

Sr No.	PROCESS	Query	IFTAS Clarifications
	<b>HR Processes</b>		
1	<b>Recruitment</b>	Are the JDs referenced via email?	Email recd from Hiring manager. HR team will login Recruitment portal and post the vacancy (manually)
2		Is there any additional authentication factors such as captcha, OTP etc needed to logging into job portal?	On Naukri, OTP is sometimes requested, and at times only password is required.
3		Is there any other job portals other than IFTAS or Naukri needs to be considered?	No
4		Is there a provision in Naukri/IFTAS portals to generate candidate CV based on the information given by the candidate in a standard format?	No standard format is available or used
5		Is there any standard procedures/rules is followed to shortlist the resumes?	Key skill sets and experience is considered
6		Is there any a summary reports generated to track the shortlisted CVs against each JDs. Also is there any distribution list maintained for circulating the same?	Detailed report is generated in Naukri for all resumes which is then used to shortlist candidates. No distribution list is maintained
7		Assumed that the recruitment activities such as scheduling, assessment, selection etc will be done offline without any automation by Bot. Confirm the same.	Yes
8		What is meant by appointment? Is it appointment for interview or joining?	Joining
9		Is there any portal available to generate the Offer letter/Appointment/ letter or Bot needs to prepare the same? If so is there any pe-defined template for the same? Please elaborate.	BOT needs to prepare and send the respective letter. There are pre-defined templates (only 1 or 2) for the same.
10		Assumed that all activities after sending offer till the joining is carried out offline without any automation using Bot.	Yes, however, Joining reminder will need to be sent 2/3 days prior to joining
11		Which system has information on the vacancies?	There is no automated system. HR tracks all vacancies via excel
12		Does IFTAS has a portal/database where applicant resumes and expected skills & experience can be searched?	No
13		Where the job offer/appointment/regret information is stored?	manually stored by HR in various excel sheets
14		Is the vacancies contains all the information required to be filled up in the Job portal	Yes, the job description contains most of the information to be posted on job portal. Few additional fields are which are not in the JD form are entered by HR
15		How many job portals the vacancies need to be posted?	Naukri
16		No of postings in a day?	Around 2-3 new jobs are posting in Naukri per month. However the existing job openings which are already posted, expire every 45 days and these need to be reposted in Naukri. These are around 100.

17		Recruitment pt 3 - It is assumed that the inputs for the BOT will come as an XLS input from users and also template for email / appointment / offer letters will also be of standard template provided by IFSAT. Please confirm	Standard templates would be used for sending letters/emails to candidates. Trigger to send these notifications can be discussed and agreed during project stage
18	<b>New employee onboarding</b>	Assuming that there is a welcome portal for the new joinee to enter his initial details. If not available, HR will fill the details from the hardcopy to a pre-defined excel sheet. Please confirm.	Candidates are provided Self Declaration (SD) form (xls) via email. However, many times Candidates fill hard copy of SD and BGV form
19		What are the documents mandatorily need to be submitted by the joinee. Is it same list of documents for all joinees? What are the kind of validations to be performed against each documents? Is it only validating the presence of each documents or need to validate the details inside the document?	KYC details, educational proofs, Previous employer documents to be submitted. Self declaration (SD) form and background verification (BGV) form to be filled Previous employer details to be validated against his resume, SD and BGV forms KYC details to be validated with the supported documents like PAN, Aadhaar etc
20		Is the word/excel document template provided to new recruits are in a standard format? If not then how many different formats are used?	1 or 2 standard formats
21		New employee onboarding - point 1 - how many fields are there in joining form?	Self declaration (SD) form - around 100 fields Background verification (BGV) form - over 150 fields
22		New employee onboarding - point 2 - please share the list of documents used for validation	KYC details, educational proofs, Previous employer documents to be submitted by new employee at the time of joining. Self declaration (SD) form and background verification (BGV) form to be filled Previous employer details to be validated against his resume, SD and BGV forms KYC details to be validated with the supported documents like PAN, Aadhaar etc
23		What kind of issues are logged in the service desk (Zoho)?	All technical requests pertaining to the IFTAS internal systems (infra, software, email, Cloud, Cyber security etc)
24		Which system has the information on the employees cleared for AD/Email/Access card creation/laptop issue/folder access?	AD and email details are in the Exchange system. ITSM Assets module stores details of laptop/desktop assigned to employee BOT need not create any access card details, only ITSM ticket to be raised
25		Typically how many application the new recruits are given access to?	During onboarding, Manager will indicate to which folders/files the access is to be given and this can be handled by the BOT. Application access is specific to the job profile of the employee and this would be manually handled

26		Validation of document is done against what system and what data are being posted to ERP	KYC details, educational proofs, Previous employer documents to be submitted. Self declaration (SD) form and background verification (BGV) form to be filled Previous employer details to be validated against his resume, SD and BGV forms
27		Validation of document is done against what system and what data are being posted to ERP	All employee details from his SD form to be imported into ERP.
28	<b>Employee onboarding/ Transfer</b>	Is there a service portal to create tickets?	Yes. We have IT Service desk (Zoho) and we call it ITSM
29		Assumed that the service tickets will be created offline and Bot act on the open tickets available in the portal. Please elaborate the process followed at present.	ITSM ticket is to be raised to create AD login, email ID. BOT should also create the AD and email IDs in respective systems Another ITSM ticket for laptop / desk top assignment is to be raised which would be manually actioned by respective team. Tickets to be closed once all the activities are completed
30		Is there any portal available for creating the Active directory, access card request and email account. If so, please elaborate.	AD and email setup is to be done on the Exchange system. For access card, only ticket to be raised in ITSM
31		Is there any systems involved in workstation/laptop assignment activity? Please elaborate the activities planned for automation in this area.	ITSM has an Assets module which records the laptop/desktop allocated to the employees. These details are to be created/updated during employee onboarding/deboarding/transfer
32		Please provided a summary of activities and systems involved in Server folders creation/access and application access process.	During onboarding, the Hiring manager will indicate to which folders the access is to be granted.
33		What is the source of information for service ticket/folder access/application access/assets?	This is triggered by HR. Details of from/to department, folder information can be built into a standard template for executing these activities
34	<b>Employee exit process</b>	Is there a service portal to create tickets?	Yes. We have IT Service desk (Zoho) and we call it ITSM

35		Please provide a summary of activities and systems involved in clearance from process actors	After receiving trigger from HR on employee Exit, it will be a combination of system and manual process - The BOT will need to create tickets in ITSM to disable employee VPN access, disable AD login, deactivate email ID, revoke relevant admin privileges etc BOT to send emails to Line manager, Admin, IT OPS, HR team etc to confirm if the employee has completed KT, Biometric/attendance card deactivation, handed over laptop, drawer keys, ID Card etc. Response to be awaited and tracked Only after all above activities are confirmed/completed that can the exit process be marked as Completed.
36		Is there any portal available to perform the deactivation of user in Active directory, backup and deactivate email account, disable VPN/VDI access, disable access card request, updating asset tagging details? Please elaborate.	We are using ITSM for raising the requests. Exchange system contains AD and Email details while ITSM (Assets module) stores details of the laptop/desktop allocated to the employee.
37		Employee resignation accepted via HRMS portal or via email	Email
38		How do process actors get notified for the clearance	See point 19
39		Asset tagging details updated in the ERP or database?	Assets are tagged in the Asset module of ITSM
40	<b>Employee Confirmation</b>	Is there any portal for generating the confirmation letter? How is a confirmation process initiated? Please elaborate.	There is no portal. HR sends it manually on receiving alert from ERP
41		Is a confirmation form generated by some HR system in place?	Currently done via email once HR receives alert from ERP about the upcoming confirmation date.
42		How is employee acknowledgement done? Is it via email or through a web portal?	Email confirmation by employee and HR updates their excel sheet and the confirmation date in ERP
<b>Sales &amp; Account Receivable</b>			
43	<b>Customer On-boarding</b>	Is there any portal available for customer onboarding?	All customer details are entered in ERP CRM module. However, validation of documents and credentials is handled manually
44		How is the validation of GST, PAN & MCA performed?	We manually access the GST/Income Tax/MCA portal to check the details which are provided by the customer
45		Which are all the internal systems?	None
46		What are the kinds of information updated in ERP and other internal systems?	Name, addresses, GST No, PAN, Tax category

47		Which are the stages notified to the customer? Is there any response or clarification taken from customer on each stages? Is this notifications triggered from a portal automatically on each stages or needs to be send exclusively by the Bot?	Pre-boarding, post-boarding confirmation mails to be sent to customer and internal stakeholders by Bot
48		What is the source of customer forms?	We have a standard forms which are sent to the customer via email as part of the onboarding process. Customer will fill the forms, and send the scanned copy via email and also send associated documents like GST certificate, PAN etc
49		Are all customer and vendor forms standard single fixed format?	Yes
50		Are the customer forms and vendor forms shared via email or downloaded from any portal/ ERP?	All documents are exchanged via email
51		Against what data are the customer forms and vendor forms verified?	Verification is done if the details filled in the form is matching with the Supporting document which has been submitted (e.g PAN mentioned in number in the form should match the PAN document)
52		Please elaborate on the kind of dashboards and reports maintained as part of this process.	No dashboards currently available. RPA can show status of onboarding (how many pre-boarding stage, how many under process, how many completed and any other details deemed fit). All BOT activities should have an audit trail
53	<b>Customer outstanding follow up</b>	how frequently this activity is carried out, such as record basis or daily/monthly/quarterly	Monthly
54		What is the finance system that is used for maintaining invoice details?	Invoicing is handled in ERP
55		Is there any reports available in ERP gives the pending payment details directly/indirectly?	A/c receivable report is available in ERP which contains all the relevant data and which can be downloaded for furthe processing
56		Is there any reconciliation to be performed (Not up to date in the ERP, but the payment details are available in other systems) to arrive at the final list of pending payments?	Yes
57		Is there any process followed to request customer to send the pending payment details from their side prior to prepare the pending payment report internally? If so, please elaborate the process.	We do not request customer to send pending payment report from their side. All pending payment details are sent by us
58		What are the major disputes found between customer data and internal data other than the amount mismatch?	No major disputes for customer related payments
59		Is it required to identify the reason for dispute by referring any other reports or systems?	N.A
60		Is there any particular format or template followed for payment notification?	No format at present, but we would like to introduce a standard template which could be sent by the BOT

61		Please elaborate on the kind of dashboards and reports maintained as part of this process.	Account receivable module of ERP contains the details of the outstanding payments. RPA should provide dashboard of the status of the follow up actions with the customers (how many reminders sent, how many responded, how many requests closed. Ageing of the outstanding amounts can also be displayed - overall and at customer level
<b>Procurement &amp; Account Payable</b>			
62	<b>Vendor On-boarding</b>	Is there any portal available for vendor onboarding?	All vendor details are captured in ERP Buying module. This system is fully integrated and also contains other modules like Accounting, HR, Assets, CRM etc
63		What is the source of vendor forms?	We have a standard template(forms) which are sent to the vendor as part of the onboarding process
64		How the validation of GST, PAN & MCA is performed?	We manually access the GST/Income Tax/MCA portal to check the details which are provided by the customer
65		Which all are the internal systems?	No
66		What are the kind of information updated in ERP and other internal systems?	Name, addresses, GST No, PAN, Tax category
67		Which are the stages notified to the vendor? Is there any response or clarification taken from vendor on each stages? Is this notifications triggered from a portal automatically on each stages or needs to be send exclusively by the Bot?	During pre-boarding, vendor is notified via email if required documents are not submitted or there is discrepancy in the details in the onboarding form and the submitted documents. This need to be automated. Once all onboarding formalities are completed, BOT to send confirmation mail to vendor and prepare the ERP supplier onboarding xls/csv file which is to be uploaded to ERP
68		Please elaborate on the kind of dashboards and reports maintained as part of this process.	No dashboards currently available. RPA can show status of onboarding (how many pre-boarding stage, how many under process, how many completed). All BOT activities should have an audit trail
69		Is there any vendor registration activities performed? How many vendors are currently active?	Form sent to vendor for registration. Details and supporting documents sent by vendor. Around 450 vendors are active.
70	<b>Purchase Invoice data entry</b>	Is one standard invoice format is followed by one customer in every purchase?	Every vendor sends invoice in different format
71		What are the different channels in which the invoices are received? For example, hard copy, soft copy over email/vendor portal.	We receive all invoices via email.
72		If invoices are received as soft copy, is it digital invoice or images	PDF as well as scan copies are received
73		What are the details to be verified from an invoice against purchase order?	PO number, value of invoice, vendor address and GST number, IFTAS address
74		How vendor GSTIN verification performed? Please elaborate.	Login to GST portal and verify manually

75		What are the rules/systems/reports involved in calculating the penalty charges?	Based on downtime of the services which are supported by the vendors, there are penalty charges applicable which are calculated by our internal systems. Referring to downtimes and the SLAs, penalty charges are manually calculated and the computation sheet is updated.
76		Is the Computation sheet a predefined template shared by the business?	yes
77		Are SLAs, applicable penalty and computaion sheet, available in ERP?	Based on downtime of the services which are supported by the vendors, there are penalty charges applicable which are calculated by our internal systems. Referring to downtimes and the SLAs, penalty charges are manually calculated and the computation sheet is updated.
78		What is the source of the SLA for vendors	There are internal SLA monitoring/calculation tools which provide the required SLA details and which BOT needs to refer to calculate the penalty.
79		Is there any pre-defined template to prepare internal notes with summary of payments to vendor, and is there any rules followed for the same?	Standard format is used. No rules
80		Is there any pre-defined template to prepare bulk invoice files for ERP upload and further processing?	Yes. ERP has a fixed xls/csv format for uploading invoice details
81	<b>Payment Processing</b>	Is the automatic notification to users on list of invoices generated via any portal?	currently there are no such notifications
82		What are the rules/systems/reports involved in preparing NEFT/RTGS transaction file?	Standard format is used. Some fields need to be populated in a pre-defined manner.
83		What all are the payment details that need to be notified to the vendor after the payment is processed?	We have a standard Payment advice format. All the data elements used in the payment processing are used to create this advice
84		Please elaborate on the kind of dashboards and reports maintained as part of this process.	We do not have any dashboards. Any Management information related to the processing undertaken by the BOT should be considered for creating useful dashboards and reports
<b>GST Reconciliation</b>			
85	<b>GST Reconciliation</b>	Is there any API service available for downloading GSTR2A/2B reports from the GST website?	We are manually downloading the reports and processing them. APIs are not being used by us
86		What all are the rules followed to perform the comparison between GSTR2A/2B and purchase register from ERP?	This has to be discussed in detail during project implementation
<b>IT Operations</b>			
87	<b>Monitor files and folders</b>	Which all types of files need to be monitored for changes such as file deletion, file size and last modified?	All types of files (doc, xls, txt, jpeg etc)
88		Please explain how these activities are done currently	Mostly manual. Central file system in place, Dept wise permissions are given to each folder and the users of that department are responsible for all the document stored in their respective folders

89		Please give more clarification on file parsing and data integrity.	Klassify agent is installed which prompts users to classify the type of document being saved (Confidential, Public etc). Any changes in the document which is not intended. E.g document classified as confidential, if amended, should throw an alert to the document owner
90		Whom should be notified with automated alerts regarding any change or errors?	dedicated email ID can be created for this purpose
91		What kind of files need to be deleted, moved (to which location), archived or compressed to maintain system availability	BOT to delete certain categories of files should be Auto deleted (mp3, movi etc). File types should be customizable
92	<b>Customer service &amp; support desk</b>	Is there any portal available for raising the process request by the users in service desk?	Yes. We have IT Service desk (Zoho)
93		In what way the appropriate service engineer gets assigned the routine/frequently raised requests?	ticketing system is in place. Assigning is auto and can done manually also
94		What is meant by non-standard or incomplete request? Please give more clarification.	For certain standard requests, if the user does not provide the critical information, then the BOT should be able to route the request to the service engineer for further action
95	<b>Application uptime check</b>	Please elaborate the process	There needs to be a monitoring process to continuous check if certain systems are up. E.g if the IFTAS website goes down, then immediate alert should be sent to concerned support team
<b>GENERAL QUERIES</b>			
96	Annexure XIX - Scope of Work Point No 4 (v)	What integration is expected for cloud services?	The system should be compatible with IFTAS Cloud (VMWare) and all its associated components related to OS, middleware etc. e.g If there is any OS upgrade or new Anti virus installed, then application should continue working
97		We assume integration with network and firewall means compliance of RPA solution with IFTAS network & firewall policies. Please confirm.	Yes
98		Is RPA Solution expected to implement the PR and DR concept?	Yes
99	Section 6 Existing Setup	Which ERP is being used ? What is the role of ERP. Is process outside of ERP covered in the scope of work?	IFTAS uses ERPNEXT which is an Open source vendor product. It is hosted on IFTAS Cloud. All HR, Accounting, Procurement operational processes are handled by ERP. RPA scope is to handle manual and operational processes outside of ERP or which cannot be handled by ERP
100		Does the scope includes supply, installation, configuration, maintenance and support of hardware for the proposed solution? Please provide more clarity on the scope of hardware.	As this is on premises solution, hardware is responsibility of IFTAS
101		Can you provide the current state system architecture/landscape?	IFTAS has their own Cloud (Vmware) on which the solution is to be deployed

102		Can you provide the list of integrations needed.	ERP, IT Service desk (Zoho), Naukri, IFTAS Website, Exchange are the main integrations. BOT will also need to access GST website, IT portal etc for some processes. Pls go thru the scope in detail
103		Scope for the Phase 1, 2 and 3 are extensive versus the implementation time lines which are less given the scope in our experience. Could you please explain the base for these derived times?	Timelines are dictated by IFTAS Management and also preliminary discussions with few prospective bidders have been considered in arriving at these timelines
104		Would the API be exposed and available for automation?	Yes
105		Access restricted process like the GST Reconciliation are added in scope. Given the challenges around the captcha, can we work around the same / partial automation be considered?	If captcha is a blocker to login to the GST portal, then we may have to consider manual download of GST reports and then BOT automation to takeover after that.
106		Can the Technology details of all the internal and external applications be provided? Also what are the total number of applications are listed in scope?	Refer Pt above
107		For the scope of IT Operation is the Server maintenance automation in scope?	No
108		Are there any RPA existing in IFTAS? Could you please share the details on the Tools used?	None used. ERP is performing automation to some extent
109		Could you please confirm that the Hardware and necessary network connections will be provided for the scope of work?	Yes. Network connectivity will be as per the IFTAS Security policies
110		We are registered under limited Liability Partnership Act 2008, whereas the eligibility criteria specifically says that bidder must have registered under the companies Act, 1956/2013, registered with the goods and services tax authorities. Is it a deterrent for us?	As per RFP. IFTAS is expecting Bidders to be registered under Companies Act
111	Definition of Terms - pt no 3	What is expected to be considered related to the Facilities Management System (FMS)	Pls ignore.
112	Annexure III - Commercial Bid Format	Is quantity mandatory field in commercial bid? The actual BOT sizing and effort sizing can be done only after scoping phase.	Bidder is expected to provide the competitive solution considering the scope and other parameters which have been provided.
113	Reference – 13.4 Penalties during Project Implementation	Do you have escalation team mapped to evaluate the delay in project time line and avoid delay and penalties?	Project implementation team who will monitor.
114	Annexure XIV : OEM Undertaking	In case the OEM refuses to give undertaking. Do we have the flexibility to discuss this point at the stage where Opening of Commercial bid happens?	As per RFP details to be provided by bidders.
115	1.2 Objective	The solution will be 'On-Premises'. Suggest for a hybrid model i.e cloud and on prem - Considering the OCR & ML engine Maintenance of Infra will be costly and a tedious affair.	Hybrid is Not Feasible
		100% Advance is required for the software licences - As it is a mandate by the OEMs	As per RFP

116	14. Payment Terms and Conditions	<p>Request to change the clause</p> <p>1. Advance = 25% along with PO .</p> <p>2. Submission approval of To- be document = 25%</p> <p>3. UAT Completion = 25%                      4. GO LIVE = 25% -</p> <p>Considering GOLIVE is subjected to various parameters request to not consider that as the first milestone.</p>	As per RFP
		Generally PDF license extraction will be yearly cost not on quarterly basis. Request to change the clause please.	As per RFP
117	Annexure3 - commercial Bid	Quantity of BOT licenses could not be arrived without knowing the scope in detail - Hence the while submitting TO BE document the quantity can be arrived . Initially request for submission of one BOT license and there by increase the same post TO BE submission. Also Quantity would vary from bidder to bidder and this would have an impact on the cost as well .	Bidder is expected to provide the competitive solution considering the scope and other parameters which have been provided.
118	Annexure - III: Commercial Bid Format	Pls confirm license quantities for bot runners required for the 3 phases	Based on the scope and other information provided, the vendor has to decide the optimum number of BOTs required.
119	Annexure- XIII: Letter of Authority	RFP Clause States "Our offer to them is for the following software/hardware for which we are the OEM and have back to back support agreement with the Bidder." Partners do the delivery on their own and are responsible for the support of the delivered solution. Automation Anywhere provides only software support (not for the entire solution) to client directly. Request to allow submission of standard MAF (Manufacturers Authorization Form) stating bidder is authorised partner to participate in the bid.	As per RFP
120	Annexure- XIV: OEM Undertaking	Request to allow following language: "We Automation Anywhere, Inc., ("AAI") has a valid title to Automation Anywhere RPA Platform. Our full support is extended to bidder in all respects for supply and installation for our product. Further, we Automation Anywhere, Inc., shall provide all levels of support services during the entire warranty period to bidder and we solemnly undertake to directly provide support & services for the product in any eventuality of bidder being unable to provide that support and services for the product to IFTAS as per the terms and conditions of the referred RFP. We also agree to support our product provided to IFTAS throughout the End-of-Support (EOS) and End-of-Life (EOL) of the product as per our policies."	As per RFP

121	Eligibility criteria	2.The Bidder shall have a minimum annual turnover of at least Rs. 2 Crore in at least two of the last three financial years (for e.g., 2020-21, 2021-22 & 2022-23). The Bidder shall have positive net worth in each of the last three financial years. Request to consider being profitable for the last three years rather than positive networth. Reference to MSMEs participation in the bid please.	As per RFP
122	Eligibility criteria	Bidder shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer. Is this a mandatory clause? As most of the partners would not have worked with PSU but or BFSI but implemented similar case studies with different client. Will that suffice?	As per RFP details to be provided by bidders.
123		We understand that current systems used are ERPNext, SAP and Zoho. Please share the list of workflow automations already implemented in scope of the processes mentioned.	SAP is not being used by IFTAS. All the requirements in the scope are external to the existing systems
124		Are you planning to get the full version of the ERP and its implications on the listed automated process?	No further automation within ERP to be considered
125		Tentative time frame when the commercial bid will be opened after technical bid?	To be intimated in due course
126		Tentative time frame to kickstart the project?	Refer to Section 7 - project milestones
131		Under the scope of work - "The solution will be 'On-Premises' and installed on the IFTAS Cloud (VMware)" - Can you explain ,Does this mean that it's a private cloud?	Yes
132		12 to 15 Processes are listed as the overall scope , What are the Volumetric requests for these processes?	Volumes of few critical processes are provided above
133		12 to 15 Processes are listed as the overall scope , how are the complexity derived?	We have not derived any complexity since we are not familiar with RPA and its capabilities. Based on prior implementations, bidder can understand the complexity and consider the same when proposing the solution
134		Could you please confirm that the Hardware provision is a part of the engagement /not?	Infra would be the responsibility of IFTAS
135		What is Current Manual Cycle Time for end to end processing for each of the process?	Each process has its own SLA. This can be discussed during project execution
136		What are different validations rules to be performed on each document/applications? Please provide detail list of validations	Details of validations have already been provided in earlier queries above
137		Will this process running 24 Hrs a day? Or 8 Hrs in a given day	24 hrs for most processes, but given that volumes are low, we suppose that the BOT can multi task
138		Has IFTAS derived the complexity levels for each proposed list of use case and what are the criterias considered for deriving the complexity of each use case	Refer above

139		How is the implementation to be done? onsite or offshore or hybrid model?	Hybrid
140		What will be the expected duration of training and Post Go Live support?	Training schedule can be discussed during implementation phase. Post Go Live support would be between fortnight to a month for each phase
141		Is OCR/ICR//NLP /Machine Learning Required? If yes, kindly provide the processes & expectation in detail.	We do not have any such preference. Bidder has to understand the scope and propose the solutions.
142	Scope of Work : Details of all target process.	Requesting information on below criteria based on process complexity (High / Med / Low) - Volumetric for each sub process listed - No. of applications / interfaces (range for each complexity) - Data type (structured/non-structured) - No. of Business logic/rules (range for each complexity) - % of exception scenarios (according to complexity) - Manual judgement / workflow intervention - Level of complexity for calculations involved - Any security restrictions - Any audit related compliance	Few details related to volumes, number of applications/interfaces have been provided in the responses above. Details related to data types, number of rules/business logics, scenarios etc would be provided to the successful bidder. At the RFP phase, we expect the bidder to have the relevant past experience to gauge the complexity and estimate the efforts/application sizing.
143	Scope of Work : Details of all target process.	Requesting additional process information in line with below requirements - Process Documentation / DTPs availability for the for all the processes listed under scope - SLA for all the processes / sub processes under each functions listed under scope - APIs for applications, if available to be listed for the in-scope processes - List of Service Desk activities / sub process details (& volumes) for Customer Service Desk & Support Desk to be provided.	Same as above
144	Unpriced Bill of Material	Specifics on number of license requirement (type and quantity) - Type – attended, unattended, creator / developer, etc. - Anticipated quantity for each type. - Specifications on processes with OCR (no. of pages etc.) / ML / Chatbot requirement	The Bidder should propose the solution based on the scope provided in the RFP and subsequent responses .
145	Unpriced Bill of Material	No. of pages in PDF extraction & Type of PDF's - scanned / printed . Also hand written vs printed / Languages of document	Volumes of invoices has been provided which form the bulk of the PDF processing.  English is commonly used language for all documents
146	Definition of Terms	While Contract term is for 5 years - Kindly specify reasons why Software cost is being asked for year 4 & 5 separately ?	this is IFTAS standard RFP procurement process. Bidders are requested to provide the required details
147	Scope of Work :	It is mentioned in SOW sesction that solution would be deployed 'On-Premises' and installed on the IFTAS Cloud (VMware). In this scenario - would AMC be applicable ?	The AMC being referred to is for the RPA Software/application

148	Technical Specifications	Following environments are required for RPA solution Installation : Prod/ Dev / UAT Please confirm availability of environments.	IFTAS will provide underlying infra for UAT, Dev and Production.
149	Technical Specifications	Is there any requirement of DC (Data center) / DR (Disaster recovery) ? If yes, kindly specify requirement details (entire replica of RPA solution is required or only control-room level replica is expected, etc. ?)	We need DC/DR model where the application will run from DR if DC is down