

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
1	ITB Cl. 15.1 / Draft Agreement Cl. 2.6 / Cl. 10(vi)	ITB Clause 15.1 states the Bidder "shall not subcontract whole, or any part of the services." However, Draft Agreement Clause 2.6 describes a process for sub-contracting with NSDC's prior written approval, and Clause 10(vi)(a) restricts only Key Experts from being sub-contracted (requiring them to be on payroll). Please reconcile these clauses and confirm the precise scope of the sub-contracting restriction.	Section I (ITB) / Section VII (Draft Agreement)	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
2	ITB Cl. 19.3 / Form 1 preamble	Several clauses (e.g., Form 1 preamble, ITB 19.3) reference proposals "in case joint venture allowed in RFP," but the RFP does not explicitly state whether Joint Ventures/Consortiums are permitted. Please confirm eligibility of JV/consortium bids and, if permitted, the rules for attribution of turnover/experience across members.	Section I (ITB) / Section III (Forms)	Joint Ventures/Consortium arrangements are not envisaged under this RFP. The bid shall be submitted by a single legal entity meeting all eligibility requirements specified in the RFP.
3	Draft Agreement Cl. 3.1; Schedule II	Schedule II ("Payment Details") in the Draft Agreement is a blank placeholder. Please confirm that the payment milestone schedule will be finalized based on the Bidder's Financial Proposal Form, and share any indicative milestone-linkage structure NSDC intends to apply (e.g., tied to Inception Report, Interim Go-Live, Full Go-Live).	Section VII (Draft Agreement) / Schedule II	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
4	Form 4: Financial Proposal Submission Form	Given payment is structured as two lump-sum lines (one-time build + Annual Maintenance Cost), will disbursement of the one-time cost be milestone-linked to Interim Go-Live (T+120 days) and Full Go-Live (T+6 months) as per the Deliverables table, or structured differently?	Section III, Form 4 / Section V	Bidders are requested to quote in accordance with Form 4. The payment structure and milestone-linked disbursements, if applicable, shall be finalized during contracting and reflected in the final agreement.
5	Form 4	Is the Annual Maintenance Cost intended to cover the full Operating Phase (T+6 to T+24 months) on a renewable annual basis at the	Section III, Form 4	The bidder shall quote the Annual Maintenance Cost as specified in Form 4. Any continuation, extension,

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		same quoted rate, or is it subject to escalation/renegotiation at each renewal?		renewal or subsequent engagement shall be governed by the terms of the contract and decisions of NSDC.
6	Section V, Hosting clause	Should cloud hosting/compute costs (MeitY-empanelled CSP, India data residency) be quoted within the AMC line item, or broken out separately in the component-wise budget?	Section V	The bidder is responsible for hosting the NIU on a MeitY-empanelled cloud service provider, with data hosted in India. The cost of hosting, compute and storage for the Contract Period should be included in the Total Contract Value. Bidders may show the breakup of these costs separately in the component-wise budget for clarity.
7	Form 4	Please confirm the applicable GST rate/treatment to be assumed for the "Total Cost (inclusive of GST)" column of the Financial Proposal.	Section III, Form 4	Bidders shall quote applicable taxes, including GST, in accordance with prevailing statutory provisions.
8	Section V, Indicative Volumes table	Several indicative volume fields are left blank in the RFP: States/UTs covered, training centres to be onboarded, batches per year, assessments (theory/viva/practical) per year, and average camera feeds per training centre. Please provide these figures, as they directly affect infrastructure sizing and cost estimation.	Section V	The programme is envisaged as pan-India in scope. For indicative sizing purposes, bidders may consider coverage of approximately 5–20 States/UTs. The number of Training Partners, centres and batches will depend on the partners and courses onboarded and is expected to increase progressively with programme enrolment. Bidders may make reasonable assumptions for these parameters for the purpose of sizing and costing, which should be clearly stated in their proposal; actual volumes may vary during implementation.
9	Section V	Is the 2,00,000 candidate figure fixed for the entire Fund period, or should Bidders plan for phased/incremental scale-up over the Contract Period?	Section V	The program will enroll 2,00,000 candidates over 4 years of implementation. The enrolment is expected to be phased over the implementation period. Refer to the year wise indicative enrolment mentioned
10	PS-20 to PS-23	Since cameras/hardware at training centres are out of scope, what camera specifications, feed formats, resolution and network bandwidth can Bidders assume are already available at training centres for AI-based centre monitoring?	Section V, Pillar 2	As specified in the RFP, hardware is out of scope and centre-side infrastructure is assumed to be in place. Bidders are expected to propose a suitable solution architecture, including assumptions regarding camera feeds, formats, resolution and related requirements, as part of their technical proposal.

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11	PS-24, PS-25	What is the current status of SIDH and AEBAS system integration — are stable, documented APIs already available for the Bidder to integrate with, or must API development happen bilaterally during the Contract Period?	Section V, Platform Layer	The selected bidder shall be required to integrate with SIDH, AEBAS and other relevant systems as envisaged in the RFP. Detailed integration mechanisms and APIs shall be finalized during implementation in coordination with the concerned stakeholders. Bidders may propose an appropriate integration approach as part of their technical proposal.
12	PS-12, PS-13	Are there existing third-party data-provider agreements already in place for retention/employment verification (e.g., EPFO, transactional data providers), or must the Bidder independently identify and contract with such providers?	Section V, Pillar 1, Stage 4	The NIU is expected to establish an integration architecture capable of leveraging permissible third-party and transactional datasets, subject to applicable laws and consent requirements. Bidders are expected to propose an appropriate approach as part of their technical proposal.
13	PS-1	Will NSDC provide access to existing scheme databases (PMKVY, state skilling missions) for cross-scheme duplication checks, or must the Bidder establish these data-sharing arrangements independently?	Section V, Pillar 1, Stage 1	The platform is expected to support cross-scheme duplication checks and relevant integrations as envisaged under the RFP. The detailed design, integration approach and data-source strategy may be proposed by the bidder as part of its technical solution.
14	Section V generally	Is there an existing NSDC/SIDH data architecture, data dictionary, or API documentation that Bidders may review prior to finalizing their technical proposal?	Section V	Bidders should prepare their proposals based on the information provided in the RFP. Any relevant technical information required for implementation shall be shared with the successful bidder as appropriate during the project execution phase.
15	Draft Agreement Cl. 12	Clause 12 vests all IP (including source code) in NSDC but excludes the Service Provider's "pre-existing intellectual property, proprietary tools." Please clarify the licensing basis on which such pre-existing/proprietary components (e.g., a pre-built AI model) may be used in the solution — will NSDC receive a perpetual licence, or must such tools also be handed over?	Section VII, Cl. 12	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

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16	Draft Agreement Cl. 13	Clause 13.2 excludes consequential/indirect damages, but this exclusion does not apply to gross negligence, wilful misconduct, fraud, or statutory liability (Cl. 13.3), leaving direct-damage indemnity effectively uncapped. Is a liability cap (e.g., tied to contract value) open for negotiation?	Section VII, Cl. 13	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
17	Draft Agreement Cl. 7.5	Clause 7.5 requires the Service Provider to support handover to a "new incumbent" at termination, but does not specify compensation or a time cap for this transition support. Please clarify.	Section VII, Cl. 7.5	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
18	Draft Agreement Cl. 6.2 / Cl. 19.3	Clause 6.2 permits NSDC to terminate the Agreement for convenience on 30 days' notice; no equivalent termination-for-convenience right is granted to the Service Provider. Similarly, Clause 19.3(b) allows NSDC to assign the Agreement to any third party without the Service Provider's consent, while the Service Provider requires NSDC's consent to assign. Please confirm whether reciprocal rights may be proposed/negotiated.	Section VII, Cl. 6, Cl. 19.3	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
19	Draft Agreement Cl. 18.7	Clause 18.7 states that penalties for breach "shall not be less than the amount of loss... suffered by NSDC," i.e., penalties may exceed actual damages, in addition to the separate SLA penalty matrix in Section V. Please clarify the intent and whether this is negotiable.	Section VII, Cl. 18.7	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
20	Draft Agreement Cl. 5 (Term)	Clause 5 (Term) has blank fields for the Effective Date, duration and end date, though ITB Clause 6.1 specifies a one-year term. Please confirm the executed Term clause will mirror the one-year (plus renewal) structure described in the ITB.	Section VII, Cl. 5	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

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21	Draft Agreement Cl. 19.7(b)	Clause 19.7(b) states the Agreement is non-exclusive and NSDC may engage other providers for the same/similar Services at its sole discretion. Please clarify whether this could result in a parallel vendor on the same platform, and if so, the implications for data ownership boundaries and API access.	Section VII, Cl. 19.7	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
22	Draft Agreement Cl. 18.4	Clause 18.4 requires background verification (criminal, employment, education checks) at the Bidder's cost for personnel with access to NSDC data/systems. Please confirm this applies only to personnel with system/data access, not the entire deployed team.	Section VII, Cl. 18.4	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
23	Draft Agreement Cl. 18.3	Clause 18.3 requires a 24/7 security-incident point of contact. Please confirm whether a shared/on-call POC is acceptable, or whether a dedicated round-the-clock resource is expected.	Section VII, Cl. 18.3	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
24	Section II, Mandatory Criterion 4	For the population-scale platform experience criterion (10 lakh+ users), please clarify whether "users" means registered users, monthly active users, or another metric, and the acceptable proof documents.	Section II	As mentioned in the RFP, “users” refers to the registered user base. The supporting documents/evidence may be submitted as specified in the RFP.
25	Section II, Technical Criterion 2	Can experience from private-sector (non-Government/PSU) large-scale platforms be considered toward this criterion, or is it strictly limited to Government/PSU/large institutional clients as stated?	Section II	As specified in the RFP, the experience under this criterion is expected to be with Government / PSU / large institutional clients in India. Any exceptions may be considered on a case-by-case basis, subject to the NSDC's discretion.
26	Section VI	Please confirm that a Class-III Digital Signature Certificate (with both Signing & Encryption components) is mandatory for all authorized signatories submitting the bid on the NSDC e-Procurement portal, and the acceptable lead time to procure one if not already held.	Section VI	Please refer to Section VI of the RFP. Bidders are required to comply with the e-procurement requirements, including possession of a valid Class-III Digital Signature Certificate with Signing and Encryption components, as specified therein.

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27	Section II, Mandatory Criteria table	The Mandatory Criteria table lists two separate criteria (positive net worth, and software platform implementation experience for Government/PSU clients) both under S.No. 3, causing a numbering mismatch with subsequent rows. Kindly issue a corrigendum with corrected serial numbers (1-6) for clarity.	Section II	The serial numbering may be read as 1–6 sequentially. All other requirements of the criteria remain unchanged.
28	ITB Cl. 31 (Binding Nature of RFP Terms)	Clause 31 provides that Bidders may not submit conditional or deviating proposals, and that any such attempt — including post-award — will result in disqualification. Since the pre-bid query stage is therefore the only opportunity to seek modification of RFP/Draft Agreement terms, we request that NSDC's responses to the queries in this letter (particularly Sections E, F and G above) be issued as a formal corrigendum incorporated into the RFP, so that our Proposal may be submitted on an unconditional basis consistent with Clause 31.	Section I, Cl. 31	Clarifications, amendments and changes to the RFP, if any, shall be issued by NSDC through corrigenda/addenda in accordance with the provisions of the RFP
29	ITB Cl. 28.3	Clause 28.3 states that execution of the Agreement is subject to receipt and availability of funds from "applicable funding sources," and that NSDC may defer, postpone or cancel execution without liability if such funds are delayed or not received. Please clarify the funding source(s) for this engagement and the current funding status/commitment for the Skills Outcomes Fund programme.	Section I, Cl. 28.3	Bidders are requested to submit proposals in accordance with the RFP. The provisions of Clause 28.3 shall apply as specified in the RFP.
30	ITB Cl. 29.1	Clause 29.1 specifies the process for decreasing project scope/resources (15 days' notice) but is silent on the pricing/rate-card mechanism applicable if NSDC increases scope or resources during the Contract Period. Please clarify.	Section I, Cl. 29.1	Any increase or decrease in project scope, resources or related requirements during the contract period shall be governed by the terms of the RFP and the final agreement executed between the parties.

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31	General — Draft Agreement	The RFP does not specify any requirement for the Service Provider to carry professional indemnity, cyber liability, or errors & omissions insurance, despite the platform processing personal data, biometric records and video feeds of approximately 2,00,000 candidates at national scale. Please confirm whether such insurance is required, and if so, the minimum coverage expected.	Section VII (Draft Agreement)	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
32	Section II, Eligibility Criteria	As NSDC is a Section 8 company under the Ministry of Skill Development & Entrepreneurship, please confirm whether the Public Procurement Policy for Micro & Small Enterprises (MSEs), 2012 applies to this tender, and if so, whether any relaxation in the ₹100 Crore average annual turnover criterion is available to Udyam-registered MSE bidders.	Section II	The eligibility criteria, including the minimum average annual turnover requirement, shall remain as specified in the RFP. No change is envisaged in the eligibility criteria.
33	Section II, Technical Evaluation Criteria	The minimum technical qualifying score is stated as "70 marks (recommended)." Please confirm whether 70 marks is the binding minimum qualifying score for this tender, or whether this remains subject to change, as the word "recommended" introduces ambiguity material to bid strategy.	Section II	The minimum technical qualifying score for this RFP shall be 70 marks.
34	Draft Agreement Cl. 10.6(iii)	Clause 10.6(iii) requires Key Experts to be full-time and on-site "at the location mentioned... as per the terms and conditions of the Agreement," and states this is non-negotiable, with a penalty of up to 50% of that expert's fee for the entire remaining Contract Period for any unapproved change. Please specify the deployment location(s) contemplated (NSDC office, Bidder's office, training centres, or a combination), as this materially affects staffing cost and delivery model.	Section VII, Cl. 10.6(iii)	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

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35	Draft Agreement Cl. 1.1(e) and Cl. 12.7	The Draft Agreement uses the terms "Custom Components" (Clause 1.1(e), in the definition of "Deliverables") and "Service Provider Knowledge Base" (Clause 12.7, governing IP carve-outs) without defining either term in Clause 1 (Definitions). As these terms determine the boundary of IP assigned to NSDC versus retained by the Service Provider, please provide definitions for both.	Section VII, Cl. 1.1(e), Cl. 12.7	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
36	Draft Agreement Cl. 10.6(ii)	Clause 10.6(ii) requires written approval of Key Expert changes from "_____, NSDC" — the approving authority/designation is left blank in the draft. Please specify the designated approving authority.	Section VII, Cl. 10.6(ii)	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
37	Section V, PS-16, PS-20	AEBAS (referenced repeatedly as the biometric attendance integration point) is not expanded or technically specified anywhere in the RFP. Please provide the full form, current deployment status at training centres, and any available API/data specification for AEBAS integration.	Section V, Pillar 2	AEBAS means Aadhaar Enabled Biometric Attendance System. The RFP assumes that the required AEBAS infrastructure is available at the training centres. However, the RFP does not provide a specific AEBAS API, data format or integration specification. Bidders should therefore propose an appropriate integration approach based on the systems available at the centres. The detailed integration specifications can be finalized during implementation.
38	ITB Cl. 16.1	Clause 16.1 specifies a deadline for Bidders to submit queries (3rd Sep 2026) but does not commit to a date by which NSDC will publish its corrigendum/response. Given several queries above concern figures needed for cost estimation (e.g., indicative volumes, Schedule I/II), please confirm the date by which responses will be published, allowing Bidders adequate time to incorporate them before the 18th Sep 2026 submission deadline — or consider extending the submission deadline accordingly.	Section I, Cl. 16.1	Bidders are advised to regularly monitor the designated portals (NSDC Procurement)for updates.

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39	PS-26, Platform Layer	For the AI analytics engine used in disbursement-grade decisions (fraud/anomaly detection, confidence scoring, predictive models), does NSDC expect adherence to a specific AI governance/explainability framework or standard (e.g., model cards, bias/fairness testing, minimum accuracy or false-positive-rate benchmarks)? Please clarify the validation and audit process for model outputs that influence Fund disbursement.	Section V, PS-26	The RFP does not prescribe a specific AI governance framework, model-card format or minimum accuracy, false-positive/false-negative or bias/fairness thresholds. However, PS-26 requires fraud and anomaly detection, verification and triangulation, confidence scoring, predictive models and computer-vision analytics, along with model governance and explainability. Bidders should therefore explain how they propose to govern, validate, monitor and explain their AI models.
40	PS-17 to PS-23, PS-28	What is the required retention period for proctoring video, centre-monitoring footage, and other AI-analysed evidence, for audit and dispute-resolution purposes? Please also confirm whether raw video must be retained or only derived analytics/flags, given DPDP Act data-minimization principles.	Section V, Pillar 2 / PS-28	The RFP does not specify a fixed retention period for raw video, centre footage or AI-generated evidence. Bidders should propose a practical approach for managing and retaining the evidence required for verification, audit and dispute resolution. The proposed approach should comply with the DPDP Act, 2023 and the privacy and security requirements specified in PS-28.
41	PS-14, Candidate-facing applications	How many regional/vernacular languages must the multilingual, mobile-first candidate-facing application and chatbot interface support? Please confirm whether a specific list of languages is prescribed or left to Bidder proposal.	Section V, PS-14	RFP envisages multilingual, mobile-first candidate-facing applications and conversational interfaces. Bidders may propose an appropriate language-support strategy as part of their technical proposal.
42	PS-27, Platform Layer	Is compliance with the Government of India's GIGW (Guidelines for Indian Government Websites)/GIGW 3.0 and/or WCAG accessibility standards mandatory for the candidate-facing application and dashboards? Please confirm the applicable standard.	Section V, PS-27	The bidder shall ensure that the proposed solution complies with applicable Government of India guidelines, standards and regulatory requirements, as relevant to the scope of work.
43	Service Levels — Platform Availability (SLA item 2)	Beyond the 99% monthly uptime SLA, does NSDC prescribe specific Disaster Recovery / Business Continuity requirements — e.g., Recovery Time Objective (RTO) and Recovery Point Objective (RPO) — for the platform and its underlying data stores?	Section V, Service Levels table	Bidders are expected to propose an appropriate business continuity, disaster recovery and platform resilience approach consistent with the requirements of the RFP and the proposed solution architecture.

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44	PS-25, API framework	For the API framework integrating with SIDH, AEBAS, scheme databases and third-party providers, does NSDC mandate specific authentication/security standards (e.g., OAuth 2.0, mutual TLS, API gateway requirements) or specific API design standards (REST/OpenAPI) that the Bidder's framework must conform to?	Section V, PS-25	The RFP does not mandate a particular API technology or security standard such as OAuth2, mTLS, REST/OpenAPI or a specific API gateway. It requires the bidder to provide a secure and scalable API framework for integration with scheme databases, assessment and attendance systems, third-party data providers and stakeholder systems. Bidders should propose the API and security standards they consider appropriate for the solution.
45	PS-24, Unified data architecture	Does NSDC mandate any specific technology stack, database platform, or architectural pattern for the unified data platform, or is the complete technology stack left to the Bidder's proposed architecture? Please also confirm whether separate Development, UAT/Staging, and Production environments are expected, and NSDC's role (if any) in UAT sign-off.	Section V, PS-24	The RFP does not prescribe a specific technology stack, database or architecture. Bidders are expected to propose an architecture that meets the requirements of the RFP. Similarly, the RFP does not prescribe a specific Dev/UAT/Production environment setup or UAT process. Bidders may propose the environment and testing approach they consider appropriate, with the detailed acceptance process to be agreed during implementation.
46	Draft Agreement Cl. 12	Given source code and all custom-developed artefacts vest in NSDC under Clause 12.6, is a source-code escrow or a continuous code-repository access/handover mechanism expected during the Contract Period (as distinct from the exit/handover obligations under Clause 7.5 at termination)?	Section VII, Cl. 12.6	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
47	PS-16, PS-20	For biometric (AEBAS) and camera-feed based attendance reconciliation, what is the expected data ingestion frequency/latency (real-time, near-real-time, or batch), and what network bandwidth/connectivity can Bidders assume is available at training centres for uploading video feeds for AI analysis?	Section V, PS-16, PS-20	The RFP does not prescribe specific requirements relating to data ingestion frequency, latency, bandwidth or centre-side connectivity. Bidders are expected to propose an appropriate and scalable approach as part of their technical proposal, consistent with the objectives set out in the RFP.

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48	PS-2, Enrolment fraud detection	For AI-driven enrolment fraud detection, please confirm whether a flagged candidate is automatically disqualified, or whether a human-review step precedes any adverse action, and what false-positive rate is acceptable given the consequence of wrongly blocking a genuine candidate's enrolment.	Section V, PS-2	The RFP envisages AI-driven fraud detection, risk scoring and alert generation to support monitoring and investigation. Bidders are expected to propose an appropriate review, escalation and decision-support approach as part of their technical proposal.
49	PS-3, NEET eligibility verification	For NEET eligibility verification via "data triangulation," please specify which government databases (e.g., income-tax records, EPFO employment records, other employment databases) will be made available to the Bidder for this purpose, versus which the Bidder must independently source or establish access to.	Section V, PS-3	The specific data sources and access mechanisms for NEET eligibility verification are not prescribed at this stage. Bidders may propose appropriate data sources and data triangulation approaches, subject to availability, requisite approvals/access, and applicable laws and regulations.
50	PS-10, Employer genuineness	For verifying employer authenticity through "corporate, statutory and digital-footprint signals," please confirm whether the Bidder will be given access to specific government databases (e.g., MCA21 for company registration status, GSTN, EPFO), or must independently procure/license access to such data sources, and at whose cost.	Section V, PS-10	The specific data sources and access mechanisms are not prescribed at this stage. Bidders are expected to propose appropriate and reliable sources/signals for employer authenticity verification, along with the corresponding approach for data integration and triangulation. Access to relevant data sources, where required, may be discussed and finalised with NSDC during implementation, subject to applicable approvals, availability and applicable laws/regulations.
51	PS-11, Placement evidence compliance	For AI-assisted authenticity checking of placement evidence (offer letters, salary slips), what forgery/tampering-detection standard is expected — e.g., rules-based/OCR validation versus ML-based document forensics — and is a minimum detection accuracy or audit standard prescribed?	Section V, PS-11	The specific data sources and access mechanisms are not prescribed at this stage. Bidders may propose appropriate sources and approaches for employer authenticity verification. The modalities for accessing and integrating relevant data sources, as required, may be discussed and finalised with NSDC during implementation, subject to applicable approvals and regulations.

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52	PS-18, Viva proctoring	Viva proctoring with "speaker verification" implies enrolling and storing candidate voice biometrics. Please confirm the specific consent mechanism and DPDP Act compliance treatment applicable to voice biometric data (as sensitive personal data), distinct from the general candidate consent framework described under PS-28.	Section V, PS-18	As specified in the RFP, all candidate data capture, third-party integration and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023. Bidders are expected to propose an appropriate consent-management and privacy-by-design approach as part of their technical proposal.
53	PS-20 to PS-23, Training Delivery Assurance	AI-enabled camera-based centre monitoring necessarily captures facial/identity data of trainers and centre staff, not only candidates. The RFP's consent and DPDP compliance language (PS-28) is framed entirely around candidate data. Please confirm the consent mechanism expected for trainers and centre staff whose biometric/facial data will be processed for delivery-assurance purposes.	Section V, PS-20 to PS-23	The consent and data protection requirements for trainers, centre staff and other relevant individuals shall be managed through appropriate arrangements with the Training Partners and other relevant stakeholders, as applicable. The specific modalities may be finalised during implementation in consultation with NSDC
54	General — Pillar 1 and Pillar 2	As AI-generated outputs under this platform directly affect certification eligibility, Fund disbursement decisions, and trainer/training-partner compliance ratings, does NSDC expect a defined human-review, appeal, or grievance-redressal mechanism through which a candidate, training partner, or trainer may contest an AI-generated flag before adverse action (e.g., disqualification, withheld disbursement) is taken? This is not addressed anywhere in the RFP and has a direct bearing on the solution's decision-workflow design.	Section V, general	The RFP envisages appropriate review and escalation mechanisms for anomalies and discrepancies, including through confidence scoring and explainability. The detailed modalities for review, dispute resolution and grievance redressal will be finalised during implementation in consultation with the relevant stakeholders
55	—	MSME Exemption – Special Request: As NSDC is a Section 8 company under the Ministry of Skill Development & Entrepreneurship, we kindly request confirmation that the applicable MSE Public Procurement Policy may be extended to this tender, including exemption/relaxation from	—	The eligibility criteria, including the minimum average annual turnover requirement, shall remain as specified in the RFP. No change is envisaged in the eligibility criteria.

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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		the ₹100 Crore average annual turnover criterion for Udyam-registered MSE bidders, to promote wider participation of eligible MSMEs.		
56	Section VII: Draft Agreement (Page 42) Clause 9.1 (Performance Guarantee)	The Service Provider shall furnish performance security equivalent to 5%... in the form of an unconditional bank guarantee OR an Insurance Surety Bond issued by any IRDAI-regulated general insurance company.	...the Service Provider shall furnish to NSDC an electronic performance security equivalent to five percent (5%)... in the form of an unconditional and irrevocable bank guarantee issued by a nationalized/scheduled bank...	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
57	Section A: Introduction (Page 7); Section VI: Deliverables and Timelines (Page 32); Clause 6.1 (Duration of Assignment), Milestone 4 of the Deliverables Table, and Clause 5 (Term) of the Draft Agreement	We request the Authority to confirm the contract duration, as the RFP states one (01) year in Clause 6.1 but twenty-four (24) months in the Deliverables Table. In case the duration months (and any extension period). Clause 5 of the Draft Agreement leaves the Term blank: “valid for a period of _____ (____) years/months.”	Clause 6.1 states that “the duration of the assignment shall be one (01) year from the date of issuance of the Contract Award.” Milestone 4 of the Deliverables Table states that the Operating Phase shall run from T + 6 months to T + 24 is one (01) year, we request the Authority to confirm whether the contract will be renewed for the subsequent year(s), and on what basis and at what rates such renewal will take place. We further request that the Term be specified in Clause 5 of the Draft Agreement.	Please refer to Clause 6.1 of the RFP. The initial duration of assignment shall be one (01) year from the date of Contract Award. Subsequent purchase orders and any extension shall be subject to satisfactory performance and the requirements of NSDC. Bidders may further note that the draft agreement annexed to the RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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58	Section VI: Scope of Work – Hosting (Page 27); Form 4: Financial Proposal (Page 23) Hosting clause read with Line Item 2 of the Price Bid	The Hosting clause requires that “all hosting, compute and storage costs for the Contract Period shall be included in the Total Contract Value.” Line Item 2 of the Price Bid permits the Bidder to quote only “Annual Maintenance Cost Inclusive Post Deployment Support for 1 Year”.	We request the Authority to confirm that hosting, compute, storage and post deployment support are to be quoted for one (01) year only, and that these costs for any subsequent year will be paid separately. If the Authority intends these costs to be covered for two years, we request that the Price Bid format be amended to provide separate line items for Year 1 and Year 2.	Bidders are requested to quote in accordance with the Financial Proposal format provided in the RFP. Hosting, compute, storage and related costs shall be included in the Total Contract Value as specified in the RFP.
59	ITB 1.4; ITB 19.3; Section II	Kindly confirm explicitly: (a) Is bidding as a Consortium/Joint Venture permitted for this RFP? (b) If yes, what is the prescribed lead-member/associate structure, and how will the ₹100 Cr turnover, net worth, past-experience and 10-lakh-user platform criteria be evaluated — on a consolidated JV basis or individually against the lead member? (c) Further, in the event Consortium/JV bidding is not permitted, we would respectfully request NSDC to kindly consider revising the Average Annual Turnover criterion from ₹100 Cr to ₹25 Cr. As the scope is primarily a platform/AI-analytics build with no hardware or large-scale fieldwork component, we submit that turnover may not fully reflect the specialized delivery capability this assignment calls for, and a moderated threshold would help enable participation from technically strong, specialized bidders as well.	"Consortium or joint venture (if allowed under RFP)" is referenced conditionally throughout the ITB, but Section II (Eligibility Criteria) does not explicitly confirm whether JV/Consortium bidding is permitted; ITB 15.1 separately bars all sub-contracting.	Joint Ventures/Consortium arrangements are not envisaged under this RFP. The bid shall be submitted by a single legal entity meeting all eligibility requirements specified in the RFP. The eligibility criteria, including the minimum turnover requirement, shall remain unchanged

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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60	Section II, Mandatory Criteria #4	Does this platform need to be in the skilling/livelihoods/government domain specifically, or is any sector (e.g., citizen engagement, e-governance, fintech) acceptable, provided the scale threshold of 10 Lakh users is met?	Bidder must have operated at least one software platform with a registered user base of over 10 (Ten) Lakh users.	As specified in the RFP, the experience requirement is based on the registered user base of the software platform and is not restricted to a specific sector.
61	Section II, Mandatory Criteria #4 / Technical Criteria #3	Please confirm whether a system-generated analytics/usage report (e.g., from an admin dashboard) duly certified by the Bidder, in addition to or in lieu of screenshots, will be accepted as supporting evidence.	"Live application of solution screenshot with user base" is listed as acceptable supporting evidence for the 10-Lakh-user criterion.	System-generated analytics/usage reports may be submitted as additional supporting evidence, along with the supporting documents specified in the RFP.
62	Section II, Mandatory Criteria #2	Since FY 2025-26 is the ongoing financial year at the time of bid submission (18 Sept 2026), please confirm whether the average is to be computed over 5 years including provisional FY25-26 figures, or whether bidders may instead rely on the immediately preceding 5 completed financial years.	Turnover window is FY 2021-22 to FY 2025-26; CA-certified provisional statements accepted for FY 2025-26 "where statutory audit is not yet complete."	The turnover criterion shall be evaluated in accordance with the RFP. Bidders are required to submit the financial information for FY 2021-22 to FY 2025-26, with Provisional CA-certified financial statements (with UDIN) for FY 2025-26 where statutory audit is not yet complete, as specified in the RFP.
63	Section II, Mandatory Criteria table	Kindly issue a corrigendum correcting the serial numbering in the Mandatory Criteria table for clarity in compliance documentation.	The Mandatory Criteria table lists two separate rows both numbered "3" (positive net worth, and past project experience).	The serial numbering may be read as 1–6 sequentially. All other requirements of the criteria remain unchanged.
64	Section II, Technical Evaluation Criteria #2	Will prior experience specifically in AI video-analytics/computer-vision-based proctoring or camera-based monitoring be evaluated as part of this 8-mark AI/ML criterion, or is general AI/ML experience (e.g., fraud analytics, predictive scoring) sufficient? A specific sub-weightage clarification would help bidders scope their technical proposal narrative appropriately.	8 marks allocated for "demonstrated capability in AI/ML, including applied machine learning, predictive analytics and AI-based verification," as a criterion distinct from AI video-analytics/computer-vision-based proctoring envisaged under PS-17 to PS-23.	The criterion will be evaluated based on the AI/ML capabilities specified in the RFP. The experience demonstrated should be relevant to and in line with the proposed solution

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65	Section V, Indicative Volumes table	Since these figures directly determine platform sizing, camera-feed ingestion architecture and cost estimation, kindly share indicative values for these five parameters, even as ranges, before bid submission.	States/UTs covered, Training centers onboarded, Batches per year, Assessments per year, and Average camera feeds per center are all shown as blank / [].	The programme is envisaged as pan-India in scope. For indicative sizing purposes, bidders may consider coverage of approximately 10–20 States/UTs. The number of Training Partners, centres and batches will depend on the partners and courses onboarded and is expected to increase progressively with programme enrolment. Bidders may make reasonable assumptions for these parameters for the purpose of sizing and costing, which should be clearly stated in their proposal; actual volumes may vary during implementation.
66	Section V, Exclusions	(a) What percentage of training centres currently have AEBAS and camera infrastructure already operational, versus planned? (b) Who owns the API/integration layer to AEBAS — NSDC, a separate system integrator, or is this to be established by the Bidder? (c) What camera hardware specifications, video formats and network bandwidth can the Bidder assume are available at centres for AI-based feed ingestion?	"Centre-side biometric attendance infrastructure (AEBAS) is assumed to be in place"; cameras, biometric devices, networking and centre-side compute are the responsibility of training centres.	As specified in the RFP, centre-side biometric attendance infrastructure (AEBAS) is assumed to be in place and centre-side hardware is outside the scope of this RFP. Detailed integration requirements and implementation arrangements shall be finalized during project execution. Bidders are expected to propose an appropriate technical approach as part of their solution.
67	PS-24, PS-25	Kindly provide a list of the specific external/government systems and databases (e.g., PMKVY MIS, EPFO, Aadhaar/UIDAI-linked verification, e-Shram, state skill mission databases) that the NIU is expected to integrate with, and confirm whether API access/data-sharing MoUs with these systems will be facilitated by NSDC or need to be secured by the Bidder.	Bidder is to integrate with "SIDH and other NSDC systems" and build an API framework to "scheme databases, assessment and attendance systems, third-party data providers and Fund stakeholder systems."	The RFP envisages integration with SIDH, AEBAS, other NSDC systems and relevant external systems as required. The specific data sources, integrations and implementation approach may be proposed by the bidder and shall be finalized during implementation in consultation with NSDC and relevant stakeholders.
68	PS-3, PS-13	Please clarify which specific data sources (e.g., EPFO/UAN records, bank statement analytics, credit bureau, telecom) are contemplated as "permissible third-party" data, and whether NSDC will provide the necessary consent framework/legal basis for accessing these	NIU must verify NEET eligibility and integrate "permissible third-party and transactional datasets" for retention tracking, subject to DPDP Act compliance.	The specific data sources and access mechanisms are not prescribed at this stage. Bidders may propose appropriate data sources and data triangulation approaches, subject to availability, requisite approvals/access, and applicable laws and regulations.

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		under the DPDP Act, 2023, or whether this is entirely the Bidder's responsibility to establish.		Nitigrities will be finalized during implementation in consultation with NSDC and relevant stakeholders.
69	Section V, Deliverables Table vs. Service Levels Table	Kindly clarify the correct, binding timeline for Interim Go-Live — 120 days or 150 days — and issue a corrigendum reconciling the two tables.	The Deliverables & Indicative Timeline table states Interim Go-Live at T + 120 days, while the Service Levels and Penalty Matrix table states the same milestone as "Interim Go-Live within 150 days."	The Interim Go-Live milestone shall be considered as T+120 days from the Agreement Date, as specified under the Scope of Work. The T+150 days timeline specified in the penalty matrix provides a 30-day buffer before the applicable penalty for delay is triggered.
70	ITB Clause 6.1 vs. Section V Deliverables Table	Please clarify the actual base contract term being bid for — is it 12 months (with Year 2 onward subject to a fresh review/PO) or 24 months as implied by the Operating Phase timeline? This directly affects the Financial Proposal, since Form 4 asks for a single "Annual Maintenance Cost... for 1 Year" without specifying whether Year 2 onward requires a fresh quote or escalation.	ITB Clause 6.1 states assignment duration is "one (01) year" from Contract Award, with subsequent yearly POs subject to performance review. The Deliverables table's "Operating Phase" runs from T+6 months to T+24 months, implying a 24-month base engagement.	Please refer to Clause 6.1 of the RFP. The initial duration of assignment shall be one (01) year from the date of Contract Award. Subsequent purchase orders and any extension shall be governed by the terms of the RFP and performance review by NSDC.
71	Form 4, Financial Proposal Submission Form	Given the phased delivery structure (Inception → Interim Go-Live → Full Go-Live → Operating Phase) spanning up to 24 months, will milestone-linked payment be permitted against Line Item 1 (e.g., % on Inception Report, % on Interim Go-Live, % on Full Go-Live), or is it to be invoiced as a single lump sum only upon full completion?	Financial Proposal has only two lump-sum line items: (1) one-time Design/Development/Implementation, and (2) Annual Maintenance/Support cost.	Bidders are requested to submit their financial proposal in the prescribed format. Payment terms and milestone-linked disbursements, if applicable, shall be finalized during contracting.
72	Form 4, Note 6	Is there an indicative or maximum permissible advance-payment percentage against Line Item 1, or is 100% payment strictly deliverable/milestone-linked with no advance?	Bidder is to propose its own payment terms, "subject to evaluation and negotiation by the Purchaser."	Bidders may propose payment terms in accordance with Form 4. The proposed payment terms shall be subject to evaluation, discussion and finalization during contracting.

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73	Section V, Hosting	Since video-analytics workloads (PS-17 to PS-23) across potentially hundreds of centers are highly compute/storage intensive and volumes are currently undisclosed (see Query 7), will NSDC consider a variable/pass-through hosting cost model, or must hosting be strictly embedded within the fixed lump-sum bid?	"All hosting, compute and storage costs for the Contract Period shall be included in the Total Contract Value," on a MeitY-empanelled cloud service provider.	As specified in the RFP, all hosting, compute and storage costs for the Contract Period shall be included in the Total Contract Value. Bidders are requested to quote accordingly.
74	Draft Agreement, Clause 9.1	Please confirm there is no separate Bid Security / Earnest Money Deposit (EMD) required at the proposal-submission stage — only the post-award Performance Bank Guarantee.	Performance Bank Guarantee of 5% of Agreement Value, payable within 10 working days of Agreement execution.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
75	Draft Agreement, Clause 12.6	Kindly confirm the process/mechanism for a Bidder to formally schedule/list its pre-existing proprietary tools, accelerators or frameworks proposed to be reused/embedded in the NIU solution, so their ownership is clearly ring-fenced under Clause 12.6 and not inadvertently captured under Clause 12.5/12.6's assignment to NSDC.	Custom-built deliverables (source code, APIs, workflows, dashboards, etc.) vest exclusively in NSDC; pre-existing IP, proprietary tools and frameworks of the Service Provider remain its own property.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
76	Draft Agreement, Clause 10 (Key Experts)	Please specify the expected work location(s) for Key Experts — NSDC's New Delhi office, the Bidder's own development center, or training-center locations — and confirm whether a hybrid/remote arrangement (with periodic on-site presence) is acceptable for non-Key delivery team members.	Key Experts must be full-time "at the location mentioned," non-negotiable, with penalties up to 50% of fee for unauthorized change.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
77	Section II, Technical Evaluation	Please confirm whether 70/100 is the final, binding minimum qualifying score, or indicative/subject to committee discretion — the word "recommended" creates ambiguity that affects the go/no-go bid decision.	"Minimum technical qualifying score: 70 marks (recommended)."	The minimum technical qualifying score for this RFP shall be 70 marks.

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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78	Section II, Technical Criteria #4	Kindly share the anticipated date, format (virtual/in-person) and duration for the technical presentation to the evaluation committee, so bidders can plan resource availability post-submission.	Technical Proposal includes a "Technical Presentation" carrying significant marks (part of the 35-mark Technical Proposal & Presentation criterion).	Details regarding the technical presentation, including schedule and mode, shall be communicated to the technically qualified bidders at the appropriate stage of the evaluation process
79	Section II - TEC Point 5 – Key Experts / CV Submission	We would like to request clarification on the CV submission requirement under TEC Point 5. While the RFP requires submission of CVs of Key Experts, it does not specify the proposed roles, number of experts, qualification requirements, or evaluation criteria. Kindly provide the indicative list of Key Experts and the corresponding eligibility and evaluation parameters. Since the assignment is outcome and milestone driven and bidders may propose different implementation approaches and team structures, kindly clarify the evaluation methodology in cases bidders propose different team structures based on their proposed solution approach.	Bidder is required to submit CVs of Key Experts as part of the technical proposal.	The RFP does not prescribe a fixed team structure or number of Key Experts. Bidders are expected to propose an appropriately qualified team based on their proposed solution and implementation approach, and demonstrate the relevance of the proposed experts' roles, qualifications and experience to the scope of work and key deliverables.
80	Earnest Money Deposit (EMD)	We would like to request clarification on the Earnest Money Deposit (EMD) requirements for this tender. Kindly confirm the applicable EMD amount, validity period, acceptable modes of submission, exemption criteria (if any), and the prescribed format and issuing authority requirements.	The RFP document does not specify the Earnest Money Deposit (EMD) amount, validity, exemption criteria or submission requirements.	No Earnest Money Deposit (EMD) is envisaged under this RFP.
81	Extension of Bid Submission Timeline	We respectfully request NSDC to extend the bid submission date by at least twenty-one (21) days from the issuance of the final corrigendum/pre-bid clarification. Since the responses may impact technical scope, commercial assumptions, integrations, cloud infrastructure, and contractual obligations, the	Bid submission deadline as specified in the RFP.	Please refer to the timelines specified in the RFP and subsequent corrigenda, if any. Any extension, if considered necessary, shall be communicated through the designated procurement portal. As of now no extension is considered

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		additional time will help bidders adequately assess the clarified requirements and prepare comprehensive and competitive proposals.		
82	Section V - Deliverables and Indicative Timeline	We would like to request clarification on the overall Contract Period and commercial scope. While the RFP refers to a one-year engagement, certain deliverables appear to extend beyond this period. Specifically, the deliverables schedule references milestones and support activities up to T+24 months, while some implementation activities appear to conclude by T+6 months. Hence, please confirm the total Contract Period for which bidders are required to provide services and submit their quotation Further, kindly clarify whether cloud infrastructure, software licences, third-party services, data subscriptions, and other recurring costs are required to be priced up to T+24 months	The RFP refers to a one-year assignment; however, the Deliverables and operating requirements indicate activities extending from T+6 months up to T+24 months, along with a possible extension period.	Please refer to Clause 6.1 of the RFP. The initial duration of assignment shall be one (01) year from the date of Contract Award. Subsequent purchase orders and any extension shall be subject to satisfactory performance and requirements of NSDC
83	Section II - Technical Evaluation / QCBS	We respectfully request NSDC to consider revising the QCBS ratio from 70:30 to 80:20 (Technical: Financial). Given the technology-intensive scope of work, the project is highly dependent upon the quality proposed solution and implementation approach. Further, a higher technical weightage (80%) would be better aligned with the principles outlined in the Manual for Procurement of Consultancy Services, 2nd Edition 2025, issued by the Ministry of Finance, which	The RFP proposes selection under QCBS with a weightage of 70% for Technical Proposal and 30% for Financial Proposal.	The QCBS methodology and weightages shall remain as specified in the RFP.

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		recommends 80:20 QCBS for highly complex/specialized IT assignments		
84	Section VII - Draft Agreement, Clause 13.1 – Indemnity and survival	We would like to request NSDC to delete Clause 13.1, including the provision for survival after termination or expiry. The clause creates a broad indemnity obligation without a financial cap, Meanwhile NSDC would continue to retain its remedies under the Agreement and applicable law for any breach by the Service Provider. This is critical clause and we request purchaser to accept the same to allow wider participation.	Clause 13.1 requires the Service Provider to indemnify, defend, hold harmless and keep indemnified NSDC and specified associated persons against claims, losses, fines, penalties, damages, costs and liabilities arising from performance of the Services, breach of the Agreement or non-compliance with applicable laws. The clause also provides for survival after termination or expiry.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
85	Section VII - Draft Agreement, Clause 13.3 – Liability carve-outs	We would like to request NSDC to delete Clause 13.3. Since, Clause 13.2 excludes consequential, incidental, special, indirect, exemplary and punitive damages, including loss of profit, revenue or business; Clause 13.3 may be interpreted as reinstating liability for such indirect or consequential losses.	Clause 13.3 provides that the limitations and exclusions of liability under Clause 13 shall not apply in cases of gross negligence, wilful misconduct, fraudulent conduct or statutory liability.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

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86	Section VII - Draft Agreement, Clauses 4.4, 4.6, 11 and 13 – Aggregate liability cap	We request NSDC to include the following clause in the RFP and final Contract: “Client/NSDC (and any others for whom Services are provided) may not recover from Bidder/Service Provider, in contract or tort, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.” Also requesting a confirmation that the cap shall apply in aggregate across all claims and contractual remedies and shall not operate separately for each claim.	The Draft Agreement does not specify an aggregate financial cap on the Service Provider’s liability across contractual claims, indemnities, damages and other remedies.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
87	Section VII - Draft Agreement, Clause 12.2 – Information and trade secrets	We would like to request NSDC to delete Clause 12.2 considering Not all confidential or non-public information necessarily constitutes a trade secret, and the present terms of the clause may also extend NSDC ownership to the Service Provider’s pre-existing formats, methodologies, templates, tools, know-how and other background intellectual property.	Clause 12.2 provides that information collected for the assignment, information provided by the Service Provider, formats prepared and data submitted constitute trade secrets and the sole and absolute property of NSDC.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
88	Section VII - Draft Agreement, Clauses 12.4, 12.5 and 12.6 – IPR and working papers	We would like to request deletion of Clauses 12.4, 12.5 and 12.6 and replacement with the following clause: “Each Party retains its rights in its pre-existing intellectual property. Except as explicitly agreed in writing between the Parties, any intellectual property developed by the Service Provider, excluding the information provided by NSDC and contained therein, which shall remain NSDC’s property; shall be the property of the Service Provider. NSDC may be granted the rights required to use the mutually agreed final Deliverables for	Clauses 12.4, 12.5 and 12.6 address third-party IPR assurance, perpetual and exclusive rights in Deliverables, and ownership by NSDC of project artefacts including source code, APIs, configurations, workflows, data models, reports, dashboards and documentation.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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		its identified internal business purposes, subject to the Service Provider’s and third parties’ underlying intellectual property rights remaining unaffected."		
89	Schedule VI – Separate Non-Disclosure Agreement	We would like to request deletion of Schedule VI from the definitive service arrangement. Once the Parties enter into the final service agreement, their confidentiality obligations should be comprehensively governed through a single mutually agreed confidentiality provision in that agreement, rather than through multiple and potentially inconsistent instruments.	Schedule VI contains a separate NDA intended to operate alongside the definitive service agreement, thereby creating a separate contractual instrument governing confidentiality obligations.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
90	Section V - PS-28 – Data residency in India	We would like to request deletion of the words “and data residency in India” from PS-28 and revise the clause as : <i>“The processing of personal data shall be consent-based and undertaken in accordance with applicable data-protection laws, privacy-by-design principles, role-based access controls, audit-logging requirements and the mutually agreed information-security framework. Data may be processed using the Service Provider’s secure technology infrastructure, subject to applicable law and agreed contractual safeguards.”</i> Further, If any data is required to be hosted or processed based on a specific legal or regulatory requirement, requesting you to	PS-28 requires candidate data capture, third-party integrations and video-feed analytics to comply with applicable data-protection requirements and specifies data residency in India.	The requirement of data residency in India shall remain as specified in the RFP.

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		share that data category and the applicable regulation /provisions.		
91	Section VII - Draft Agreement, Clause 4.4 – Data-protection indemnity	We request you to kindly replace the current Clause 4.4. with : <i>"The Service Provider shall comply with all applicable laws, including but not limited to the provisions of the Digital Personal Data Protection Act, 2023, and any rules made thereunder, to the extent applicable to the Services.</i> <i>In the event of any proven breach of such applicable laws by the Service Provider, its personnel, or approved subcontractors in connection with the performance of the Services, the Service Provider shall be responsible for the resulting liabilities in accordance with the terms of this Agreement. Any such liability shall be subject to the agreed limitations and exclusions of liability set out under the Contract.</i> <i>Nothing in this Clause shall limit NSDC's right to seek remedies available under applicable law or under this Agreement."</i>	Clause 4.4 requires the Service Provider to indemnify and hold harmless NSDC against liabilities, damages, claims, fines, penalties and expenses arising from violation of applicable laws by the Service Provider, its personnel, subcontractors or their personnel.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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92	Section VII - Clause 4.2; Draft Agreement, Clauses 3.2 and 18.6 – Inspection and audit	Since we are an audit firm and hence we cannot grant open ended audit rights as we needs to maintain client confidentiality for all its clients . Therefore, We request that the audit clause be amended by adding the following safeguard: <i>“Notwithstanding the above, any audit conducted shall be restricted to the physical files in relation to this Agreement only and shall be subject to Client/NSDC agreeing to maintain confidentiality of these documents. No access to Bidder’s/Service Provider’s systems or hands-on or intrusive testing will be permitted. Any third party employed by Client/NSDC to conduct such audit shall not be a competitor of Service Provider/Bidder and shall agree to confidentiality obligations with Service Provider/Bidder.”</i> Further, kindly confirm that any audit will be conducted with reasonable prior notice, during normal business hours, and will be limited to records directly related to this Contract.	The RFP permits NSDC to inspect accounts, records and documents relating to proposal submission and contract performance and to conduct audits of the Service Provider’s compliance with the Agreement.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

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93	Section VII - Draft Agreement, Clause 6 – Termination , Pt. 6.2	We request NSDC to reconsider the termination clause. The current clause permits termination without assigning any reason upon 30 days' notice without realising the work already performed, committed project costs & resources cost by the Service Provider. Our submission is that the clause shall be aligned with <i>Clause 10.8.4 of Manual for Procurement of Consultancy Services, Ministry of Finance</i>, which provisions the Procuring Entity's termination for the convenience must be accompanied by suitable compensation on mutually agreed terms. We request to replace the current clause with : <i>"NSDC may terminate this Agreement for convenience upon thirty (30) days' prior written notice. In such event, the Service Provider shall be entitled to payment for Services rendered, accepted deliverables, and reasonable documented costs incurred up to the effective date of termination."</i>	NSDC may terminate this Agreement, without assigning any reason by giving written notice of 30 (thirty) days.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
94	Section VII - Draft Agreement, Third-party disclosure of Deliverables – Indemnity protection	We request NSDC to include the following clause in the RFP and final Contract: <i>“Unless specifically otherwise agreed with Client/NSDC in writing, Bidder’s/Service Provider’s responsibility for performance of the Services is to Client/NSDC and Client/NSDC alone. Should any Deliverable be disclosed, or otherwise made available, by or through Client/NSDC, or at Client’s/NSDC’s request, to a third party, Client/NSDC agrees to indemnify and hold Bidder/Service Provider and its personnel harmless against all claims by third parties, and resulting liabilities, losses, damages, costs and expenses, including</i>	The RFP does not expressly protect the Service Provider against third-party claims arising from disclosure of its Deliverables by or at the request of NSDC.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

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		<i>reasonable external and internal legal costs, arising out of such disclosure.”</i>		
95	Section VII - Draft Agreement, Third-party sharing and reliance on reports	We request NSDC to include the following clause in the contractual terms of the RFP: <i>“The Parties agree that all communications, Deliverables and reports provided by Bidder/Service Provider herein are intended for Client’s/NSDC’s internal use (including the Ministry) only and not for any unauthorised sharing with third parties or reliance by third parties without Bidder’s/Service Provider’s prior written consent.”</i>	The RFP does not expressly restrict unauthorised third-party sharing of, or reliance upon, communications, Deliverables and reports provided by the Service Provider.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
96	Section V - Deliverables 2 and SLA 1	We request clarification on the applicable Interim Go-Live timeline, as the Deliverables section specifies T+120 days whereas the SLA section refers to 150 days. Kindly confirm the binding milestone. Our further submission is that the approved project plan should recognise dependencies relating to data and API access, statutory or third-party approvals, source-system readiness, centre infrastructure and NSDC sign-offs; accordingly, delays attributable to such dependencies should result in proportionate extension of the affected milestone without imposition of penalties.	Deliverables table states Interim Go-Live at T+120 days; SLA table states Interim Go-Live within 150 days.	The Interim Go-Live milestone shall be considered as T+120 days from the Agreement Date, as specified under the Scope of Work. The timeline indicated in the Service Levels and Penalty Matrix relates to applicability of service-level penalties

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97	Section V - Deliverables 3 and 4	The RFP does not define a Change Request (CR) mechanism or the treatment of scope additions/modifications arising after approval and freeze of requirements. Since the project is milestone-based, we request clarification on the following: Any addition/modification/deletion of requirements, business rules, interfaces, reports, workflows, integrations, regulatory requirements, or deliverables after formal sign-off of requirement specifications shall be treated as a Change Request. Minor changes requiring effort up to 80 person-hours (or 10 person-days) may be absorbed within the contract scope without commercial impact. Any change exceeding this threshold shall be processed through a mutually agreed Change Request process with corresponding adjustment to: Project cost/payment, Resource effort, Milestone timelines, Deliverables and acceptance schedule, Kindly confirm whether such a Change Request mechanism and associated payment process will be applicable.	Operating Phase: steady-state operations, maintenance and analytics services, including analytics operations, model tuning, dashboards, reports and alerting	The bidder may propose an appropriate change-management approach as part of its methodology. Any changes during implementation shall be governed by the terms of the contract and mutually agreed project governance mechanisms.

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98	Section V - SLA 1 to 8	Requesting clarification on the SLA governance and penalty framework. Kindly confirm: (I) the aggregate monthly and overall cap on SLA deductions; (ii) applicable stabilization period (iii) exclusion of scheduled maintenance and failures attributable to NSDC, source systems or third parties; (iv) non-duplication of penalties arising from the same underlying event; and (v) the measurement methodology and authoritative source of data for assessing each SLA. This is our understanding that SLA's will be applicable post Go-Live only. Kindly confirm.	Penalties apply to milestone delay, uptime, evidence processing, alerts, integrations, reporting, privacy/security and key personnel.	SLAs shall apply from the relevant Go-Live milestone. Detailed SLA measurement, governance and reporting mechanisms shall be finalized during implementation.
99	Section III - Form 4	We would like to request clarification on the proposed payment structure. We would like clarification that if any indicative payment schedule has been envisaged by NSDC for the Maintenance period, we request that the payment shall be made on monthly basis. The SLA section also has the penalties on monthly basis; hence we request to make the maintenance payment on monthly basis.	Financial bid includes lump-sum platform implementation and one-year AMC; bidder may propose payment terms subject to NSDC evaluation/negotiation.	Bidders may propose payment terms in accordance with Form 4. The final payment schedule shall be subject to discussion and agreement during contracting.
100	Section I - Clause 29.1	We would like to request clarification on Clause 29.1 relating to modification of the contract value and scope. Since the financial proposal is submitted on a milestone-based fixed-price basis under Form 4 and it was clarified during the pre-bid meeting that the project is not resource-based, kindly clarify the applicability of any provisions permitting any variation in the number of resources. Since the deployment of resources is not part of the bid,	NSDC may increase or decrease project order/scope (number of resources) during the contract; decrease requires 15 days' notice.	Any increase or decrease in scope during the contract period shall be governed by the terms of the RFP and the final agreement executed between the parties.

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		we request the clarification or if any guidelines or precedents are available regarding scope modifications during the contract period, we request that the same be shared through a corrigendum to support commercial assessment and bid submission.		
101	Section I - Clause 15.1 - Force Majeure	We would like to request clarification on the subcontracting and infrastructure required under the scope of work. Considering the planned use of a MeitY-empanelled cloud service provider, statutory or third-party datasets, specialist AI components and software licences; kindly confirm whether procurement or licensing of such services will be permitted and will not be treated as subcontracting.	The bidder shall not subcontract whole or any part of the services awarded under the RFP.	Use of third-party products, cloud services, software licences or other technology components as part of the proposed solution would not, by itself, be considered subcontracting. However, the bidder will remain fully responsible for delivery of the complete RFP scope. If a third party is engaged to perform any part of the Services covered under the RFP, the applicable subcontracting provisions will apply upon NSDC's discretion.
102	SECTION V: Terms of Reference/ Scope of Work- Indicative Volumes	Requesting you to kindly provide an estimate of the peak volumes for the States/UTs, training centres, batches/year, Assessments/year, & Average camera feeds/centre, and if possible concurrent users. These parameters are kept blank in the RFP and an estimate shall help un in designing the solutions for the Scope of work & preparing the commercials.	Candidates supported: 2,00,000 over the Fund period; States/UTs, training centres, batches/year, assessments/year and average camera feeds/centre.	The programme is envisaged as pan-India in scope. For indicative sizing purposes, bidders may consider coverage of approximately 5–20 States/UTs. The number of Training Partners, centres and batches will depend on the partners and courses onboarded and is expected to increase progressively with programme enrolment. Bidders may make reasonable assumptions for these parameters for the purpose of sizing and costing, which should be clearly stated in their proposal; actual volumes may vary during implementation.

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103	SECTION V: Terms of Reference/ Scope of Work- Hosting	The RFP places responsibility for cloud hosting, compute and storage on the selected bidder; however, several key volume parameters required for infrastructure sizing remain unspecified. Kindly provide the baseline assumptions for users, centres, assessments, integrations, video feeds and storage volumes against which bidders are expected to price the solution. Additionally, please clarify the change-control and commercial adjustment mechanism applicable if actual volumes materially exceed the assumptions provided by NSDC	The successful bidder shall host NIU on a MeitY-empanelled cloud with data residency in India; all hosting, compute and storage costs for the Contract Period are included in Total Contract Value.	The bidder is responsible for hosting the NIU on a MeitY-empanelled cloud service provider, with data hosted in India. The cost of hosting, compute and storage for the Contract Period should be included in the Total Contract Value. Bidders may show the breakup of these costs separately in the component-wise budget for clarity.
104	Section V – PS-1	We would like to request clarification on the proposed approach for cross-scheme duplication verification under PS-1. Kindly provide the complete list of Central Government, State Government, NSDC, Sector Skill Council and other skilling/livelihood schemes, along with the national and scheme databases proposed to be covered for cross-scheme duplication checks. Further, please clarify the source systems envisaged for verification, the candidate identifiers available for matching, the status of data-access and integration readiness, and the entity responsible for facilitating the requisite access approvals. In cases where a common unique identifier is not available across systems, kindly confirm whether a risk-based matching approach supplemented by manual review and validation would be considered acceptable.	NIU shall flag cross-scheme duplicate enrolment at or before onboarding, drawing on relevant national and scheme databases.	The specific schemes, databases, identifiers and access mechanisms for cross-scheme duplication checks are not prescribed at this stage. Bidders are expected to propose an appropriate approach for cross-scheme duplication detection, including relevant data sources, matching methodologies and exception handling mechanisms, as part of their technical proposal. Detailed implementation arrangements shall be finalized during implementation in consultation with NSDC and relevant stakeholders.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
105	Section V – PS-2 & PS-3	We would like to request clarification on the availability of historical data like fraud records, datasets (Detection, assessment and SOW relevant data). We also request if NSDC have any pre-defined performance benchmarks or acceptance methodology for the scope of work.	PS-2: NIU shall enable AI-driven fraud detection across enrolment data, identity signals and behavioural patterns, with risk-scored alerts. PS-3: NIU shall verify through data triangulation that each candidate is genuinely NEET before being counted against Fund targets.	The requirements and scope of work are as specified in the RFP. Further implementation-related details, as applicable, will be discussed with the selected bidder during implementation.
106	Section V – PS-4	We would like to request clarification on whether NSDC have any minimum standard/benchmark/threshold levels for the counselling enforcement. Further, kindly clarify whether the counselling content and workflows will be provided by NSDC or are expected to be designed by the selected bidder.	Counselling enforcement. Every candidate should receive structured counselling before enrolment; counselling that is perfunctory or skipped leads to misinformed enrolment and downstream dropout. Thus, the NIU aims to provide digital mechanisms that evidence counselling for every candidate, with non-compliance surfaced through automated alerts.	The minimum standards/benchmarks for counselling, including the applicable content and workflows, will be provided to the selected bidder in accordance with the programme guidelines and scope of work. The selected bidder is expected to provide the digital mechanisms to enable and evidence compliance with these requirements.

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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107	Section V – PS-5	Our kind submission is that the effectiveness of candidate-role-course fitment scoring would depend on clearly defined assessment constructs, reference frameworks and availability of relevant historical data. We therefore request clarification on the availability of the historical training, placement and retention datasets.	Candidate–role–course fit. Candidates should be enrolled into training courses and job roles that match their aspiration and aptitude; mismatch is a leading driver of dropout and post-placement attrition. Thus, the NIU aims to assess and score candidate–role–course mapping, flagging poor-fit enrolments early enough for correction.	The relevant programme requirements and data inputs, as applicable, will be discussed with the selected bidder during implementation, in accordance with the programme guidelines and scope of work.
108	Section V – PS-4 and PS-5	PS-4 requires structured counselling to be evidenced for every candidate, while PS-5 requires an assessment of candidate-role-course fit based on factors such as aptitude and aspirations. We request clarification on whether NSDC will provide a standard counselling methodology, minimum documentation requirements, and an approved assessment framework for evaluating candidate fit, or whether the bidder is expected to propose these elements as part of its approach and methodology.	Counselling and Candidate–Role–Course Fit Standards	The minimum standards/benchmarks for counselling, including the applicable content and workflows, will be provided to the selected bidder in accordance with the programme guidelines and scope of work. The selected bidder is expected to provide the digital mechanisms to enable and evidence compliance with these requirements.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
109	Section V – PS-6	We would like to request clarification on the proposed approach for verification of demand-secured training. Kindly confirm the types of demand-related data and documents that will be made available for verification (such as employer demand records, employer commitments, placement requirements, or other supporting evidence). Further, please clarify whether the bidder's role is limited to validation of the available records through digital systems or includes direct engagement with employers for verification purposes. Also, We would request NSDC to confirm that in PS-6, the bidder's role is limited to Technology part only.	Demand-secured training. Training should be initiated only where industry demand has been secured; batches launched without confirmed demand produce certificates, not jobs. Thus, the NIU aims to verify that quantified employer demand exists against every batch before and during mobilization, with demand-unbacked training flagged on programme dashboards.	The forms of demand evidence and the acceptance rule will be confirmed with the selected Agency at inception and shall be configurable in the platform. As stated at PS-6, the NIU’s role is to verify and flag demand-unbacked training; employer engagement and the accept/reject decision rest with NSDC.
110	Section V – PS-6	PS-6 requires employer demand to be established for every training batch prior to and during mobilization and requires the identification of demand-unbacked training. We request the Authority to clarify the evidence that will be considered sufficient to demonstrate secured employer demand. For example, whether employer requisitions, letters of intent, demand commitments, or any other prescribed SOF mechanism would satisfy this requirement. This clarification will enable the NIU to apply a consistent validation approach across training providers.	Definition of “Demand-Secured Training”	The acceptable evidence for establishing secured employer demand is currently being finalised and will be communicated to the selected bidder during implementation. The NIU is expected to support validation of the submitted evidence and the credibility of the underlying employer demand and employer, in accordance with the programme requirement

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
111	Section V – PS-7	We request NSDC for clarification on the data sources proposed to be used for tracking enrolment, training completion, assessment, and certification across the candidate lifecycle. The RFP refers to SIDH, AEBAS, and approved external systems as data sources. To support accurate effort estimation and commercial planning, kindly provide an indicative list and expected number of external systems that may need to be integrated as part of the project.	Certification funnel tracking. Progression from enrolment to training completion to assessment to certification — the first payable outcome milestone — should be visible in near real time; today this visibility is fragmented and delayed. Thus, the NIU aims to provide real-time certification funnel tracking at candidate, batch, centre, partner, sector and Fund level, with drop-off analysis and time-to-certification metrics	The NIU is expected to integrate relevant source systems required for certification funnel tracking, including SIDH, AEBAS and other systems as may be required. Bidders are expected to propose an appropriate integration architecture and implementation approach as part of their technical proposal. The detailed integration scope shall be finalized during implementation.
112	Section V – PS-8	We would like to request clarification on the process for validating certification outcomes. Kindly confirm the data sources and supporting evidence that will be available for verification and whether the bidder is expected to only support validation through alerts and exception reporting or also determine certification eligibility.	Certification claims should be provably backed by eligibility (minimum 50% attendance) and assessment integrity. Thus, the NIU aims to computationally gate certification-outcome recognition on eligibility and integrity signals established under Pillar 2, so that no candidate is counted as certified for disbursement purposes without a verified eligibility trail.	Certification outcomes will be based on the certification/assessment outcomes submitted by the relevant certification agencies, in accordance with the programme requirements. The technology solution is expected to support validation of the submitted certification evidence and relevant eligibility and integrity signals, including through alerts and exception reporting, as applicable

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
113	Section V – PS-10	We would like to request clarification on the data sources proposed for employer verification under this requirement. Kindly confirm whether employer validation will be based on government databases, employer-submitted records, third-party sources, or a combination thereof. Further, please clarify whether procurement of any external data sources, if required, is within the bidder's scope and commercial responsibility. We request NSDC to kindly clarify whether the NIU is expected to maintain a centralized employer registry and employer engagement ecosystem. If yes, kindly provide expected employer volumes, onboarding workflows, verification requirements and employer data-management expectations.	Employer genuineness. Placements should occur in genuine, operational companies; shell, non-operational or related-party entities are a known fraud vector in outcome-linked schemes. Thus, the NIU aims to verify employer authenticity through corporate, statutory and digital-footprint signals, and maintain a risk-rated employer registry for the Fund.	The specific data sources and access mechanisms for employer verification are not prescribed at this stage. Bidders are expected to propose reliable and credible data sources and appropriate verification approaches as part of their proposed solution, including relevant Government databases and/or credible private/third-party data sources, as applicable. The requirements for the employer registry and related workflows will be finalised during implementation in accordance with the programme requirements and scope of work
114	Section V – PS-11	We would like to request clarification on the placement evidence verification process. Requesting a clarification on the expected type of document and indicative volumes. Further, if any sample documents are available, we request that the same be shared through a corrigendum to support solution sizing and commercials. Further, please clarify whether the bidder is expected to only support automated verification and exception reporting or also undertake manual validation of flagged cases.	Placement evidence compliance. Every placement should be supported by complete, verifiable evidence — offer letters and salary slips — collected consistently. Thus, the NIU aims to provide a digital pipeline for structured upload, AI-assisted authenticity checking and completeness tracking of placement evidence, with compliance views per training partner.	As laid out in PS-11 in the RfP, Offer letters and salary slips will be used to verify placement. PS-11 requires AI-assisted authenticity checking; the method, and the accuracy and error-rate expectations it can support, are for the bidder to propose and describe. Performance thresholds will be agreed at inception and reported during the Operating Phase.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
115	Section V – PS-12	We would like to request clarification on the retention verification process sought by NSDC under the programme. Kindly confirm if there are any data sources and evidence available for establishing candidate retention and whether any third-party data sources are expected to be used. Further please clarify organic candidate digital behaviour, transactional signals, integrated third-party data as required.	Retention verification beyond self-reporting. Retention through month 12 — the highest-value outcome — should be verifiable at scale; self-reported status and periodic surveys do not scale to 2 lakh candidates. Thus, the NIU aims to triangulate retention across multiple independent signal classes — documentary evidence (salary slips), organic candidate digital behaviour, transactional signals, integrated third-party data and delivery-assurance signals from Pillar 2 — towards a confidence-scored employment status for every candidate, every month.	As specified in the RFP, retention verification is expected to rely on triangulation across multiple signal classes, including documentary evidence, candidate engagement signals, transactional signals and permissible third-party data. Bidders are expected to propose an appropriate retention-verification methodology as part of their technical proposal.
116	Section V – PS-13	We would like to request clarification on the availability of any existing datasets, historical records or third-party data sources currently available with NSDC for retention verification and outcome validation. If any sample data is available, we request that the same be shared through a corrigendum to support solution sizing and effort estimation.	Third-party and transactional data integration. No single database confirms sustained employment. Thus, the NIU aims to establish an integration architecture that ingests and reconciles permissible third-party and transactional datasets, with candidate consent and full compliance with the Digital Personal Data Protection Act, 2023 (DPDP Act).	SOF is a new programme so SOF-specific retention history will accrue during implementation. Relevant anonymised historical skilling data held by NSDC may be made available to selected agency at the time of inception, subject to internal and data-protection approvals. Bidders should propose a cold-start approach with rule-based scoring at go-live; progressively calibrated during the operating phase, and state their assumptions clearly.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
117	Section V – PS-14	We would like to request clarification on any existing candidate-engagement channels or communication platforms currently available with NSDC and the indicative candidate volumes envisaged under this requirement. If any historical usage data or representative engagement statistics are available, we request that the same be shared through a corrigendum to support solution sizing and effort estimation.	Candidate engagement channels. Retention data collection should not burden the candidate. Thus, the NIU aims to enable low-friction, multilingual, mobile-first candidate-facing applications and conversational (chatbot) interfaces through which employment status, salary evidence and engagement signals are captured organically.	Candidates under SOF will be onboarded on Skill India Digital Hub, which provides the candidate profile and existing app-based engagement. NIU channels should complement SIDH. For sizing, bidders may use 2,00,000 candidates over four years with approximately 30,000 in Year 1. Historical engagement statistics will not be shared pre-bid. Bidders are urged to share assumptions in the proposal.
118	Section V – PS-15	We would like to request clarification on the availability of any historical candidate, training, placement and retention datasets currently available with NSDC that may be leveraged for attrition-risk analysis and early-warning interventions. If any representative sample data or historical outcome records are available, we request that the same be shared through a corrigendum to support solution design, effort estimation and commercial assessment.	Attrition early warning. At-risk candidates should be identified before they drop out silently and outcome payments are lost. Thus, the NIU aims to predict attrition risk at candidate and cohort level, with automated early-warning alerts to training partners and the Fund in time for intervention.	SOF is a new programme so SOF-specific retention history will accrue during implementation. Relevant anonymised historical skilling data held by NSDC may be made available to selected agency at the time of inception, subject to internal and data-protection approvals. Bidders should propose a cold-start approach with rule-based scoring at go-live; progressively calibrated during the operating phase, and state their assumptions clearly.

Bid no. RFP/NSDC/Outcome Based Financing/2026/60 for “Selection of a Technology Agency for the set up of the outcomes verification platform (NSDC Intelligence Unit - NIU) under the Skills Outcomes Fund (SOF) Programme”.

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119	Section V – PS-17 to PS-19	We would like to request clarification on the functional, data and performance requirements for AI-enabled proctoring across theory, viva and practical assessments. Kindly provide the relevant assessment protocols, camera and audio standards, representative labelled recordings, malpractice and impersonation taxonomy, indicative assessment volumes, and target model-performance thresholds. Further, where adequate labelled datasets are not available at project commencement, please confirm whether functional deployment followed by progressive calibration during the operating phase would satisfy the stipulated go-live requirement. This is our understanding that the camera feed shall be provided by NSDC, kindly confirm the same.	NIU shall provide AI video analytics for theory, audio-video AI proctoring for viva and video-based AI analysis for practical assessments.	The RFP does not prescribe a specific AI model, labelled dataset, malpractice taxonomy, camera/audio specification or minimum model-performance threshold. It defines the required capabilities for AI-enabled proctoring and assessment monitoring under PS-17 to PS-19. Bidders should propose the technical approach, including their assumptions around data/feed availability, model development, calibration and validation. Cameras and other centre-side hardware are outside the bidder’s scope. The bidder is expected to ingest and analyse feeds from existing devices at the centres. The RFP does not state that camera feeds will be provided directly by NSDC.
120	Section V – PS-20 to PS-23	We would like to request clarification on the availability of any existing CCTV/video infrastructure, historical video recordings or related monitoring data currently available across training centres under the programme. Also we would like to request a clarification that proctoring shall be done of Live-camera feeds or pre-recorded feeds. Additionally, our understanding is that the hosting of these camera feeds during proctoring is the responsibility of NSDC, kindly confirm the same.	NIU shall analyse centre camera feeds for attendance, punctuality, practical delivery, trainer presence and classroom-quality indicators.	Notice and consent obligations extend to all individuals whose personal data is processed through centre feeds, including candidates. As specified in the RFP, hardware infrastructure is outside the scope of this engagement and centre-side infrastructure is assumed to be available. Bidders are expected to propose an appropriate approach for ingestion and analysis of available centre feeds. Detailed implementation arrangements shall be finalized during implementation.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
121	Section V – PS-21, PS-22 and PS-23	The NIU is expected to verify practical training delivery, trainer attendance, and training quality, including indicators such as adherence to session plans, learner engagement, and equipment utilization. We request clarification on whether these assessments are to be conducted against existing SOF, NSDC, Sector Skill Council, or qualification-specific standards and SOPs. If such standards exist, kindly confirm whether they will be shared with the selected bidder. Alternatively, please clarify whether the bidder is expected to develop and propose the quality assurance framework for addressing these problem statements.	Functional Standards for Training Delivery and Quality Assurance	Relevant programme requirements, standards and operational guidelines, as applicable, will be shared with the selected bidder during implementation. Bidders are expected to propose suitable methodologies and analytical approaches to address the stated problem statements.
122	Section V – PS-24 and PS-25	We would like to request clarification on the existing integration readiness of SIDH and other NSDC/external systems proposed to be integrated under this engagement. Also we would like to request the details about the current integrations of SIDH & NSDC.	Implementing Agency shall build a unified data platform and API framework integrated with SIDH and other NSDC/external systems.	The NIU is expected to integrate with SIDH, AEBAS and other relevant systems as envisaged in the RFP. Detailed integration requirements, specifications and implementation arrangements shall be finalized during implementation. Bidders are expected to propose an appropriate integration architecture as part of their technical proposal.
123	Section V – PS-26	We would like to request clarification on the availability of any existing datasets, historical records, model outputs or analytics artefacts currently available with NSDC that may support the development and validation of fraud detection, anomaly monitoring, predictive analytics and computer-vision-based use cases. If any representative sample data or historical records are available, we request that the same be shared through a corrigendum.	AI analytics engine. Disbursement-grade decisions require analytics that are accurate, governed and explainable. The Implementing Agency shall deliver the analytics core: fraud and anomaly models, verification and triangulation logic, confidence scoring, predictive models (dropout, attrition) and computer-vision analytics, with documented model governance and explainability.	The requirements relating to fraud detection, anomaly identification, confidence scoring, predictive analytics and computer-vision analytics are as specified in the RFP. Bidders are expected to propose an appropriate AI analytics approach, including model governance and explainability, as part of their technical proposal.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
124	Section V – PS-27	We would like to request clarification on the availability of any existing approval workflows, decision-making processes, disbursement governance frameworks or historical outcome-validation records currently available with NSDC/SOF. If any representative workflow documents, sample reports or related reference materials are available, we request that the same be shared through a corrigendum to support solution sizing and effort estimation. We would also request NSDC to clarify whether the NIU is intended to function solely as an outcome-verification platform or as a performance-monitoring platform supporting operational reviews, partner performance tracking, state comparisons and programme governance. We also request NSDC to kindly provide details regarding reporting requirements for funders and governance stakeholders, including reporting frequency	Decision-making and visualization layer: Decision layer shall include outcome-payment-readiness views supporting Fund disbursement decisions.	The NIU is an outcomes verification and delivery-assurance platform. The required dashboards, scorecards, alerts and reports are as set out at PS-27, and reporting frequency is as specified in Section V. Formats and related documentation will be shared with the selected Agency at inception.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
125	Section V – PS-28	We would like to request clarification on the respective roles and responsibilities of NSDC and the selected bidder under the applicable data-protection framework. This is our understanding the NSDC will handle all the consents including the approved 3rd party integration data required for video-feed analytics. Further, please confirm whether NSDC will review and approve the Data Protection Impact Assessment, consent artefacts and associated privacy controls prior to implementation. Our understanding is that NSDC will obtain the necessary candidate consents for processing personal data, integrating third-party data sources and conducting outcome verification activities under the NIU; requesting you to kindly confirm the same.	Data protection and consent. The NIU processes personal data of candidates at national scale. All candidate data capture, third-party integration and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023, with privacy-by-design architecture, role-based access, audit logs and data residency in India.	As specified in the RFP, all candidate data capture, third-party integrations and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023, with privacy-by-design architecture, role-based access controls, audit logs and data residency in India. Bidders are expected to propose an appropriate consent-management, privacy and data-governance framework as part of their technical proposal. Detailed operational responsibilities and implementation arrangements shall be finalized during implementation in consultation with NSDC and relevant stakeholders.
126	Section V – PS-28	We would like to request clarification regarding the AI/video analytics envisaged under the RFP. As our understanding is that the selected bidder will process and analyse video feeds and other candidate-related data captured by third-party sources, kindly confirm whether all requisite consents, notices and authorizations required under the DPDP Act, 2023 for collection, sharing and processing of such data will be obtained and maintained by NSDC or the respective source systems prior to making the data available to the bidder. Further, kindly clarify the bidder's responsibility in cases where such prerequisite	Data protection and consent. The NIU processes personal data of candidates at national scale. All candidate data capture, third-party integration and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023, with privacy-by-design architecture, role-based access, audit logs and data residency in India.	As specified in the RFP, all candidate data capture, third-party integrations and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023, with privacy-by-design architecture, role-based access controls, audit logs and data residency in India. Bidders are expected to propose an appropriate consent-management, privacy and data-governance framework as part of their technical proposal. Detailed operational responsibilities and implementation arrangements shall be finalized during implementation in consultation with NSDC and relevant stakeholders.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
		consents are unavailable, incomplete or subsequently withdrawn.		
127	Section V – PS-28; SLA Item 7; Draft Agreement Clauses 4.4 and 18	We would like to request clarification on the respective roles and responsibilities of NSDC and the selected bidder under the applicable data-protection framework. Kindly specify the party responsible for issuing privacy notices, obtaining and managing consent, responding to data-principal requests, defining retention and deletion schedules, managing grievances and notifying data breaches. Further, kindly confirm that the bidder shall process personal data in accordance with documented instructions and approved policies issued by NSDC, and that NSDC will remain responsible for the legality, completeness and authorised sharing of source data provided or facilitated by it.	The NIU will process candidate data, third-party data and video feeds at national scale and is required to comply with the DPDP Act, 2023. However, the respective responsibilities of NSDC and the selected bidder for consent, lawful processing, retention, data-principal rights and breach management are not expressly defined.	As specified in the RFP, all candidate data capture, third-party integrations and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023, with privacy-by-design architecture, role-based access controls, audit logs and data residency in India. Bidders are expected to propose an appropriate consent-management, privacy and data-governance framework as part of their technical proposal. Detailed operational responsibilities and implementation arrangements shall be finalized during implementation in consultation with NSDC and relevant stakeholders

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
128	Section V – Service Levels and Penalty Matrix; Draft Agreement Clauses 10.6 and 18.7	Requesting clarification on the overall SLA and penalty framework. Kindly confirm the aggregate monthly and overall Contract-level cap applicable to all SLA deductions and penalties. Further, kindly clarify that multiple deductions or penalties arising from the underlying incident not attributable to technology agency but 3rd parties - training centres, source systems, approved third-party data providers, external integration partners, force-majeure events or other dependencies beyond the selected bidder’s control, shall not be liable for any penalties .	The RFP provides for milestone-delay penalties, uptime deductions, per-instance penalties, integration-related deductions, privacy and security penalties, key-personnel deductions and recovery of actual losses. No overall cumulative cap applicable across all SLA deductions and penalties is expressly specified.	The SLA and penalty framework shall be governed by the provisions of the RFP and the final agreement. SLAs shall apply from the relevant Go-Live milestone. Bidders may note that the draft agreement annexed to the RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
129	Section VI – Clause 6.3; Draft Agreement Clauses 2.4, 6 and 7	We would like to request clarification on the commercial treatment applicable in the event of termination for convenience, funding withdrawal, suspension or material scope reduction initiated by NSDC for reasons not attributable to the selected bidder. Kindly confirm that the selected bidder shall be paid for all Services performed, accepted deliverables, work in progress and reasonable non-cancellable commitments incurred in good faith, including approved cloud, software, licence, data-service and third-party costs, up to the effective date of termination or modification. Further, kindly clarify the applicable demobilisation, knowledge-transfer and transition-support period and the commercial treatment of any support required beyond the agreed transition period.	NSDC may terminate the Agreement for specified defaults, terminate for convenience upon 30 days’ notice, or defer, suspend, modify or terminate the engagement if funding is delayed, reduced, withdrawn or not received. The Agreement provides for payment for Services validly rendered, including a pro-rata portion for deliverables in progress, but does not expressly address all irrevocable third-party commitments or demobilisation costs.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
130	Section VII Clauses 4.4, 13 and Section V PS-12 to PS-28	We would like to request clarification on the extent of bidder liability in respect of AI-assisted usage and outputs, predictive analytics, fraud indicators and outcome-verification results that rely upon third-party datasets and external systems. As per our understanding the bidder's responsibility shall be limited to operation of the approved platform & methodologies, and that liability shall not extend to inaccuracies, omissions or delays originating from source systems, third-party data providers, employers, training partners or candidate-submitted information.	The platform is expected to generate fraud indicators, confidence scores, employment verification outcomes, predictive alerts and AI-assisted decision-support outputs using multiple internal and external data sources.	Bidders may note that the draft agreement annexed to The RFP is a sample/indicative agreement. The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this RFP.
131	Section V – Service Levels and Penalty Matrix . Pt 4	We would like to request clarification on the requirement for generating automated alerts within 4 hours of signal receipt. Kindly clarify the definition of a signal, the categories of alerts covered under this SLA, and whether the prescribed timeline applies uniformly to all alert types or may vary based on alert criticality.	Dashboard refresh within 24 hours and automated alerts generated within 4 hours of signal receipt	The SLA requirement shall be as specified in the RFP. The bidder is expected to propose an appropriate monitoring, alerting and escalation framework as part of its proposed solution. The detailed signal definitions, alert categories and operational thresholds shall be finalized during implementation in consultation with NSDC.
132	Section V – Service Levels and Penalty Matrix . Pt 5	We would like to request clarification on the details of the external systems currently operational at NSDC / envisaged for integration with NIU.	Integration with SIDH, AEBAS and approved external systems operational as per implementation plan with no critical integration failures (who are external systems)	The RFP envisages integration with SIDH, AEBAS, other NSDC systems and relevant external systems, as required for achieving the objectives specified under the Scope of Work. Detailed integration requirements and implementation arrangements shall be finalized during implementation. Bidders are expected to propose an appropriate integration and interoperability approach as part of their technical proposal.

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133	Section V	The RFP requires the successful bidder to host the NIU platform on a MeitY-empanelled Cloud Service Provider (CSP) and include all hosting, compute and storage costs within the Total Contract Value. However, the RFP does not specify the process or criteria for CSP selection, nor does it provide sufficient information regarding environment sizing, expected consumption, performance requirements, DR requirements, retention policies, scalability needs, video-processing loads or cloud exit obligations. As cloud infrastructure costs are dependent on usage level & these factors; hence the cost may vary significantly across CSPs and thus bidders would be unable to estimate the associated costs. We therefore request NSDC to manage the CSP including the required cloud infrastructure, selecting MeitY-approved CSP, and providing the required hosting environments to the selected bidder. The bidder's scope may accordingly be limited to application deployment, configuration, operations and maintenance of the NIU platform.	Hosting: The successful bidder shall be responsible for cloud hosting of the NIU on a MeitY empanelled cloud service provider with data residency in India. All hosting, compute and storage costs for the Contract Period shall be included in the Total Contract Value.	The bidder is responsible for hosting the NIU on a MeitY-empanelled cloud service provider, with data hosted in India. The cost of hosting, compute and storage for the Contract Period should be included in the Total Contract Value. Bidders may show the breakup of these costs separately in the component-wise budget for clarity.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
134	Deliverables and Indicative Timeline	We would like to request clarification on the scope of “model tuning” during the Operating Phase. Since the RFP does not define a Change Request (CR) mechanism, the extent of model tuning remains open to interpretation. We request NSDC to confirm that model tuning is limited to routine calibration, threshold adjustments, bug fixes and performance optimization of deployed models. Any model retraining, new use cases, changes in business logic, scoring methodologies or AI algorithms may kindly be treated through an approved Change Request process. Further, request NSDC to define the CR framework and align the scope of model tuning accordingly	Operating Phase: steady-state operations, maintenance and analytics services, including analytics operations, model tuning, dashboards, reports and alerting	The Operating Phase requirements shall be as specified in the RFP. Bidders are expected to propose an appropriate approach for analytics operations, model tuning and continuous improvement as part of their technical proposal.
135	Section V – Service Levels and Penalty Matrix , Point 8	We would like to request clarification on SLA Point 8 relating to Key Personnel Deployment. While the RFP requires submission of CVs for key experts as part of the technical evaluation, it does not specify the required key expert positions, minimum qualifications, experience requirements, deployment duration, location, level of effort, or expected person-month commitments. Considering that the commercial proposal is milestone-based rather than resource-based, kindly confirm the required roles, qualifications, number of resources, deployment location and expected person-month commitment for Key and Non-Key Experts. Also the SLA is defined for deployment based penalties - "Up to 5% deduction of monthly fee attributable to the resource; higher penalties for unauthorized replacement as per contract provisions";	Key Personnel Deployment : Key experts to remain deployed throughout the contract; replacements only with prior NSDC approval and equivalent qualifications	The RFP does not prescribe a fixed team structure or number of Key Experts. Bidders are expected to propose an appropriately qualified team based on their proposed solution and implementation approach, and demonstrate the relevance of the proposed experts’ roles, qualifications and experience to the scope of work and key deliverables.

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		however as mentioned in the query, there is not clarity on the resource's details.		
136	Section V – PS-3 – NEET eligibility definition, data and verification method	Kindly define the NEET eligibility rule to be applied, including the reference date, any look-back period and the treatment of informal, self-employed, seasonal or recently exited candidates. Please also confirm which authoritative education, employment, skilling, social-security or other datasets and common identifiers will be made available by NSDC for this verification. Where authoritative data is unavailable or inconclusive, kindly specify whether self-declaration, documentary evidence, telephonic checks or on-ground verification will be required, and identify the party responsible for conducting and approving such verification.	The NIU is expected to verify through data triangulation that each candidate is genuinely Not in Education, Employment or Training before being counted against Fund targets.	The specific data sources, identifiers, business rules and verification mechanisms for NEET eligibility are not prescribed at this stage. Bidders are expected to propose an appropriate data-triangulation and verification approach as part of their technical proposal, consistent with the objectives specified in the RFP. Detailed implementation arrangements shall be finalized during implementation

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
137	Section V – PS-6 – Demand-secured training: decision and verification responsibility	In addition to the demand records referred to in the existing query, kindly clarify the acceptance rule for treating employer demand as secured, including minimum commitment, validity period, permissible evidence, mapping to job role/location/batch size and treatment of demand that changes or expires after batch launch. Please confirm who will make the final accept/reject decision, whether the Technology Agency is expected to undertake employer calls or field verification, and whether its role is limited to workflow enablement, rule-based validation, alerts and audit trails.	NIU is expected to verify that quantified employer demand exists against every batch before and during mobilization, and to flag demand-unbacked training.	Confirmed, per item 8. The Agency’s role under PS-6 is limited to the technology layer.
138	Section V – PS-1 to PS-23 – On-ground and manual verification scope	Kindly confirm whether the Technology Agency is expected to perform any physical field visits, centre inspections, employer verification, candidate calls, document adjudication, survey activity or other manual assurance work under PS-1 to PS-23. If yes, please provide the expected geographies, annual and peak volumes, sampling methodology, turnaround times, staffing assumptions, travel/reimbursement treatment and acceptance criteria. Otherwise, please confirm that such activities will be performed by NSDC/SOF or designated assurance partners, with the bidder providing only the technology workflows and exception queues.	The problem statements require independent verification of enrolment, eligibility, counselling, demand, training, assessment, placement and retention outcomes, but the operational boundary between technology enablement and verification activity is not expressly stated.	The RFP mainly defines the Technology Agency’s role around designing, developing, implementing and operating the NIU technology platform, including data integration, analytics, verification capabilities, monitoring and decision support. It does not specify a separate field-verification programme with defined locations, sampling volumes, staffing or travel requirements. Bidders should therefore propose an operating model showing how the technology platform and verification workflows will address PS-1 to PS-23. Any specific requirement for physical or manual verification can be finalized as part of the implementation and operating model.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
139	Section V – PS-4 – Counselling evidence and operational ownership	Further to the existing query on counselling standards and content, kindly confirm who will actually deliver counselling and who will validate its adequacy. Please specify the minimum acceptable digital evidence (for example timestamp, counsellor identity, candidate acknowledgement, assessment responses, recording or signed artefact). Further, this is our understanding that Technology Agency's responsibility is limited to capture, validation rules, alerts and reporting rather than delivery of counselling services. Kindly confirm as this will have impact on effort estimation.	NIU is expected to provide digital mechanisms that evidence structured counselling for every candidate and surface non-compliance through automated alerts.	The minimum standards/benchmarks for counselling, including the applicable content and workflows, will be provided to the selected bidder in accordance with the programme guidelines and scope of work. The selected bidder is expected to provide the digital mechanisms to enable and evidence compliance with these requirements.
140	Section V – PS-9 – Role-to-training attribution rules	Kindly provide the authoritative job-role, qualification-pack, sector and occupation taxonomy and the permitted mapping rules for determining an acceptable placement. Please clarify how adjacent roles, multi-skilled roles, promotions, gig work, self-employment and roles outside the original geography will be treated, and identify the authority responsible for adjudicating exceptions and approving changes to the mapping rules.	NIU is expected to validate that each placement corresponds to the job role and sector in which the candidate was trained, with mismatches flagged for review.	Job role and qualification reference data will be drawn from the Skill India Digital ecosystem, with which the NIU is required to integrate under PS-24. The matching rules will be configurable in the platform and approved by NSDC, and will be confirmed with the selected Agency at inception. As stated at PS-9, the NIU flags mismatches for review; adjudication rests with NSDC
141	Section V – Pillar 2 - Camera/device readiness and responsibility for usable feeds	Kindly confirm whether NSDC will certify that centre cameras, audio devices, networking and centre-side compute meet the agreed technical baseline before onboarding. Please define the feed-delivery interface and minimum quality/readiness criteria, and clarify responsibility for installation, configuration, camera positioning, connectivity, device downtime, poor lighting/occlusion and remediation where existing infrastructure cannot provide analytics-grade feeds. Such	Hardware is excluded from bidder scope; cameras, networking and centre-side compute are the responsibility of training centres, while the bidder must ingest and analyse feeds from existing devices.	As specified in the RFP, cameras, biometric devices, networking and centre-side compute are outside the scope of this RFP and are the responsibility of the training centres. Bidders are expected to propose an appropriate approach for ingestion and analysis of available feeds. Detailed implementation requirements shall be finalized during implementation.

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		dependency failures should not be attributed to the Technology Agency's platform SLA.		
142	Section V – PS-16 to PS-23 – Human review, false positives and appeals	Kindly clarify the required human-in-the-loop workflow for reviewing low-confidence results, false positives and disputed video-analytics alerts. Please identify who will review and adjudicate exceptions, the evidence to be retained, the appeal/escalation process for candidates, trainers and centres, and whether NSDC will provide reviewers and labelled outcomes for ongoing model calibration. Please also confirm that no adverse outcome or penalty will be imposed solely on an automated alert without the approved review process.	The RFP requires AI-based attendance validation, proctoring, trainer verification and classroom-quality analytics that may create compliance exceptions.	The RFP envisages appropriate review and escalation mechanisms for anomalies and discrepancies, including through confidence scoring and explainability. Detailed operational workflows and review mechanisms shall be finalized during implementation in consultation with NSDC and relevant stakeholders.
143	Section V – PS-21 to PS-23 – Training-delivery and quality scoring rubric	Kindly provide the course-wise timetables, session plans, practical/theory classification, trainer roster, equipment inventory and approved observation rubric required to determine these indicators. Please define the target thresholds, ground-truth and acceptance methodology for quality scores, and clarify whether the scores are advisory for monitoring or will directly affect centre compliance, outcome recognition or payments.	NIU is expected to detect practical training, equipment utilisation, trainer presence, interaction levels, discussions and session-structure adherence and derive quality scores.	Relevant programme requirements, standards and operational guidelines, as applicable, will be shared with the selected bidder during implementation. Bidders are expected to propose suitable methodologies and analytical approaches to address the stated problem statements.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
144	Section V – PS-24 and PS-25 – Integration specifications and test environments	Kindly confirm when system-wise API specifications, data dictionaries, sample payloads, authentication requirements, consent interfaces, rate limits and error codes will be provided. Please also confirm availability of sandbox/UAT environments, representative test data, credentials, technical owners and support SLAs, together with source-system uptime commitments and advance notice for API/schema changes. Integration timelines and penalties should commence only after these dependencies are available and validated.	The Technology Agency must integrate with SIDH, AEBAS, scheme databases, assessment/attendance systems, third-party providers and stakeholder systems through a secure API framework.	The NIU is expected to integrate with SIDH, AEBAS and other relevant systems as envisaged in the RFP. Detailed integration specifications, technical documentation and implementation arrangements shall be finalized during implementation. Bidders are expected to propose an appropriate integration architecture as part of their technical proposal.
145	Section V – PS-24 and PS-25 – Master data, identifiers and source-data quality	Kindly identify the authoritative master data and unique identifiers for candidates, centres, batches, training partners, employers, job roles and assessments. Please clarify the rules for duplicate, conflicting, stale or incomplete records, responsibility for correcting defects at source, expected historical-data cleansing and migration scope, reconciliation/sign-off procedures, and the treatment of records that cannot be confidently matched. Further, considering that heterogeneous signals from multiple NSDC, government and third-party systems will be linked to create a single candidate-level outcome record, kindly confirm the applicable lawful purpose and consent framework under the DPDP Act, 2023. Please clarify whether NSDC/source systems will provide verifiable consent or other lawful-basis metadata authorising such cross-system matching, combination, profiling and outcome determination; how purpose limitation and access controls will be enforced; and how consent withdrawal, correction or	The unified platform must resolve heterogeneous signals into a single candidate-level outcome record and integrate with multiple NSDC and external systems.	The RFP does not prescribe specific master-data structures, identifiers or data-governance rules. Bidders are expected to propose an appropriate master-data, reconciliation and data-governance approach consistent with the objectives specified in the RFP.

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		deletion requests will be propagated across the unified record, source systems and derived analytics.		
146	Section V – PS-28 – Consent withdrawal and downstream data handling	Further to the existing queries on privacy roles and consent ownership, kindly specify the process and system interfaces for recording, verifying and propagating consent withdrawal across NSDC, the NIU and third-party systems. Please clarify the treatment of previously collected evidence, derived features, model outputs, audit records and pending outcome claims after withdrawal, including any lawful retention required for programme assurance, dispute handling or statutory purposes, and who will approve the applicable rules.	Candidate capture, third-party integrations and video-feed analytics must be consent-based and compliant with the DPDP Act, with consent flows and audit logging.	As specified in the RFP, all candidate data capture, third-party integrations and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023. Bidders are expected to propose an appropriate consent-management and privacy framework as part of their technical proposal. Detailed operational procedures shall be finalized during implementation.

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147	Section V – PS-26 and PS-27 – AI decision authority, overrides and auditability	Kindly confirm whether model outputs are advisory or may automatically gate enrolment, certification, placement, retention or disbursement. Please confirm the authorised decision-maker for each use case, required approval and override workflow, threshold-change governance, audit-trail requirements, review frequency and dispute/appeal mechanism.	The platform will produce confidence scores, fraud/anomaly alerts, predictive models and outcome-payment-readiness views for disbursement-grade decisions.	Model outputs are decision-support. Outcome recognition and disbursement decisions rest with NSDC. The Agency shall provide configurable thresholds under change control, capture of review and override actions with reasons, audit trails, and the model governance and explainability documentation required under PS-26. The applicable review and approval workflow for each use case will be confirmed at inception.
148	Section V – PS-14 – Candidate-channel operating model and support	We request NSDC to kindly specify the required languages, supported channels, accessibility standards, assisted/offline journeys, expected response hours and human-escalation/helpdesk model required in accordance to this clause. Please clarify that fact that who will manage the human support team, approve message templates and bear recurring communication costs such as SMS, WhatsApp, voice, email or chatbot platform charges, including consent/DND compliance for outbound engagement.	NIU is expected to provide multilingual, mobile-first candidate applications and conversational interfaces for organic capture of employment status, salary evidence and engagement signals.	The NIU is required to integrate with the Skill India Digital ecosystem under PS-24, and candidate-facing channels should complement what that ecosystem provides. Indicative candidate volumes are as stated in Section V and in the clarifications issued on volumes. Bidders should state the assumptions used for sizing
149	Section V – PS-28 – Lawful-basis and purpose mapping across integrations	Kindly provide and approve a processing-purpose matrix for each use case and integration, identifying the Data Fiduciary, categories of personal data, specified purpose, applicable lawful basis, source, recipients and retention period. Where consent is relied upon, please confirm that consent will be captured separately for materially distinct purposes and data sources, and that any new integration, analytics use case or onward disclosure outside the	The NIU will combine candidate, scheme, attendance, assessment, employer, transactional and video-derived data from multiple systems for verification, analytics and outcome decisions.	The NIU shall operate in compliance with applicable laws, including the DPDP Act, 2023. Bidders are expected to propose an appropriate privacy-by-design, consent-management and data-governance framework as part of their technical proposal. Detailed implementation requirements shall be finalized in consultation with the selected bidder.

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S.NO.	TA RFP Reference	Query / Clarification from multiple agencies	RFP Section	Response/ Clarification
		approved matrix will require prior privacy review and, where applicable, fresh consent.		
150	Section V – PS-25 and PS-28 – Third-party data provenance and proof of lawful sharing	For every NSDC-facilitated and third-party dataset, kindly confirm that NSDC will provide documented authority for collection and sharing, the applicable privacy notice/consent or other lawful basis, permitted purposes, data-quality status and any restrictions on reuse or onward disclosure. Please specify the consent metadata to accompany each record and confirm that the Technology Agency will not be responsible for validating the legality of source collection where it processes data strictly under NSDC's documented instructions.	The platform must ingest data from scheme databases, government systems and third-party or transactional-data providers, while the Data Fiduciary must be able to demonstrate compliant notice and consent where consent is the basis of processing.	As specified in the RFP, all candidate data capture, third-party integrations and video-feed analytics shall be consent-based and compliant with the DPDP Act, 2023. Bidders are expected to propose an appropriate data-governance, consent-management and privacy framework as part of their technical proposal. Detailed implementation arrangements shall be finalized during implementation in consultation with NSDC and relevant stakeholders.
151	Section V – PS-25 and PS-28 – Data Processor and sub-processor governance	Kindly identify which parties will act as Data Fiduciary, joint/co-Data Fiduciary, Data Processor or independent Data Fiduciary for each integration and service. Please provide the required processor-contract terms, approval mechanism for sub-processors, mandatory flow-down obligations, audit/evidence requirements, incident-notification obligations, data-location restrictions and exit/deletion requirements. Please also clarify whether NSDC's prior approval will be required for each sub-processor and the process for replacing one during the Contract Period.	Cloud providers, communication platforms, specialist AI services and data providers may process personal data within a multi-party delivery chain.	The NIU shall operate in compliance with applicable laws, including the DPDP Act, 2023. Bidders are expected to propose an appropriate governance, security and compliance framework as part of their technical proposal. Detailed contractual and operational arrangements shall be finalized during implementation.

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152	Section V – PS-17 to PS-23 and PS-28 – Video/audio privacy notice, minimisation and derived data	We would like to request clarification on the scope of video and audio analytics envisaged under the RFP. Kindly specify the expected analytics use cases, including whether facial recognition, speaker verification, candidate engagement analysis or any other biometric/behavioural analytics are required. Further, please clarify the consent management ownership and notice requirements for candidates, trainers, assessors and other individuals who may appear in the recordings, as well as the retention period and storage requirements for video/audio recordings and any derived data generated from such analytics.	Video analytics may capture candidates, trainers, assessors and incidental individuals and may generate impersonation, speaker features, behaviour indicators and other derived personal data.	The RFP envisages AI-enabled video and audio analytics to support the objectives specified under Pillar 2. All such processing shall be consent-based and compliant with the DPDP Act, 2023. Bidders are expected to propose an appropriate privacy-by-design, consent-management and data-minimisation approach as part of their technical proposal.
153	Section V – PS-28 – Children, age assurance and guardian consent	Kindly confirm whether any candidates or other Data Principals may be below 18 years. If yes, please define the age-assurance method, process for verifying the parent/lawful guardian and obtaining verifiable consent, treatment when the candidate attains majority, and restrictions applicable to tracking, behavioural monitoring, profiling or targeted engagement of children. Please identify the party responsible for collecting and validating guardian evidence and resolving disputed or withdrawn guardian consent.	The Fund population may include individuals below 18 years, for whom the DPDP framework may require additional controls and verifiable consent of a parent or lawful guardian.	No candidates under 18 will be considered for the programme
154	Section V – PS-28 and SLA Item 7 – Multi-party breach and security-incident coordination	Kindly establish a single incident-governance matrix defining detection, severity classification, evidence preservation, containment, forensic investigation, regulatory and Data Principal communications, root-cause analysis and closure responsibilities for each party. Please specify contractual notification timelines between NSDC, the Technology Agency and third parties, the	A personal-data breach may originate in or propagate across NSDC systems, the NIU, cloud services, centres, integration partners and third-party data providers.	The NIU shall operate in compliance with applicable laws, including the DPDP Act, 2023, and the requirements specified in the RFP. Bidders are expected to propose an appropriate security, incident-management and governance framework as part of their technical proposal. Detailed operational arrangements shall be finalized during implementation.

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		authority that will issue statutory communications, and how liability and SLA attribution will be determined where the originating system or responsible party is not the Technology Agency.		
155	Section V – PS-24, PS-25 and PS-28 – Data Principal rights across integrated systems	Kindly define the system of record and end-to-end workflow for Data Principal requests, including identity verification, request routing, source-system correction, propagation to processors/third parties, response approval, timelines and evidence of completion. Please clarify how disputed source data, inferred scores, video-derived alerts and records affecting outcome decisions will be presented and corrected, and which party will respond to the Data Principal and maintain the consolidated request register.	Personal data and derived outcomes may be distributed across NIU modules, source systems, third parties, logs and analytics stores, requiring coordinated handling of access, correction, erasure and grievance requests.	Bidders are expected to propose an appropriate privacy, consent-management and data-governance framework consistent with the requirements of the RFP and applicable law. Detailed implementation requirements shall be finalized during implementation.
156	Section V – PS-24 to PS-28 – Retention, deletion and model-training boundaries	Kindly approve a data-category-wise retention schedule and deletion standard covering production and non-production environments, raw and derived video/audio data, integration payloads, audit logs, backups, caches, feature stores and copies held by processors or third parties. Please clarify whether NIU data may be used for model training or improvement and, if permitted, the approval, de-identification and purpose controls. At expiry, withdrawal or completion of purpose, please specify deletion/return timelines, backup-expiry treatment and the evidence or deletion certificate required from each party.	Personal data may persist in operational databases, integration queues, logs, backups, caches, video stores, derived-feature stores and analytics/model-development environments.	Bidders are expected to propose an appropriate data-retention, deletion, archival and governance framework consistent with applicable laws and the requirements of the RFP. Detailed implementation requirements shall be finalized during implementation.

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157	Section V – PS-7, PS-8, PS-9, PS-12 and PS-27	The RFP identifies certification as the first outcome payment milestone and refers to the verification of placement and retention outcomes. However, the eligibility criteria for these outcomes have not been defined. We request NSDC to clarify the programme definitions and qualifying conditions for certification, placement, and retention outcomes, including the criteria for a qualifying placement and the requirements for demonstrating retention through Month 12. This clarification will help ensure that the NIU verification framework is aligned with the applicable SOF programme guidelines.	Definition of Payable outcomes	Outcome definitions and qualifying conditions are governed by SOF programme guidelines and the approved outcome-payment framework, which will be shared on inception. Operating definitions are shared below: Enrolment - Number of beneficiaries admitted to the program by the Training Providers Certification - Number of enrolled beneficiaries who undergo successful assessment/re assessment by a third-party assessing agency or employer post completion of training, with certification issued by an awarding body approved by NCVET, or a recognized international agency Placement - Number of enrolled beneficiaries joining a job in the sector of training post certification. Placement to be achieved within 90 calendar days of certification. This milestone refers to placement in full-time and permanent jobs, excluding internships, on-the job training, or any other temporary roles. While training needs to happen in India, placements in jobs abroad is permitted in the program. Retention - Number of enrolled beneficiaries employed for a period of 90 calendar days from date of first placement as per the appointment letter including maximum break of 30 calendar days. This includes employment in multiple workplaces