* Please can you share the types of unstructured data that is available within the organisation.

*Documents (word and text files), spreadsheets, audio files (e.g. call center recordings),*

* Are there any specific requirements for interacting with clients/employees using natural language or other forms of unstructured data? If so, please describe.

*Most data that will be accessed will be used mostly for self service purposes e.g. a client should be able to retrieve the benefit statements from the system.*

* Is GPAA looking for a cognitive solution to analyze members questions and match them with knowledgebase answers. Will the solution be expected to parse and understand the intent of customers questions?

*Yes. For example for resetting passwords if the user has forgotten their password.*

Will the predictive auto learning functionality be used to analyze members questions and generate a number of hypotheses and the hypotheses with the highest scores are delivered back to customers as the answers to their questions?

*Yes.*

* The solution Requirements on Page 8 mentions "heuristic fraud detection service", however there are no Functional requirements later in the RFP on this.

*As a financial institution we are looking for means for self learning systems that will be able to assist in detecting potential fraudulent activities based of past behaviour of the member or user e.g. if they are accessing the system from unusual location the system should raise this as a red flag.*

* Please elaborate on "Content-aware access (leverages content classification)" - Does GPAA use a DLP solution that has a content classification capability??

*At the moment GPAA has not fully implemented a DLP solution. A fully fledged DLP solution will be implemented during the course of years 2017 and 2018.*

* Please elaborate on "Predictive auto-learning" - The requirements from page 11, does not go into any specific details or mentions specific requirements

*The system should track the normal behaviour of the member when they access the system and be able to present the mostly accessed information to the user when the access the system again in the future.*

* How many internal users (employees) at GPAA??

*About 1500.*

* How many contractors (temps/turnkey) at GPAA that log into to GPAA systems??

*About 200*

* How many HR/Payroll systems do they use?

*GPAA is currently using Persal system hosted at SITA. However GPAA will implement an internal system within the next two years.*

* For SOA Security, do they use an ESB (Enterprise Service Bus)??

*Yes.*

* Are mobile devices used to access any GPAA system?

*Yes.*

* How many GPAA systems do we have to provision users to?

*About 15 to 20 systems.*

* How many GPAA systems do we have to authentication users into based on:
  + *Thick Clients*

*About 3000*

* + *Web based systems*

*1,3 million*

* + Systems accessed via Mobile Device

*1,3 million*

* For Strong authentication, does the vendor need to support biometric authentication OR multifactor authentication?

*Yes.*

* + If Biometric, does GPAA have a biometric provider?

*No. But GPAA is in a process of procuring this service.*

* Do you need the vendor to quote for HW or the assumption is that GPAA will provide

*No. GPAA will provide the hard ware.*