lab shall have its workstations and computing capabilities. SP shall ready the necessary infrastructure to undertake the activities identified under the Innovation Hub and make it available for the IFSCA officials and to those whom IFSCA may deem appropriate.	Please confirm the INNOVATION HUB setup would be required at same Datacenter?.	As per RFP. Refer RFP Volume 1, Section 5 Clause B
433	Vol 1- 6.4.5/96	A. SP shall connect the offices to DC & DR site in line with the architecture and shall ensure that the access of IFSCA IT system services is provided to all the IFSCA officials using various channels	Please share the offices details and Bandwidth requirements. Also, confirm the IT Hardware requirements at offices	SP shall ensure to provide required network equipment such as and not limited to routers, modems, LAN Cables, racks etc. SP shall do a comprehensive assessment of network equipment required at the locations. SP shall ensure the configuration, installation, and complete commissioning of all network equipment at the locations and shall ensure the warranty, support and maintenance throughout the duration of the project for equipment and connectivity complying the SLAs
434	Vol 1- 11.5/153	Current hardware systems at IFSCA	Please confirm is bidder to consider warranty support for these hardware. If yes, Please share the current warranty support details	Bidder is not supposed to provide warranty of current hardware
435	Vol 1- 3.2.1.3/21		The phase wise procurement of infrastructure may not be viable option considering the datacenter setup / changes requried at different levels and continuos hardware deployments /commissioning/testing in a live datacenter would impact the operations, instead it is recommended to procure hardware and setup datacenter for all phases in one-go. This will have a uniformity in AMC contracts and seamless Operations /maintenance. Kindly consider the procurement of entire infrastructure for all phases in one-go.	The phasing of infrastructure procurement shall be discussed and finalised between IFSCA and the successful bidder.
436	Vol 1- 6.4.5/97	Link utilization in % (real-time as well as periodic) (Link utilisation should not be more than 70% in each case, barring acceptable occasional surges)	This clause may not be feasible and practical, bandwidth utilization not exceeding 70% at any point of time is an overkill, pls exclude during peak times and consider changing it to 90%.	No changes to the RFP
437	Vol 1 - 6.4.5/96	SP shall also provision for VPN bandwidth for VPN client users.	Please clarify a separate internet connectivity is required for VPN. It is industry best practise to integrate VPN gateway with rest of the security devices using a common internet pipe. Pls Confirm.	Bidder is free to choose the best solution in light of the existing clause of the RFP.
438	Vol 1-6.4.4/96	SP shall also provision sufficient space for fireproof tape storage unit	Pls provide the size of fireproof media storage required (capacity)	The bidders are expected to estimate this as per the RFP requirements

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
439	Vol1- 8/119	SP shall provide necessary application training on a regular basis to its support team deployed at all locations as well as the helpdesk staff during the contract period. Further it should have a compliance reporting mechanism in place for trainings to internal staff.	It is understood that 24*7 helpdesk is for IT related issues and should be part of NOC /O&M, a sepeate helpdesk is not required. Kindly confirm	The bidder is expected to size the requirements for the helpdesk basis the scope of work and SLAs stated in the RFP
440	Vol1-6.4.2/92	B. SP shall size the hardware and software components including and not limited to servers, storage, and network. The sizing should be done considering the performance, SLAs and increasing load over time. It is to be noted that SP needs to provide a detailed assessment sheet taking into considerations the volumetric and other details given in the RFP.	Pls clarify if HA needs to be considered for Servers, Network and Security Devices in DRC.	The minimum technical specifications and standards have been provided in the RFP. The bidders can accordingly design their technical solution.
441	Vol 1 - 6.4.5/96	B. SP shall ensure the provisioning of internet at DC, DR and replication bandwidth. All the network links (MPLS, internet etc.) should have back up link to be provided from different SPs at each location i.e. DC, DR, IFSCA etc. This is to ensure two landings of network connectivity at each location. While links at each site are supposed to work in load sharing mode, the individual link for each location should be able to cater to the bandwidth requirement even if the secondary link is down. The redundant links at any location must not be overlapped on the same media by two SPs.	As per TRAI regulations, SI can resell bandwidth, kindly amend this section by including the requirement for a Tri-partite agreement. SI can facilitate the links and measure SLAs, but IFSCA shall release the PO directly to ISPs and clear the Invoices upon confirmation from SI. The related SLAs shall be owned by ISPs as per tri-partite agreement.	As per RFP. However, this issue can be discussed at the time of contract signing.
442	Functional Blueprint- 5.3/58	The system should allow creation of training modules and their assignment to learners. The system shall enable the administrator to define the learning path for different learners and allow for mandatory trainings along with schedules to complete these trainings.	For how many users are expected on the Learning Management System?	The RFP along with the FRS document lists IFSCA's processes, business requirements and volumetrics. The bidder is required to make an estimation of volumetrics of technical components basis these requirements.
443	Vol 1- 6.3.5 O/82	The SP shall design and provide content for training, in case the content is being provided by IFSCA, the SP shall upload the content on the LMS	What is the content expected from SP	This shall be as per IFSCA's requirements. The content will be prepared by SP under IFSCA`s guidance
444	Vol 1- 6.3.4 I, d/76	Learning management system – This shall enable online anytime anywhere learning for both the internal and external stakeholders at IFSCA d. Grievance redressal system – This shall be a module to enable submission of grievances by the users and shall include a ticketing system for better management.	LMS tool to be proposed needs to be hosted on cloud or will this be on premise implementation?	On premise
445	Vol 2- 5.5.1 /24	The bidder should have an office in Gandhinagar/ Ahmedabad or should provide a declaration that it will set up an office in Gandhinagar/ Ahmedabad within 3 months of the Letter of Intent	In the current pandamic secnario, we propose key people working from IFSCA location fand the rest working from delivery centers across India. Same template has been followed for other PSU projects in India.	Refer RFP Volume 1, Section 7
446	Vol 2- 5.5.1/25	Detailed scope of work should be provided along with tangible proof for IFSCA to determine the relevance of the credential to the stated criterion. Decision of IFSCA shall be considered final in this regard.	It is assumed that, self certificate by Company Secretary is needed to prove this detailed scope. Kindly confirm	The bidder may provide relevant proofs such as signed scope of work for the project, contract document, etc.
447	Vol 2- 7.2.2/36	PS 2: Payment for implementation of the system	Currently for implementation service, payment will be released directly after T0+9 months on quarterly basis and is depedent on go live. There is no payment being released from T0 to (T0+9 months) quarter end i.e. by T0+12 months. This will have a major impact on the cashflow. For better cashflow, it is suggested to have intermediate milestones for approval on Requirement document (40%), Delivery of Code for User Acceptance Testing (30%) and Go live (30%)	Refer to corrigendum 4, Sr. No. 22

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448	Vol 2- 7.2.2/36	PS1: Payment for capital expenditure (CAPEX) by the SP	For hardware and software procured, how will the bidder be paid for the Opex or AMC part?	The payment terms for the entire project are defined in Section 7 of Volume 2 of the RFP
449	Vol 1 3/17+B36	Scope of Work for IFSCA	Only SUPTech has to ve developed by us. RE PORTAL is not required.	RE Portal is required to be developed. Refer to Scope of Work
450	Vol 1- 3/17	Scope of Work for IFSCA	Whther only web application need to be developed on mobile application is also required . Mobile only m-site or playstore app is required. Also for both Android and IOS required ?	Refer to RFP Volume 1, section 6.3.3 Clause A
451	Vol 1- 3.3.1.1.10 /29	UAT testing - Multiple phases	What are the different phases UAT testing will go through	Refer to Section 3.3.1.1 RFP Vol 1.
452	Vol 1 3.3.1.1.16 . ii /30	POST Release - Prod Env-Testing	what are basic sanity testing required post prod deployment. Will we be allowed to create test users in prod env to login and perform testing	High level details already available in RFP. Appropriate approvals will be provided to SP at the time of testing for facilitating system acceptance testing.
453	Vol 1 3.3.1.1.18 /31	Security testing	Security testing sole responsibility will be with Third party? After UAT clearance security testing by third party would be done ?	Refer to Section 3.3.1.1 RFP Vol 1
454	FBP 3.1/6	The proposed system is expected to streamline the process of regulatory filing	Will there be any peak filling dates where we can expect sudden increase in no of fillings/ load in the system	The RFP provides the details on process and volumetrics for different verticals. The bidder is expected to have domain experts who shall be able to assess the estimated requirements based on the information given in RFP and based on their understanding of the domains
455	FBP 3.7.b/6	Capability to pull data directly from Financial Institutions' IT systems	What would be the number of financial institutions from where data need to be captured. Whther the data format would be same from different institutes . Also what would be the data format?	The bidder is expected to have knowledge of the commonly used systems of financial institutions which are REs of IFSCA. Accordingly, they should design their technical solution. Further detailing shall be done during the requirement planning phase.
456	FBP 4.1.1.2/9	Submission of application: The system shall also implement the capability to validate and authenticate submitted information against external databases / systems through system integration wherever applicable	What are those list of external databases and external interfaces using which authentication need to be done.	Please refer RFP Vol.1 Section 11.2
457	FBP 4.1.1.2/9	User management: The system should have the capability of registering multiple users per regulated entity.	Who would have themaster access to create users and provide access to the users.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
458	FBP 4.1.1.3/10	DRR : Alerts and notifications: System should have the functionality to generate alerts, reminders and notifications wherever required.	Notifications and alerts to be raised via SMS and Email ? Or need to display a alert on the website.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
459	FBP 4.2.2.1/11	Development Vertical's platform : Lead Management: This module shall allow engagement with potential investors by the Development team. It will cover the stages from potential investor identification, research, engagement till the investor applies for a license / registration in IFSCA.	Can you throw some light into the key words like Development team . what would be the process to identify potential investor.	Refer Functional Blueprint, Section 5.12 Refer RFP Volume 1, Section 1.2 The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
460	FBP 5.2/74	Details of existing and proposed reporting entities	Does new system require integration with all the existing entities reporting data?	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
461	FBP 3.1/23	RE administration (approval/registration and renewal)	Pls share the Checklist for registration approval and renewal process	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
462	FBP 6.2/61	The system shall be able to store research papers and other knowledge products in form of searchable archives and the same shall be accessible through the portal of authority.	What is the archiving process to be made available, frequency, for which data etc..	The data archival policy should be prepared by the successful bidder in consultation with IFSCA

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
463	FPB 65.2/76	Issuance of Certificate / License	Whether all the required licenses will be procured by vendor and share the details of required licenses	The license / certificate in the context is license / certificate to be issued to RE
464	FPB 3.5/46	Integration with external commercial databases such as rating agencies i.e. S&P, ICRA, EIU, Worldcheck, OFAC etc.	Pls clarify whether any defined list is confirmed and explain the integration process	Please refer Section 6.3.6, Volume 1 of the RFP
465	FPB 3.4/20	audit process includes annual system audit, cyber security audit, cyber incident report, quarterly BCP reports	Pls clarify what has to be taken care from development perspective for this audit process	Functional requirements have been given along with RFP. Further requirements will be gathered and detailed at the project planning stage
466	Vol.1-3.1 /17	PROJECT IMPLEMENTATION TIMELINES	Project development timeline is short. Kindly request an extension to the timelines. We propose 21 months of implementation followed by warranty.	Refer to corrigendum 4, Sr. No. 6
467	Vol. 3- 2.3/13	Time shall be the essence of the Agreement as well as of the SLA	Given the nature of IT service, we do not agree to time is of essence clauses. The RFP already provides for liquidated damages and penalties, which is incentive enough to ensure strict adherence to the timelines.	It is a time-bound project and there are penalties defined in the RFP, in case of delay. No changes to RFP.
468	Vol. 3 - 2.5/13	Agreement Documents.	Is there an order of precedence for the agreement documents.	In case of difference between the RFP document, including any pre-bid clarifications / corrigenda / addenda, and the proposal of SP, the provisions mentioned in the RFP document, its annexures, addenda and pre-bid clarifications issued for the RFP shall prevail.
469	Vol.3 - 4.2 (a) (ii)/16	Condition Precedent to provide the IFSCA or its nominated agencies certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery and performance of this Agreement by the Implementation Agency	Since we are providing a warranty for this, we request deletion of this condition precedent.	No changes to the RFP
470	Vol.3 - 6.1 (iii)/20	it has full power and authority to execute, deliver and perform its obligations under this Agreement.	The same warranty is already provided under 6.1 (i), and hence is redundant. Please confirm	No changes to the RFP
471	Vol.3 - 6.1 (xvii)/21	SP hereby warrants that neither the SP nor its affiliates nor its employees have, will have or will acquire any contractual, financial, business or other interest that would conflict with the SP's responsibilities under the Agreement	This is too broad as a warranty. Request you to please confirm the scope of this conflict warranty.	No changes to the RFP
472	Vol.3 - 6.1 (xix)/22	SP further warrants and undertakes that it will be responsible for the continuity of the Services to the Stakeholders throughout the Term of this Agreement and during the Transition Period	This is unclear, please clarify the intent here.	The clause is self-explanatory. No changes to the RFP.
473	Vol.3 - 6.1 (xxiv)/22	SP represents and warrants to the IFSCA to supply to the IFSCA the components that form the Bill of Material proposed for the System. The commitment shall cover procurement costs (including multiple units of software licenses and all infrastructure associated with the deployment of the application and its components directly from the main suppliers and not resellers) and the cost of ownership / maintenance.	This is more in the nature of a scope of work and pricing terms. We request to move this from the warranties clause.	No changes to the RFP
474	Vol.3 - 6.1 (xxix)/23	Non-Infringement: Service Provider warrants that it will perform its responsibilities under the Agreement in a manner that does not infringe any patent, copyright, trademark, trade secret, or other proprietary rights of IFSCA or any third party	We provide an idemnity for infringment of IP rights. Request deletion of the warranty for the same, as it would lead to a dual claims against us.	No changes to the RFP
475	Vol. 3 - 6.5/25	SP warrants and represents that it shall maintain adequate standard forms of comprehensive insurance including liability insurance and any other insurance for the personnel, assets, Data, Software, etc. and further agrees to provide to the IFSCA copies of such policy of insurance and evidence that the premiums have been paid.	We cannot provide the policy documents, however, we can provide a certificate of insurance from our insurers as evidence.	No changes to the RFP. However, this can be discussed before contract signing.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
476	Vol.3 - 8.4 (a) (iv)/28	All assets procured, replaced, deployed and developed by the Service Provider (including Materials jointly developed with IFSCA) under the Agreement, including foreign intellectual property rights in such Assets and all modifications, enhancements, and derivative works of such assets as per the Build Own Operate and Transfer Model	Please clarify as to what is meant by foreign intellectual property rights mentioned herein.	No changes to the RFP
477	Vol.3 - 8.5 (i)/29	The IFSCA will have the right to overrule any restrictive clauses or clauses limiting the ownership of these Agreements	Please clarify the meaning and intent of this provision.	The clause is self-explanatory. No changes to the RFP.
478	Vol.3 - 11.1 (a)/34	SP (the "Indemnifying Party") undertakes to indemnify IFSCA (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement	The use of the words any person, opens up claims by any third party. Please confirm if that is the intent of this provision.	No changes to the RFP
479	Vol.3 - 11.2 (b)/35	SP shall not in any event be liable for any indirect or consequential damages except with respect to bodily injury (including death) and damage to real and tangible personal property caused by SP's negligence/ fraud/ wilful misconduct	We cannot agree to any form of indirect and consequential damages, as they are not quantifiable.	Query is incorrect. Kindly again read the RFP clause.
480	Vol.3 - 14.7 (a)/39	SP confirms that there shall be no infringement of any patent or intellectual & industrial property rights as per the applicable laws of relevant jurisdictions, having requisite competence, in respect of the Assets or any part thereof, supplied under this Agreement. SP shall indemnify the IFSCA against all cost/claims/legal claims/liabilities arising from third party claim at any time on account of the infringement or unauthorized use of patent or intellectual & industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, SP shall be responsible for the completion of the development and uninterrupted use of such Asset or any part thereof by the IFSCA and persons authorized by the IFSCA, irrespective of the fact of claims of infringement of any or all the rights mentioned above	We provide an idemnity for infringment of IP rights. Request deletion of the warranty for the same, as it would lead to a dual claims against us.	No changes to the RFP
481	Vol.3 - 14.9/40	Standard Warranties	These are repetitive and hence we request deletion of the standard warranties, as they have already been provided in 6.1	No changes to the RFP
482	Vol.1 - 3.3.1.2 (2) d/32	SP shall establish an IFSCA Security Operations Centre (SOC) for delivery of timely, relevant and actionable alerts from various sources. SOC shall be collocated with NOC.	Is IFSCA willing to consider the SOC services to be delivered from SP facility (not DC / DR) in a dedicated model or shared services model?	Please refer RFP Volume 1, Section 6.4 and 3.3.1.2
483	Vol.1 - 3.3.1.2 (2) d/32	SP shall establish an IFSCA Security Operations Centre (SOC) for delivery of timely, relevant and actionable alerts from various sources. SOC shall be collocated with NOC.	Is IFSCA open to a hosted Cloud SIEM solution (multi-tenancy / multi-instance model with segregation for each client)?	No, it will be on premise
484	Vol.1 - 3.3.1.2 (2) i/33	Maintain online security logs for a period of at least 6 months, and offline security log retention for the entire project duration.	Is it a reasonable assumption that only raw security logs need to be retained offline for long term retention beyond 6 months?	Retention policy shall be discussed with the successful bidder.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response

485	Vol.1 - 3.3.1.2 (2) iii/35	Following are the minimum-security components, which the SP is required to implement, as part of IFSCA system:
		a. Server and End-point security
		b. Firewall
		c. Intrusion Prevention System (IPS)
		d. Anti-Persistent Threat (APT – File, Web, Email, Endpoint)
		e. Web Application Firewall (WAF)
		f. Patch management
		g. Web gateway
		h. Anti-distributed denial-of-service (anti-DDoS)
		i. Security information and event management (SIEM)
		j. Email security
		k. Database Activity Monitoring (DAM)
		l. Identity and Access Management (IAM)
		m. Proactive monitoring and anti-phishing
		n. Secure Sockets Layer virtual private network (SSL VPN)
		o. Hardware Security Module (HSM)
		p. Multi Factor Authentication
		q. Application Assessment
		  i. Static Code Analysis
		  ii. Dynamic Code Analysis
			Please share more detailed requirement specifications / features list for the proposed mandatory security components.	The minimum requirements, including business and technical requirements, have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.

486	Vol.1 - 3.3.1.2 (2) iii/35	Following are the minimum-security components, which the SP is required to implement, as part of IFSCA system:
		a. Server and End-point security
		b. Firewall
		c. Intrusion Prevention System (IPS)
		d. Anti-Persistent Threat (APT – File, Web, Email, Endpoint)
		e. Web Application Firewall (WAF)
		f. Patch management
		g. Web gateway
		h. Anti-distributed denial-of-service (anti-DDoS)
		i. Security information and event management (SIEM)
		j. Email security
		k. Database Activity Monitoring (DAM)
		l. Identity and Access Management (IAM)
		m. Proactive monitoring and anti-phishing
		n. Secure Sockets Layer virtual private network (SSL VPN)
		o. Hardware Security Module (HSM)
		p. Multi Factor Authentication
		q. Application Assessment
		  i. Static Code Analysis
		  ii. Dynamic Code Analysis
			If the SP would like to propose additional security components, should that be included in the proposal/bid under a separate category?	Bidder is free to choose the additional security components over and above the minimum requirements stated in the RFP. The entire cost needs to be borne by SP

487	Vol.1 - 3.3.1.2 (4)/40	Bidders are advised to refer the CERT-IN, NCIIPC, MietY, Govt of India and State Govt guidelines for the security alerts and act accordingly.	Is the new SupTech system expected to be categorised as a Critical Information Infrastructure (CII) under NCIIPC?	CERT-In audit is the part of the scope of work. However, if any new guidelines are published for log forwarding / integration with NCIIPC in the future we expect SP to extend the required support.
488	Vol.1 - 3.3.1.2 (4)/40	Bidders are advised to refer the CERT-IN, NCIIPC, MietY, Govt of India and State Govt guidelines for the security alerts and act accordingly.	Is it envisioned to have security log forwarding / integration with NCIIPC NSAC and CERT-In NCCC as part of this project scope?	CERT-In audit is the part of the scope of work. However, if any new guidelines are published for log forwarding / integration with NCIIPC in the future we expect SP to extend the required support.
489	Vol 1- 3.2.2.1/22	There is no acceptance time period define or deemed acceptance time period	There is no acceptance time period define or deemed acceptance time period. Request to add SP standard acceptance language along with deemed acceptance clause	No changes to the RFP
490	Vol 1- 10.5/136	SLA RELATED PENALTIES	Payments are linked to achievement of defined milestone for FP projects. We need to discuss on milestone while structuring commercials to ensure that there is no negative C/f while structuring the commercials. Propose to add Standard SLA clause that SP shall pay penalty in form of credit note for 0.5%/week of delay of milestone value cappped at 7.5% of the milestone value.	No changes to the RFP
491	Vol 2- 6.4/34	PBG	We propose to restrict PBG around 3%. 10% of PBG is very high.	No changes to the RFP
492	Vol 2- 6.7.1/35	Suggestions on the Draft Contract	Kindly provide notice before making changes.	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
493	Vol 2- 7.2.1/36	Definations & PS2	Request you to look at the payment milestones as the current milestones lead to more than 3 months of negative cashflows.	Refer to corrigendum 4, Sr. No. 20
494	Vol 2- 7.2.2/36	Payment Schedules and Milestones	what is payment term? We propose to add Standard payment term of 30 days from receipt of invoice.	The payment terms shall be as per IFSCA's policies and procedures.
495	Vol 2- 7.2.2/36	3rd Party component - PS1	For all the 3rd Party component - we clearly need to add back to back payment/Penalty term with 3rd party vendor to ensure no negative cashflow is there in deal.	Refer to corrigendum 4, Sr. No. 18
496	Vol 2- 7.2.2.4/37	Hyper care	3 month of warranty is high, propose for 30 days warranty period from the date of deliverables.	No changes to the RFP
497	Vol 2- 7.2.3/38	Penalties, Retentions and Liquidated Damages	Propose to replace penalties on milestone value instead of contract value else it would be too high penalties. also propose to add verbiage on credit note mechanism instead of deduction from invoice.

Propose to add Standard SLA clause that SP shall pay penalty in form of credit note for 0.5%/week of delay of milestone value cappped at 7.5% of the milestone value. | No changes to the RFP |
498	Vol 2- 7/49	fall clause	we can not agree to any fall clause since all the product/solution are diffrent and not out of the box.	Please read this clause in light of the composite nature of procurement of this project. No changes to RFP.
499	Vol 2- 8.5.2/65	Pricing summary - Notes2	we can not agree for any tax inclusive pricing	No changes to the RFP
500	Vol 2- 8.5.2/65	Pricing summary - Notes12	If such delay happens at sole discretion/issue from SP part.	No changes to the RFP
501	Vol 3 - 2.3/13	TERM AND DURATION OF THE AGREEMENT	We would like to deviate from time is of essence clause. request for deletion	It is a time-bound project and there are penalties defined in the RFP, in case of delay. No changes to the RFP.
502	Vol 3 - 2.4/13	EXTENSION OF THE AGREEMENT	While extension , we can negotiate on commercial term.	No changes to the RFP
503	Vol 3 - 5.1/18	PBG	Any PBG invocation shall be subject to prior notice.	No changes to the RFP
504	Vol 3 - 5.2.3/20	Penalties, Retentions and Liquidated Damages	Propose to replace penalties on milestone value instead of contract value else it would be too high penalties. also propose to add verbiage on credit note mechanism instead of deduction from invoice.

Propose to add Standard SLA clause that SP shall pay penalty in form of credit note for 0.5%/week of delay of milestone value cappped at 7.5% of the milestone value. | No changes to the RFP |
| 505 | Vol 3 - 8.12/31 | EXERCISE OF RIGHTS | it is at IFSCA request we are exercising the rights, hence it should be at the cost of IFSCA | No changes to the RFP |
| 506 | Vol 3 - 14.9/40 | WARRANTY & MAINTENANCE | H/w and S/w warranty shall go hand in hand with vendor, and service warranty period to propsoe for 30 days from the date of deliverables

Such warranty shall not be rolling warranty | No changes to the RFP |
507	Vol 3 - 14.9.f/41	WARRANTY & MAINTENANCE	This is kind of step in, propose to keep step in cost up to 120% of the milestone value and max. for 90 days and shall be paid in the form of credit note and no set off can be allowed	No changes to the RFP
508	Vol 3 - 17.5/52	AUTHORITY FOR ASSIGNMENT	Propose to add standard ARD clause for AR assignment	Query is not clear
509	Vol 3 - 19.3/56	OBLIGATIONS DURING TERMINATION PERIOD	Such Termination assistance will be charged on TM basis based on the rates agreed between the parties and it can not be free of cost	No changes to the RFP
510	Vol 3 - 19.4/56	Effect of termination	Due to FME, why shall IFSCA will have right to invoke BG, that is out of control to SP	Refer to corrigendum 4, Sr. No. 26

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
511	Vol 3 - 22/57	Escrow agreement	What does mean by Escrow? How does it works?	Refer RFP Volume 3, Section 22
512	Vol 3 - Schedule 1/60	Audit	Any audit agency should not be direct competitor of SP. Audit should be carried with prior notice of atleast 10 days and not more than once a year. Cost of audit to be borne by IFSCA. We will not share any cost/ margin/ Confidential information in audit. Audit right to Sub con to be clerly discuss and agreed with sub cons. Audit records can be kept till the date of termination of agreement.	No changes to the RFP. However, this can be discussed before contract signing.
513	Vol 3 - Schedule 3/65	Exit Management	Exit management to be charged based on the TM rates agreed between the parties and payable monthly. Also it can be capped at 3 months maximum.	No changes to the RFP
514	Vol 2- 2/5	Last date (deadline) for submission of bids including EMD (on or before) 7 February 2022 up to 1500 hours	Considering the pandemic situation, we propose 6 week extension for RFP submission. This will also give us enough time to allign various OEMS for a more comprehensive solution.	Please refer corrigendum no 3
515	Vol 2- 5.6/26	1 mark per credential (other than produced above) where the SUPTECH product / solution proposed by the bidder has been implemented for a regulator with a similar scope of work as the current project. A maximum of 4 projects will be considered in this criterion	Can you add weitage for RBS implementations for retail/institutional customers along with the Suptech criteria? (Either RBS for Retail/institutional customers or Suptech)	No changes to the RFP
516	Vol1- 6.2/66	Virtualization: It is envisaged that the solution should implement virtualization for compute, storage, and network. The virtualization solution should have capabilities to manage, monitor and maintain the health of the virtualized nodes. It should also provide security for the virtualized environment.	PLease clarify is bidder is expected to propose software defined network(SDWAN, SDLAN), storage virtualization, If yes, Please specify the technical requirements	The RFP lists high level technical requirements. The bidder may decide upon the optimum technical solution in line with the requirements.
517	Vol1- 6.3.1/ 67	A. The product quoted for the identified critical components should exist in the Leaders Quadrant of Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape, for their categories of products. Submission of a copy of relevant section of the analyst report along with technical bid is mandatory. B. In case less than four (4) distinct products are available across the Leaders Quadrant of Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape combined which meet the requirements of the solution as set out in the RFP, SP may propose the products from the next category of these analysts' reports i.e. Challengers Quadrant of Gartner's Magic Quadrant or Strong Performers Wave of Forrester Wave or Major Players in IDC MarketScape. C. The reports that are referenced should be published in the last three (3) years i.e. calendar year 2019 or 2020 or 2021. Reports referred should have been published on or before the date of publishing of the RFP.	We understood these clause is only applicable if the analayst list reports available from 2019 till 2021.Ex: for servers there is no Analyst reports available from 2016. in this case Bidder to submit three (3) e-Governance project citations in Central Govt./State Govt. / local government / PSUs/ other government owned bodies. Pls confirm	Refer to corrigendum 4, Sr. No. 11 and 12
518	Vol1 - 6.3.3 B (k)/73	The Web Portal shall have two types of access Private access: Public access:	Is a seperate portal for IFSCA officials being anticipated or would there be a single portal for REs and IFSCA officials?	Separate portal

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
519	Vol1 - 6.3.3 B (d)/72	Customized portal view: The system should have the capability of generating individual portal view for each RE. The portal shall provide a customized dashboard including (inter-alia) space for relevant notifications, compliance actions, status alerts, policy updates, learnings overdue, relevant news items, consultation papers etc.	Is the expectation to build a bespoke web based portal/website or are we expected to deploy some Portal Server product?	The RFP and FRS list the high level functional requirement. The bidder is expected to design the technical solution in line with the requirements.
520	Functional blueprin/70	Flexibility required in the IT system to allow IFSCA officials to make changes in the application formats	Is expectation that the IFSCA offical be able to manage and make changes in form independently? Is there a LowCode NoCode Platform being envisioned here?	The RFP and FRS list the high level functional requirement. The bidder is expected to design the technical solution in line with the requirements.
521	Vol1 - 6.3.5 W/85	The solution shall be secure and there shall be no limit to the number of processes which need to be executed in this tool. Solution shall deliver secure and accurate results to any number of processes that you wish to automate.	Please provide some definite number on number of processes to be automated through RPA so that it could be sized appropriately. Also provide brief of these processes for better understanding.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
522	Vol1 - 5/61	Innovation Hub shall be ring-fenced. The environment for innovation hub shall be sized atleast 10% of the production environment and shall be separately provisioned.	Innovation hub to be sized upto 10% of production. Please provide similar guidance for other env like Dev, Test, Staging, UAT etc..	No changes to the RFP. The bidder is expected to prepare the technical solution in line with the requirements of the RFP
523	Vol1 - 6.3.1/67	The SP shall develop the IFSCA IT system to be modular, scalable and portable across platforms. All the solution components proposed should be modular, allowing IFSCA to replace any component without any constraint. Critical components identified for IFSCA system have been listed below: S. No. Component A. Web Content Management module	Does the SP need to install any Content Management Solution product?	Please refer RFP Volume 1 Section 6.3
524	Vol1 - 6.3.1 I/76	Common modules– This shall include e-Book system, e-consultation module, Learning management system and grievance redressal system. a. e-book shall facilitate a single source of access for all the relevant acts / regulations pertaining to different verticals.	Who will provide acts, rules and regulations data to be entered into the system?	IFSCA will provide the repository of IFSCA's acts, rules and regulations to the bidders. However, the bidder shall be responsible for data cleaning, correctly entering into the system and maintaining it.
525	Vol1 - 6.3.1 I/76	Common modules– This shall include e-Book system, e-consultation module, Learning management system and grievance redressal system. a. e-book shall facilitate a single source of access for all the relevant acts / regulations pertaining to different verticals.	Is there any historical data migration required for acts, rules and reulations? If yes, Is it available in digital format or does it require digitization? please provide sizing guidance for the same as well.	The RFP along with FRS document lists the high level requirements. Detailed requirement planning would be done by the bidder during the project planning phase.
526	Functional Blueprint 5.3/59	The learning management system should be available on mobile platform as well.	The said requirement is to have LMS system mobile responsive or is the expectation to have a separate Mobile App based Learning Management Platform.	The bidder can decide upon the best technical design basis the minimum business and technical requirements stated in the RFP.
527	Functional Blueprint 6.3/61	Leading practices and Emerging Technologies incubation: The innovation hub shall house the facility for testing and validation of application of emerging technologies and leading practices through pilot studies and implementation.	It is our understanding that this environment need to be staffed only from Infrastructure standpoint (upto 10% of the Infra capacity of Production). Various emerging technologies softwares and tools for this env will be procured and provided by IFSCA. Please confirm else please provide direction on scope of these technologies	Refer RFP Volume 1, Section 5 and section 6.3 page 61 of Functional blueprint document
528	Functional Blueprint 6/131	TABLE OF CONTENT FOR VOLUMETRICS AND APPLICATION FORMS	Please provide some guidance on Volumetrics of the proposed system. a. Total reportings expected per day b. expected size of reporting data from each RE c. Any seasonal peaks expected? d. Breakup of Reporting from Web layer and API layer	The functional requirements and business volumetrics have been specified in the RFP. Further the bidder is expected to understand IFSCA's domain as well as global practices of regulators. Technical design and volumetrics of the solution has to be prepared by the bidders
529	Vol1 - IT infrastructure support and maintenance (3.3.2.2)/47	IT infrastructure includes but not limited to servers, storages, back up, networking, load balancers, security equipment, operating systems, database, enterprise management system, help desk system and other related IT infra required for running and operating the envisaged system.	Please provide inputs with respect to Archival policy for the project. That will help indentify for how many years storage need to be sized for.	The data archival policy should be prepared by the successful bidder in consultation with IFSCA

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
530	Vol1 - Critical components (6.3.1)/67	The SP shall develop the IFSCA IT system to be modular, scalable and portable across platforms. All the solution components proposed should be modular, allowing IFSCA to replace any component without any constraint. Critical components identified for IFSCA system have been listed below: S. No. Component L. Database system	Which type of Databases are being envisioned here? Are these Operational Databases, Dataware houses, Data Lakes, Columnar Databases or Distributed SQL Databases? Please provide required clarity in this area.	Kindly refer Volume 1 of the RFP, section 6.3.6 which provides more details on expected data and database requirements
531	Vol1 - Service Level (10.6)/139	Request- Response Time for non-web-form services for Reporting entities e.g., login (with or without the digital signature) and loading the index page after login, advanced search, check status either through portal where such services are published.	How will these transactions be measured? Are there any existing tools supplied by IFSCA or is SP expected to provision tools for measurement of response times?	SP is required to provision the SLA measurement tools for measuring all the SLAs. Also please refer Volume 1 of the RFP section 10.7 which states that IFSCA shall prepare a detailed methodology during the initial phases of the project for the measurement methodology of these parameters.
532	Vol1 - Service Level (10.6)/139	Request-Response Time for services for IFSCA officials (e.g., login (with or without the digital signature) and loading the index page, Search, view company details) through portal	How will these transactions be measured? Are there any existing tools available on IFSCA officials desktop or is SP expected to provision tools for measurement of response times?	SP is required to provision the SLA measurement tools for measuring all the SLAs. Also please refer Volume 1 of the RFP section 10.7 which states that IFSCA shall prepare a detailed methodology during the initial phases of the project for the measurement methodology of these parameters.
533	Vol1 - MEASURING AND MONITORING (10.3 C)/134	There shall be no manual intervention required for the calculation of any SLAs. All the SLA calculations shall be automated through the SLA monitoring tool to be implemented by SP.	Is the SLA tool expected to be set up in bespoke fashion or a commercial tool is expected for the same.	Please refer RFP Volume 1, Section 10.3. Further, IFSCA or its nominated agency shall have full access to the EMS solution (and any other tools / solutions deployed for SLA measurement and monitoring) to extract data (raw, intermediate as well as reports) as required during the project. IFSCA or its nominated agency will also audit the tool and the scripts on a regular basis
534	Vol1 - Generic/NA	Internationalization and Localization	We understand that there are no Internationalization or Localization requirements. Portal, Mobile App etc. would be developed to support English language only.	Content would be in English language only
535	Vol1 - (3.3.1.1 Testing)/30	In addition to the above, the testing should cover performance testing (such as stress testing, load testing, endurance scalability testing etc.) and security testing.	Is there any dedicated env for conducting Performance Testing?	The minimum number of environments have been stated in the RFP. Bidders are free to prepare their technical design to exceed those minimum requirements.
536	Vol1 - (3.3.1.1 Testing)/30	In addition to the above, the testing should cover performance testing (such as stress testing, load testing, endurance scalability testing etc.) and security testing.	Please provide guidance whether the required perofrmance testing is scaled-down testing or equivalent to production load? The env need to be sized accordingly.	Technical solution design to be done by the bidder in line with the guidance given in the RFP.
537	Vol1 - (6.3.5 Solution Components)/85	Digital Signature (DSC) - The digital signature certificate infrastructure will enable the system to approve and authorize the usage of a particular document or form on behalf of IFSCA.	We understand that DSC infrastructure is expected to be used by REs while submitting forms or reporting data and hence requires a client(web) side signing component also? Please confirm.	The bidders are required to provide the end to end solution as per the RFP requirements. However, the bidders are not required to procure any digital signature certificates (DSCs) for the REs
Bidder 8				
538	IFSCA RFP_Vol 1_Final / 6.3.5. Solution Components/Page No. 77	Rules Engine	As per the our understanding, IFSCA needs the capability of Inbuilt configurable rules engine as part of process automation. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it: 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 5) Audit logging of changes/modifications done in the rules. Please confirm.	Minimum requirements of technical solution components have been stated in the RFP. No changes to the RFP
539	IFSCA RFP_Vol 1_Final /6.3.5. Solution Components/Page No. 78	DMS should enable seamless document management storage and retrieval process		No query asked by the bidder

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
540	IFSCA RFP_Vol 1_Final / 6.3.5. Solution Components/Page No. 78	DMS should enable seamless document management storage and retrieval process	As per our understanding IFSCA requires a Document Management System having the following capability Document View - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Even for multi page document, the download and view should be page by page - Viewer should be platform independent -support viewing and rendering of PDF/A documents in inbuilt viewer - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users - The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations - Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents). Kindly confirm .	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to prepare the technical design as per the current and future business requirements.
541	IFSCA RFP_Vol 1_Final /6.3.5. Solution Components/Page No. 78	DMS	DMS is a critical part of this project, kindly confirm the standard for archiving the docs like open ISO , PDF/A etc	Minimum technical compliance requirements and standards to be followed are provided in Section 6 of Volume 1 of the RFP. The bidders are expected to provide products and solutions to meet leading industry standards.
542	IFSCA RFP_Vol 1_Final /6.3.5. Solution Components/Page No. 78	DMS	Kindly confirm the storage mechanism for index information and images. As per industry standard DMS should store image and binary document in a separate file server not in RDBMS. Kindly confirm	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to prepare the technical design as per the current and future business requirements.
543	IFSCA RFP_Vol 1_Final/Section 7 Staffing Requirement /Page 101	Staffing Requirement	For Domain Leader, project Manager, Domain specialist and other staff, we assume that they can be dedicated resources working for IFSCA project having a mix of onsite deployment as well offshore deployment. Please confirm our understanding	Minimum deployment percentages in IFSCA Headquarters are stated in Section 7 RFP Vol 1.
544	IFSCA RFP_Vol 1_Final/Section 8 Capacity Building/Page 119	Capacity Building	Please provide clarity on the number of users to be trained on the new applications related to BPM and DMS along with the tentative time plan	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to estimate the number of trainees to size their solution. Detailed requirement planning would be done by the bidder during the project planning phase.
545	Volumetrics		In respect to conclude the required HW Sizing and calculating the system load, require confirmation on the Number of Total & Concurrent Users pertaining to Scanning, DMS and Workflow Solution, a. Please provide number of total DMS users (Considering users who will direct login & work) b. Please provide number of concurrent DMS users (Considering users who will direct login & work) c. Please confirm number of total workflow users (For different processes across RE) d. Please confirm number of concurrent workflow users (For different processes across RE) e. Expected growth Y-O-Y for the BPM and DMS users	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to estimate the technical load, volumetrics, sizing as per the current and future business requirements.
546	Volumetrics		Please provide the estimated number of transactions initiated in a day from portals and mobile application for backend processing.	Business volumetrics, processes, requirements have been stated in the RFP. The bidders are required to estimate the technical load, volumetrics, sizing as per the current and future business requirements.
547	IFSCA RFP_Vol 1_Final/6.3.1 Critical components/Page68 of 154	The product quoted for the identified critical components should exist in the Leaders Quadrant of Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape, for their categories of products. Submission of a copy of relevant section of the analyst report along with technical bid is mandatory	Request for change : "the product quoted for the identified critical components must be present atleast once in the latest two published Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape" to have healthy participation from the OEM's. Relaxing this clause will allow OEM's to participate and compete	Refer to corrigendum 4, Sr. No. 11 and 12

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
548	Suggestion		As per guidelines D.O. No. P-45021/12/2017-Public Procurement (BE-II) by Dept. of Industrial Policy & Promotion under Ministry of Commerce & Industry dated 18th December 2017, it say that Cabinet has approved "Policy to Provide preference to Make in India in Public Procurement". So w.r.t this, we request IFSCA to please consider products which are domestically manufactured/produced products in India and are equally good, in order to promote Policy to Provide Preference to Make in India in Public Procurement. Please confirm on the same.	No changes to the RFP
Bidder 9				
549	IFSCA RFP_Vol 1_Final 6.3.1 Critical components Pg. no 67	The product quoted for the identified critical components should exist in the Leaders Quadrant of Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape, for their categories of products.	The Magic Quadrant for Web Content Management is retired by Gartner since 2019, now WCM capabilities alongwith other integrated functions/Components have become part of a Digital Experience Platform (DXP). So understanding is that a single product that meets bundles multiple critical components like WCM, Forms, Document Management, Workflow, etc. should be proposed	If a single product provides bundled services including the capabilities stated as the critical components of the solution, then it may be considered.
550	IFSCA RFP_Vol 1_Final 6.3.2 Adherence to guidelines and standards B. Industry standards	Business processes Management • BPEL • BPMN 2.0	As per the RFP requirement for business processes, we believe the expectations can be met by Workflows that are similar to BPEL and BPMN. Hence, we would request to modify the clause as BPEL, BMPN 2.0 or similar standards.	Yes similar standards will also be considered
551	IFSCA RFP_Vol 1_Final B. Forms designer engine Pg. no 77	This application will help create forms based on the requirements of IFSCA. It will be able to generate both PDF as well as web-based forms. Version management for each of the forms should be made available in the system.	We would request to include a GUI based Form Designer which can be used to create different forms for registration, feedback, and other service modules forms on a drag and drop interface so that even non-technical authorized users can create/ modify the forms created. This will drastically reduce the implementation times.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
552	IFSCA RFP_Vol 1_Final F. Workflow engine Pg. no 78	Workflow engine shall enable implementation of business processes and approval mechanisms for these processes	As per the RFP, workflow engine will be used on a number of SupTech modules for automatic reassignment, escalation, etc. Hence, based on our experience, we would suggest a GUI based drag and drop interface so that varied workflows can be created and modified on a no-code basis.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
553	General Query	General Query	What will be the expected concurrent users per second accessing the Portal? This volumetric information will help us in sizing estimation.	The RFP along with FRS and volumetrics provide the details. The bidder is expected to size the system - further the detailed requirements are expected to be gathered during the project planning phase
554	General Query	General Query	What will the expected configuration of Disaster Recovery wrt Production?	Refer to corrigendum 4, Sr. No. 16
Bidder 10				
555	5.5.1 Pre-qualification criteria of bidders, Page 22 (RFP - Vol 2)	Financial Stability The bidder should have an Average Annual Turnover of INR 1,000 crore from System Integrator (SI) related activities including design, development, implementation, maintenance, integration and delivery of software and installation of hardware in last three financial years (FY 2018-19, FY 2019-20, FY20-21). This should exclude sales of system software or COTS/ hardware.	Request to modify the clause as: The bidder should have an Average Annual Turnover of INR 1000 crore from IT/ITes business last three financial years (FY 2018-19, FY 2019-20, FY20-21).	No changes to the RFP
556	5.5.1 Pre-qualification criteria of bidders, Page 24 (RFP - Vol 2)	Note: In case the Bidder has undergone corporate restructuring (including merger, demerger, hive off, slump sale etc.) in the last three financial years (FY 2018-19, 2019-20 and 2020-21), it may showcase credentials of its erstwhile entity provided sufficient documentary proof is submitted with the bid to evince that such credentials have accrued to / transferred to / are in the name of the bidding entity and the bidding entity is authorized to use such credentials. Notwithstanding the foregoing, credentials of parent entity, holding entity, subsidiaries or affiliates etc. cannot be used (and shall not be considered) unless such parent entity, holding entity, subsidiaries or affiliates etc. is itself bidding.	We have under gone corporate restructuring resulting in creation of a 100% owned subsidary company and by transferring its digital service Business (System integration). In order to participate we shall be projecting financial and experience (including Duration of operations) credentials including (SEI) CMMI Level 5 Certification of our parent company. Kindly clarify that this coincides with the meaning mentioned in the note.	No changes to the RFP

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
557	5.5.1 Pre-qualification criteria of bidders, Page 22-23 (RFP - Vol 2)	Project Experience The bidder should showcase projects awarded to them or executed by the bidder, anytime during the last 5 years i.e. from 01.01.2016 till the bid submission date for any Central Govt./ State Govt. / local government / PSUs/ other government owned bodies in India as a IT System Integrator, with: • 1 project with bidder's fee more than INR 250 crore OR • 2 projects with bidder's fee more than INR 150 crore each OR • 3 projects with bidder's fee more than INR 125 crore each	Kindly Modify the clause as: The Bidder should showcase projects awarded to them or executed by the bidder, anytime during the last 10 years i.e. from 01.01.2016 till the bid submission date for any Central Govt./ State Govt. / local government / PSUs/ Public Sector Banks/other government owned bodies in India as a IT System Integrator, with: • 1 project with bidder's fee more than INR 250 crore OR • 2 projects with bidder's fee more than INR 150 crore each OR • 3 projects with bidder's fee more than INR 125 crore each	No changes to the RFP
558	5.6 Technical Evaluation Framework, Page 25	Category 1: Relevant Past Experience 1.1. Projects with application development experience in India with bidder's fee greater than 125 crore, which have been awarded to the bidder or executed by the bidder, anytime during the last 5 years (from 01.01.2016 till date of bid submission). The application should cover at-least 3 of the following 4 aspects: – Management of end to end lifecycle of business interacting with any regulator – Workflows for application submission, review, verification and approvals (all 4 components should be there) – Supervisory checks/ inspections/ assessments/ audits – Data analytics, business intelligence, dashboarding, AI/ML (all 4 components should be there)	Kindly consider the clause be complied by OEM/	No changes to the RFP
559	5.2.2 Payment Schedules and Milestones	PS1: Payment for capital expenditure (CAPEX) by the SP 1. 50% on procurement and delivery of CAPEX infrastructure for IFSCA 2. 50% on commissioning of the CAPEX infrastructure ...	Request to modify the clause as: 1. 80% on procurement and delivery of CAPEX infrastructure for IFSCA 2. 20% on commissioning of the CAPEX infrastructure	Refer to corrigendum 4, Sr. No. 20
560	5.2.2 Payment Schedules and Milestones	PS 2: Payment for implementation of the system A cap of 20% of PS2 payment on the first go-live, 30% capping on go-live in subsequent go-lives (anytime between first go-live till the final go-live) and 40% capping on the final go-live shall be imposed.	Request to modify the terms of payment as : PS 2: Payment for implementation of the system A cap of 50% of PS2 payment on the first go-live, 30% capping on go-live in subsequent go-lives (anytime between first go-live till the final go-live) and 20% capping on the final go-live shall be imposed.	Refer to corrigendum 4, Sr. No. 22
561	17.4. SUB-CONTRACTORS, Vol 3, Page 52	17.4. SUB-CONTRACTORS It is understood by the SP that bidding as a consortium is not allowed for implementation of any component under the scope of the Project. SP shall not subcontract any work related to services to be performed under this Contract without IFSCA's prior written consent	Please allow Subcontracting or Consortium for showcasing capability and project execution on Application Scope.	Subcontracting is allowed in the project. Please refer corrigendum no 4, point 23
562	3.3.1.3 Deployment, Vol 1, page 41	DC should be located in Ahmedabad – Gandhinagar region (preferably in GIFT city) and the DR should be at least 500 kilometres away from the DC in a different geo-seismic zone outside of the state of Gujarat.	Request to dilute the clause to as: DC should be located in western region of India (preferably in Ahmedabad-GIFT city) and the DR should be at least 500 kilometres away from the DC in a different geo-seismic zone .	No changes to the RFP
Bidder 11				
563	Clause 5.5 Pre-Qualification Criteria, Point No. 4 on Page No. #22	The bidder should have an Average Annual Turnover of INR 1,000 crore from System Integrator (SI) related activities including design, development, implementation, maintenance, integration and delivery of software and installation of hardware in last three financial years (FY 2018-19, FY 2019-20, FY20-21). This should exclude sales of system software or COTS/ hardware.	We request you to change the existing clause with "The bidder should have an Average Annual Turnover of INR 1,000 crore from System Integrator (SI) in last three financial years (FY 2018-19, FY 2019-20, FY20-21)".	No changes to the RFP
564	Clause 5.5 Pre-Qualification Criteria, Point No. 7 on Page No. #22	The bidder should have valid (SEI) CMMI Level 5 Certification as on bid submission date	We request you to change the existing clause with "The bidder should have valid (SEI) CMMI Level 3 Certification as on bid submission date"	No changes to the RFP
	Bidding Document Reference(s) (section number/ page)	Functional requirement to be added & changes proposed for OEM qualification		

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
565	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
566	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The integrated platform must provide visibility in application that user or department has adopted for business/non-business purposes without involving the IT group; and then take further corrective actions needed.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
567	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Should have the capability of passively gathering information about virtual machine traffic, network hosts and their activities, such as operating system, services, open ports, client applications, and vulnerabilities, to assist with multiple activities, such as intrusion event data correlation, elimination of false positives, and policy compliance.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
568	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Since IPS leverages signature to match against pattern, hence it is critical that solution should have high number of signature or extreme database.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
569	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Some of the business outcomes that it should provide must include unified visibility, threat detection, and enforcement along with reduction in mean time to repair of security incidents and breaches. Overcome complexity within siloed security solutions and accelerate incident response with automated detection and containment	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
570	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The endpoint security platform has to secure the endpoint from all form of attacks from internet and intranet. Solution should integrates prevention, detection, threat hunting and response capabilities in a single solution.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
571	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Shall work on both signature based and a signature-less mechanism to stop todays advance threats. An multi-layered security solution that can go beyond point-in-time detection. It should provide full-stack visibility, control, and remediation capabilities to facilitate protection.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
572	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Proposed system must support continuous and persistent monitoring of files to detect polymorphic and time bound malware whenever they start turning bad and report on the number of endpoints where the file had been previously seen.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
573	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The solution shall be capable of working in Windows, Windows Server, Mac, Linux Redhat, CentOS, Ubuntu, Amazon Linux, Android and iOS operating systems under a single license that shall be capable of being deployed across any/all of these platformsThe solution shall have a single management dashboard for all operating systems.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
574	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Solution must have Endpoint IOCs which can help in incident response for scanning post-compromise indicators across multiple computers, can be imported from open IOC-based files that are written to trigger on file properties	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
575	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Full malware lifecycle analysis must be supported so as to fully capture and understand the behaviour of the malwares. e need for security expertise to interpret reports.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
576	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		A video recording of the malware analysis should be made and be able to have playback and download capability for further analysis. curity expertise to interpret reports.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
577	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The sandbox solution must capability for automatically derives threat scores from proprietary analysis and algorithms that consider the confidence and severity of observed actions, historical data, frequency, and clustering indicators and samples. Prioritizes threats with confidence to reflect each sample's level of malicious behavior. Improves the prioritization of threats, which enhances the efficiency and accuracy of malware analysts, incident responders, security engineering teams, and products that consume sandbox feeds.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
578	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The proposed endpoint solution must block Malicious Activity Protection provides real-time detection and blocking of abnormal behavior of a running program on the endpoint, for example, behaviors associated with ransomware.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
579	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The APT solution to protect all layers including network, web, email and endpoint without depending upon outside IPS/Proxy/Firewall for blocking the threats.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
580	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The gateway should support a comprehensive email security solution that integrates inbound and outbound defenses against latest email threats such as Graymail Safe unsubscribing, snowshoe spam, viruses, Malicious URL Blocking, URL category based filtering, Robust anti-APT, DNS RBL verification, reputation filtering, DLP, utilizing a strong global threat intelligence capability.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
581	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The web gateway should be a hardened Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus and Anti-malware appliance that can scan HTTP, HTTPS and FTP traffic for web based threats	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
582	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The web gateway solution should Anti Malware/Anti Virus engine that can scan HTTP, HTTPS and FTP traffic for web based threats, that can range from adware, browser hijackers, phishing and pharming attacks to more malicious threats such as rootkits, Trojans, worms, system monitors and Keyloggers and as defined by the organizations policy. Please mention the antimalware engine.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
583	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The solution should allow organization to protect applications and data by delivering zero-trust application security, reduce risk, and maintain compliance	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
584	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The solution must be able to secure applications by creating firewalls at the workload level across the entire infrastructure consistently, whether these are deployed on bare-metal servers, virtual machines, or containers or any other environment thereby providing behavior baselining and proactive anomaly detection.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
585	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		The solution should automatically generate micro-segmentation policies through comprehensive analysis of application communication patterns and dependencies.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
586	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		Its should support Dynamic attribute-based policy definition with a hierarchical policy model to deliver comprehensive controls across multiple user groups with role-based access control.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
587	3.3.1.2 Security , Page 35 : 2. iii RFP_Vol1_final		It should deliver near real-time compliance monitoring of all communications to identify and alert against policy violation or potential compromise & provide common vulnerability detection with dynamic mitigation and threat-based quarantine.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
588	6.3.1 A. RFP_Vol1_final page no 68		Request you to change the OEM qualification for broader participation as per following as different OEM participate in different industry certification: "The product quoted for the identified critical components should exist in the Leaders Quadrant of Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape or Radicati market quadrant , for their categories of products. Submission of a copy of relevant section of the analyst report along with technical bid is mandatory"	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
589	6.3.1 b. RFP_Vol1_final page no 69		Request you to change the OEM qualification for broader participation as per following as different OEM participate in diffrent industry certification: In case less than four (4) distinct products are available across the Leaders Quadrant of Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape or Radicati market quadrant combined which meet the requirements of the solution as set out in the RFP, SP may propose the products from the next category of these analysts' reports i.e. Challengers Quadrant of Gartner's Magic Quadrant or Strong Performers Wave of Forrester Wave or Major Players in IDC MarketScape or Radicati market quadrant Mature player.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
C).	Recommendation from HSI: Functional requirement to be added for DC / DR & Application Performance Monitoring			
	DC & DR-Compute & Storage			
590			The solution should provide hyperconverged software that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependence on a separate Storage Area Network & associated component such as SAN Switches & HBAs.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
591			Proposed solution should support industry leading hypervisor environment viz.Hyper-v, VMware etc	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
592			The HCI solution should support both hybrid and All-Flash and all NVMe nodes options for future scalability	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
593			The proposed HCI solution should be a factory shipped engineered & integrated appliance. All the components of HCI such as compute nodes, hypervisor OS, storage disks, management software should be factory installed and shipped ready for fast deployment.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
594			The HCI solution should support connecting to any external 3rd party SAN (FC, ISCSI) and NAS (CIFS, NFS) storage into the HCI cluster for capacity expansion and ease of migration from existing environment to HCI	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
595			The HCI software should pool all SSDs from all the nodes in the cluster to present a single storage cache pool across the HCI nodes.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
596			The proposed HCI solution with its Hypervisor should support all leading OS including Microsoft & Red Hat. Documents of support from respective OS OEM should be attached.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
597			The HCI solution quoted should have native replication capability independent on Hypervisor	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
598			Virtualization software shall be able to dynamically allocate and balance computing capacity across collections of hardware resources aggregated into one unified resource pool with optional control over movement of virtual machines like restricting VMs to run on selected physical hosts.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
599			The HCI solution should support management of both rack & blade form factor of Hyperconverged nodes from the same console	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
600			The HCI solution should support various data replication methods(RF=3) or equivalent for data protection. Any software license required to enable RF=3 should be quoted on day 1.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
601			The HCI solution should support Inline Deduplication across all storage tiers.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
602			The HCI solution should support scaling hyperconverged node (compute + storage), compute-only, storage-only (HDDs) independent of each other under a single cluster and without any downtime	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
603			The proposed HCI solution should be proposed with N+1 design. The minimum CPU Cores, Memory and storage should be available in the event of any one node failure.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
604			Management,Monitoring & Automation	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
605			The proposed management solution should provide proactive security & software advisory alerts and should outline the fixes required to address the issues	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
606			The proposed management solution should analyze current configurations & identify potential issues due to driver & firmware incompatibility	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
607			The solution should be able to monitor entire inventory connecting to the virtualization solution,HCI nodes, Rack & blade servers etc.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
608			Server management system should provide an alert in case the system is not part of OEM Hardware Compatibility list	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
609			Role-based Access Control (RBAC) through built-in static roles, namely the Administrator and User roles enabling to define the provider profile on which clusters can be created.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
610			The Solution should be multi-tenant and be able to manage roles in a multi-DC, multi-user environment. Users/Tenants should be able to configure their own cloud credentials.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
611			The solution should include orchestration workflows and tasks that enable you to automate common VM provisioning and proposed hyperconverged solution management tasks.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
612			The solution should provide unified dashboards, reports which reduce troubleshooting and performance bottlenecks. It should provide set of compute policies (vCPUs, CPU, Memory reservations, CPU, Memory limit) & provide with resizing options (vCPUS, no: of cores to be configured per socket for a VM etc.)	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
613			The solution should support virtual resource management for multiple leading hypervisors (VMware, Hyper-V, RedHat) to access information about the managed VM's, Hosts, datastores and execute commands such as provisioning, resizing or reconfiguring entities sin the environment. can perform system monitoring, report on wasted storage, recommend actions, execute moves for VMs and VM storage, and execute VM reconfiguration (change CPU count, memory, etc.).	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
614			The proposed solution should understand the Optimal or Desired state of health for the environment and dynamically provide accurate automatable recommendations the Decision Analysis.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
615			The solution should provide automation of decision analysis by providing accurate, actionable recommendations that are then full automatable	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
616			The solution should provide comprehensive dashboard capabilities to give view of the environment including service performance health, workload improvements over time, actions performed, risks avoided etc. It should provide flexibility of report customization.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
617			The solution should have ability to accurately forecast future hardware requirements (Storage and Compute) by taking into account the relationship between sizing, placement and capacity across all technologies in the stack.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
618			The solution should provide show back of resources configured in the environment & reclaim the unused/underutilized resources to other VM's in automated fashion	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
619			The central management interface should be able to deploy & Manage multiple Kubernetes/Container Cluster as required - such as Prod, Pre-prod, Dev, UAT etc across multiple locations such as DC & DR site from a Single Console.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
620			The proposed solution shall provide an automation platform that provision infrastructure in a codified manner and enable users to rebuild, change and track changes to their whole infrastructure with ease. The IaC Platform shall support API-driven workflow which means any software (e.g. continuous integration, automation, etc.) can take advantage of IaC Platform functionalities such as triggering runs, setting input variables, creating workspaces, uploading Infrastructure Code.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
621			The IaC Platform shall allow users to provision resources such as virtual machines, network, storage, etc. as well as high-level components such as serverless resources, container orchestration, applications etc. for various Cloud providers as well as On-Premise including but not limited to: AWS, GCP, Azure, K8s, VMware vSphere etc. The solution shoudl codify and automate the build and updates of machine images, i.e. server images as code and have software installed and configured within server images to enhance the IaC Platform usability.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
622			The IaC Platform shall have the ability to codify policies to create automated guardrails around provisioning and to provide advanced security, compliance and governance organization wide. Policies are checked when a run is performed before infrastructure is provisioned.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
	Software Defined Networking			
623			Proposed fabric must be the Clos network topology architecture defined using Spine, Leaf switches with VXLAN overlay	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
624			Mult-DataCenter design:- The proposed architecture should provide a single pane for provisioning, monitoring, and management to deploy stretched policies across multiple Data centers. It should have Federated (Manager of managers) Magagement plane to push consistent policies across all the sites	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
625			Performance: The proposed fabirc should be able with use full cross sectional bandwidth (any-to-any) across all provisioned uplink ports using equal cost multi pathing	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
626			Fabric /SDN controller should provide micro-segmentation rules and policies for workloads connected to DC fabric for east-west traffic . It must support segmentation of VM based attributes like hostname, OS, VM Tags, FQDN, Microsoft AD based classification	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
627			Fabric must support Micro Segmentation for the Virtualize and Non - Virtualize environment (Baremetal, Container)	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
628			Fabric must provide Centralised Management Appliance or SDN Controller - Single pane of glass for managing, monitoring and provisioning the entire Fabric within Data Center & across all Data Centers	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
629			Fabric must Auto discover all the Spine and Leaf switches and auto provision them based on the Fabric policy using Centralised Management appliance or SDN Controller.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
630			Solution should provide network visibility and historical analysis between any two time series to identify any issue along with user who made that change.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.

Sr. No.	Bidding Document Reference (Section Number/Page Number)	Content of RFP requiring Clarification	Points of Clarification Required	Response
631			Solution should provide on going mechanism to find configuration deviation, security risk & non-compliances against segmentation rules by assessing current configuration, network security policies and generate alert for any deviation to provide assurance.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
632			The solution should provide pre-change analysis for configuration so that it can highlight any challenges/issues even before actually pushing configuration within the environment to reduce the risk of network failures and increase change agility.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
633			Solution should provide instant visibility into any applicable bugs, security advisories and field notices for running hardware and configuration	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
	Application Performance Monitoring			
634			The proposed solution should be able to auto discover experience journeys for the users and provide below details : a) Performance metrics for each step in a user journey b) Performance metrics from one step to the next c) Top incoming and outgoing traffic data for each step d) Drop-off rates e) Refresh traffic and performance data	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
635			The proposed solution must provide an auto-discovered dynamic visual representation of the application topology comprising of components and activities in the monitored application environment. The discovered topology visualization (map) must clearly depict the following information : i) Type of connection between components (synchronous/asynchronous) ii) Calls per minute between components iii) Round trip time of the request between components (including network and backend time) iv) Baseline indicators for requests between components v) The solution should also provide options to manage/configure/customize the visualization (map) to suit the monitoring needs.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
636			The proposed solution should provide automated discovery of end user journey and business process journey through end user experience monitoring using user access channels and application analytics from different data sources like application transactions, user requests, logs.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.
637			The proposed solution should have a robust analytics engine that can ingest application performance, custom and business data from multiple sources such as: i) Application transactions ii) End user browser requests and sessions iii) End user mobile requests and sessions iv) Application, system or custom logs vi) Synthetic requests This analytics module should have a provision to query the ingested data through UI and also a full fledged query language to perform advanced analytics to provide insights into application performance impact on a process flow through business joourney mapping, impact analysis of an issue over a period of time on users, regions and functionalities, release analytics, conversion of business KPIs to trackable metrics, experience level management etc.	The minimum requirements have been stated in the RFP. The bidders are free to propose solutions over and above the minimum requirements that are best suited for the project.