

PENSION FUND REGULATORY AND DEVELOPEMNT AUTHORITY

PRESS RELEASE

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Pension Fund Regulatory and Development Authority (PFRDA) Unveils Technology Vision through TARCH

PFRDA, the Regulatory Authority for NPS in India, is embracing the power of technology to drive transformation and enhance the pension ecosystem in the country. With the introduction of the Technology Architecture (TARCH) project, PFRDA aims to create a more robust and pervasive pension system, leveraging the potential of modern technology.

Technology is playing a pivotal role in driving change across industries, enabling institutions and companies to engage better with stakeholders and deliver seamless and convenient services. PFRDA recognizes the importance of adopting advanced technology solutions to enhance its services and offerings, promote innovation, and cater to the evolving needs of its stakeholders.

Envisioned Future State of TARCH:

To achieve its objectives and transform the technology landscape, PFRDA has outlined a target state architecture. The target state architecture, as depicted below consists of four Technology modules:

- A. Website Revamp and Chat-bot
- B. PFRDA Online Intermediary Supervision Engine (POISE)
- C. PFRDA Repository & Information Systems Management: Data and Analytics Platform (PRISM)
- D. PFRDA INTRANET - Internal Digitalization (PINTRA)

Scope of Work under TARCH:

PFRDA shall be selecting System Integrator (SI) through open tendering process and the SI will be responsible for studying the existing processes, proposing improved processes, and providing design, development/customization, implementation, and maintenance services for the mentioned modules. The TARCH project will integrate these modules, requiring seamless linking between them. The SI will work closely with

PFRDA to ensure the acceptance of reengineered business processes for digital transformation.

Key Highlights of TARCH:

1. SI will be responsible for developing and implementing suitable solutions, including software licenses and cloud services, while ensuring compliance with security requirements.
2. The solution will support auto alerts, reminders, digital signature/e-sign integration, SMS gateway, payment gateway, and multilevel authentication.
3. Agile methodology will be employed for development, ensuring minimal dependency on system settings.
4. Representatives from the SI will be present at PFRDA premises for helpdesk, training, incident management, and issue resolution.

TARCH - Technology Module Highlights:

I Website Revamp and Chat-bot

- Redesign and user-friendly accessibility for the PFRDA website and pensionsanchay.org.in.
- Launch surveys through an internet-based portal with user-friendly navigation.
- Responsive, bilingual (Hindi and English) website with support for other Indian languages.
- Incorporate latest technologies, usage analytics, and compliance with web standards and guidelines.
- Include a chatbot to address frequently asked questions and integrate it with other PFRDA systems.

II PFRDA Online Intermediary Supervision Engine (POISE)

- Digitize supervisory and regulatory compliance-related activities for intermediaries.
- Provide compliance checks, alerts, and workflows for PFRDA departments.
- Enable submission of reports, dashboards, notifications, and integration with other modules.
- Include self-registration, integration with payment gateways, and digital signature certificate/e-sign technology.

III PFRDA Repository & Information Systems Management: Data and Analytics Platform (PRISM)

- Develop a comprehensive data platform to store and analyze data from various sources.
- Run analytics and MIS

IV PFRDA Intranet (PINTRA) – Internal Digitization

PINTRA aims to enhance PFRDA's internal activities, streamline operations, and improve efficiency and efficacy across various departments, including HRMS, Payroll management, Finance and Accounts, and other ancillary modules.

PFRDA has floated a tender to identify SI vendor for building Internal Digitalization (PINTRA) module and the tender document can be accessed in PFRDA website. The appointed SI vendor shall be undertaking the following works,

The successful bidder for building PINTRA will be required to undertake the following responsibilities:

- A. Detailed Requirement Analysis: The bidder must thoroughly study the RFP to gain a comprehensive understanding of the requirements for the proposed solution. The successful bidder will then create a detailed Functional Requirement Specification (FRS) and System Requirement Specification (SRS) document, tailored to the specific needs of PFRDA.
- B. PINTRA Software Solution Development: The bidder will design, develop, implement, and maintain an integrated and robust software solution. This solution will serve as a platform for managing and automating PFRDA's internal activities, incorporating HRMS, Payroll management, Finance and Accounts, and other relevant modules. The bidder should possess experienced teams with full functional knowledge of the solution.
- C. PINTRA - Mobile App Development: The successful bidder will be responsible for designing and developing a mobile app specifically for PFRDA's HRMS.
- D. Cloud Hosting of PINTRA: The bidder will estimate the required cloud size and procure a MeitY empanelled Cloud - III tier or above (Virtual private cloud/GCC) with Disaster Recovery (DR) Centre. The cloud-based solution should be hosted within the geographical boundaries

of India, ensuring accessibility through the intranet and web VPN login from anywhere.

- E. PINTRA as an Integrated Solution: The bidder must analyze the existing processes, propose an integrated solution with a single sign-on, and ensure seamless integration with existing and future modules of PFRDA.
- F. Business Process Analysis: The bidder's business analyst team will be stationed at PFRDA's office premises to understand the current business processes and suggest digital transition strategies. The suggested workflows will be submitted in the form of Functional Requirement Specifications (FRS) and Software Requirements Specification (SRS).
- G. Software Versioning and Maintenance: All software modules of the proposed solution should be of the latest version at the time of deployment. The successful bidder will also provide Annual Maintenance Contract (AMC) and ensure updates/upgrades to match the latest version of the software during the six-year duration of the project.
- H. Solution Options: Bidders have the flexibility to utilize proprietary solutions, COTS/MOTS products, or bespoke development. In case of open-source solutions, they must have enterprise support.
- I. PINTRA for Enhanced Functionality: The solution should support auto alerts and reminders, integration of digital signature/e-sign, SMS and email gateways, payment gateways, and multilevel authentication, aligned with the design requirements of the modules.
- J. Software Component Origin: The bidder must disclose the origin of all software components used in the solution, including any open-source (with enterprise support) or third-party licensed components.
- K. PINTRA to be built on Agile Methodology: The solution will be developed using Agile methodology, with processes going live in the fifth month and complete project implementation within nine months. The bidder must design the solution architecture accordingly.
- L. System Dependency and Support: The software solution should have zero dependency on system settings, such as pop-up settings, plugins, add-ons installations, etc. If any dependencies exist, the bidder will be responsible for their installation and support throughout the contract period.
- M. Facility Management for PINTRA: During the warranty period and for the subsequent year, two representatives from the selected bidder will be present at PFRDA premises on all working days. They will provide facility management.