	Response to Queries Received for Claims Management System	
S. No	QUERIES	Response
1	In the financial format the Head of Cost included the Hosting charges also. Please clarify.?	Refer Section 1.3.1 Point 7 &12, section 4.1.4 -GEN-1 and section 5.2.1, Part B point 6 of the RFP.
2	List man month rates for any additional work or onsite support (Location: Gurugram)."Are you looking cost for Gurgugram and off shore location cost also	Only for Gurugram
3	Payment gateway related agreements will be with "Unitech" or we need to use our existing agreements for the said application?	It will be with "Unitech".
4	." Product should not be tied up with particular vendor (i.e. no vendor lock-in) for hardware components and should be capable of being developed and deployed on generally available commoditized IT infrastructure components from multiple vendors" """Development and production on various Operating system platforms."" Page 20 Technically possible but the cost will be more. "	No Change.
6	1. Point 2.5.1 Please confirm the duration of required audited balance sheet i.e. (2017-2018, 2018-2019, 2019-2020)	Refer section 2.5.1 para a.point i.b
7	2. Point 2.5.1 In case of unaudited balance sheet for the latest one (i.e. 2019-2020), do we need to provide any document for authorised signatory, if yes please specify.	Refer section 2.5.1 para a.point i.b
8	Project experience – Please specify the documents required for this. Will customer certificate will be acceptable on the customer's letter head or Email confirmation will do or any other doc like work order/PO would be required.	Provide Work order/PO and certificate from the customer. Refer section 5.2.1 point 5.

9	Point CP.7 and CS.8 - List of MIS report and the metrics required.	Detailed list of MIS report will be finalized at the time of requirement finalization. However, total number of MIS reports approximately to be developed are mentioned in CS.8
10	List of 3rd party integration required for the implementation. We understand that the system can be tuned to have any 3rd party integrated.	Integration as envisaged is mentioned in RFP (CS.13, HB.2 and section 4.2). The system shall be designed in a way that further integration with third party system should be possible.
11	1. The RFP talks about the existing data migration. So we would like to understand the following: a. What is the current IT landscape for claims management? b. Where is the current data stored? Is it in excel files only or in any particular database(s)? c. What is the size of the data required to be migrated?	A. There is no Claims management system as of now. B. Data is available in various formats like excel, Foxpro and Tally. C. Data of approximately 55,000 depositors, 15,000 Home buyers, 10,000 Vendors, approx 90 projects to be migrated etc. to be migrated. (These are approx. figures)
12	2. The expected delivery timelines provided in the RFP are extremely stringent in our initial opinion. How flexible are you in terms of these timelines? Based on our current understanding of the high level requirements given in the RFP document, the system will take much longer to be delivered with the expected quality.	The timelines as per our understanding is achievable provided right resources are attached to project and project is planned accordingly. The sub-systems go-live is planned in three phases. SLA's as defined in RFP for any delay will be applicable.
13	3. Do any of the system need to connect with a third-party system such as your finance system or an ERP system for users' data?	As part of the current scope no integration with finance or ERP system is envisaged.

14	4. Point 15(a) on page 25 of the RFP document talks about material breach duration. The document says 12 weeks in words while in the bracket it shows 4 weeks. What is the correct duration?	The clause may be read as "Delays caused entirely due to the acts of the Service provider and if such delays exceed more than four (4) consecutive weeks of agreed timelines / milestone plans for service delivery, Unitech at its discretion, may impose a penalty of up to 1% (one percent) of the project cost per week of delay for a period of up to four (4) weeks after which it will constitute a material breach."
15	Section 1.3 " The selected service provider shall place an agreed minimum number of qualified staff at the Unitech headquarters besides extending back office technical support from their own development centers during the project duration to meet their obligations under this engagement." W.r.t. to the above clause, What is the minimum number and roles expected to be sitting in Unitech office?	It needs to be proposed by the service provider. Refer section 1.3.1point 2 and section 2.5.2 para b
16	Under the O&M phase, are required to deploy resources onsite?	The service provider needs to achieve the O&M SLA. Mechanisms to achieve the SLA is to be proposed by Service provider.
17	Who will bear the cost for procurement and transactional charges of Payment gateway and SMS gateway?	Unitech will bear the cost of Payment gateway and SMS gateway.
18	*4.1 High Level Functional Requirements* *4.1.1 Claim Submission functions (Claims Submission Portal) CS.7 3. Depending on the nature of the transaction it is possible that a single service request will have one eforms and multiple documents.*	Yes. Indicative field details and documents to be uploaded are specified in the section 4.1 of RFP.
21	wrt to above clause, Please clarify what does eForm mean here? Is it Adobe pdf forms or web forms?	Refer section 4.1.1 requirement CS.4 for details.

22	What is the expected number of trainings? Will Unitech provide infrastructure (Space, Screen etc.) for training?	For external Users there shall be enough tool tip built into the system to assist in filling in the details of claims. In addition there shall be training toll-kit available on portal for their help. For internal stakeholders envisage to have two rounds of training. Training Space and infrastructure will be provided by Unitech. Refer section 1.3.1 pt.10, 4.2 pt. 9,
23	1. Facility to migrate Operational and Legacy data. 2. Facility to verify and validate Data what is the schema and database in use currently for legacy data? what is the schema and database in use currently or in future for operational data ? Is the migration one time activity (e.g just when the new system is rolled out) or it is continous activity?	Migration is one time activity. Data is maintained in Excel, Foxpro and Tally. Detailed schema of the data will be shared at the time of requirement gathering.
24	what are the various ways in which current legacy data is stored ? is a clean up activity like (e.g finding unique, duplicates etc) to be done in legacy data before storing them in a new master data ? Can a sample schema of legacy data be shared ? Is the migration of legacy data one time activity (e.g just when the new system is rolled out) or it is continous activity (will there be two parallel live systems?)	Data cleansing activity will be required to be carried out. Exact data format will be provided at the time of requirement gathering phase.
25	what version of Tally and Foxpro is in use ?	Forpro 2.6 & Telly ERP 9
26	We understand that a single sign solution is needed for all the three portals (CS,CP,HB). Is it correct ?	Yes. It may happen that in future new portals are being developed. SSO shall be extendable to other portals also.
27	We understand that roles for each portal would be provided by Unitech. Kindly clarify	Details of each portal have been provided in section 4.6 of RFP. Back-office users roles will be provided during detailed requirement gathering.
28	Before the launch of Claim Submission , will any users be registered from the backend?	Users, submitting claims will be registered only through front end user registration procedure. However, there shall be back-office users, which needs to be added in the system.

29	Regarding the selection of Payment Gateway, it is assumed that Unitech shall enter into agreement with a Payment Gateway vendor. our role will be to integrate with the selected payment vendor.Kindly clarify	Yes.