

Pre-Bid Responses - RFP for development of Learning Experience Platform - (NPCI/RFP/2025-26/IT/03 dated 15.05.2025)							
Sr.No.	Document Reference	RFP Page No	Clause No	Description in RFP	Clarification Sought	Queries Type	NPCI responses
1	HR-Recruiters A	7		Who curates the questions in the library and how are they graded by difficulty ? Recruiter or Hiring Manager ?		Technical/ Functional	Questions will be curated by SMEs. The platform should be equipped to grade the difficulty level, NPCI can share sample questions across level so that partner can identify the difficulty level which we are looking for
2	HR-Recruiters A	7		Are we planning to use external assessment providers like Hackerrank/Mettl etc - if yes, then how does this workflow play out - they have their own question bank and tests get administered on their platform.		Technical/ Functional	We are looking of the inhouse developed platform for this exercise and it should be part of LXP
3	HR-Recruiters A	7		Do you use an ATS - do we need to integrate with the same for the Candidate assessment module ?		Technical/ Functional	Not at the moment .Future ATS should be integrated .System design should be flexible for this API call
4	External candidates	7		Candidate Duplication checks - Do we validate using candidate Aadhar/PAN as they tend to have multiple email id's ?		Technical/ Functional	YES keeping in line with DPDP act
5	Development of Learning Experience Platform			Are we expected to create wireframes as part of the engagement? If so, are there any NTPC -specific guidelines or standards we need to follow?		Technical/ Functional	All the guidelines are defined in RFP,
6	Data storage	12	k	can we redirect users to integrated LMS courses or would the courses have to be brought into the learning platform.		Technical/ Functional	All courses in Learning Platform .For user needs LXP is one platform
7	General Tech			What tech frameworks can be used? Any restrictions.		Technical/ Functional	We are proposing Adv Open source frameworks/ technology
8	Home- Search	12	b	does search function search across integrated LMS? Or restricted to internal employee related courses like completed, inprogress etc		Technical/ Functional	It would be as per the SOD defined
9	Home- Search	12		Do we allow search which filters courses and content as per time bases calculation		Technical/ Functional	Smart search ...AI recommendations
10	Home page Sign	12	1	Will Single Sign-On use SAML 2.0, OAuth 2.0, or another standard? Is MFA implemented in existing SSO Flow ?		Technical/ Functional	Yes SSO with MFA is implemented
11	Help	13	A	Help is assumed to be standalone without AI integration		Technical/ Functional	AI is preferred but could be standalone as well.
12	User Management	13	A	Stats displayed in my dashboard are assumed to be brought in from integrated LMS tools.		Technical/ Functional	Yes
13				How would a user earn a Badge? Would the integrated LMS provide it or would this have to be built from scratch. What is the hierarchy of badges ?		Technical/ Functional	Any user completing and clearing Playgrounds at platform would earn badge as per proficiency level badges would be allocated. Yes it needs to be build in the platform itself
14			f	What hierarchy basis it can be earned?		Technical/ Functional	One should get relevant recommendations as per their role and interest ... it should be AI enabled recommendations
15	My Interest	13	d	Should personalized course recommendations use basic interest/tag matching or advanced AI/ML-based recommendation engines?		Technical/ Functional	
16	User Management - MyDashboard	13	a	Will NPCI provide the API keys or will vendor will procure these licences and API keys.		Technical/ Functional	Vendor need to arrange
17	Role based perm	14	a	Should the platform allow for department-wise or region-wise sub-admin roles with scoped permissions?		Technical/ Functional	We have scoped out the duties in the BRD we will stick to role base permission to respective admins
18	Knowledge Library	16	3.1 (a)	Will NPCI provide the initial learning content (videos, SCORM files, assessments), or is the vendor expected to curate/create additional content?		Technical/ Functional	We can integrate with players like Udemy/ Coursera for this. We are already tied up with Udemy.System design should be flexible to add content from new partners in future

19	Content Creator tool	16	a	Will there be a dedicated SME team from NPCI to review and approve newly created course content before publishing?		Technical/Functional	NA - as we are taking it from Udemy/ Coursera. Yes course created by internal teams need to be reviewed
20	IDP goals	17	d	How many learning journeys and skill tracks are expected to be pre-configured at go-live?		Technical/Functional	Adv Open Source IaaS AI/ML Blockchain We already have it - we have reference we will be able to share that once we are finalized with the partner
21	IDP goals	17		What is the IDP workflow ?		Technical/Functional	User creates...managers approves.. Corporate can also add learning goalsSuper admin right with L&D team
22	Employee Mana	17		Can users create their own learning journeys/playlists or only consume what's assigned by admins/managers?		Technical/Functional	Users can create their playlist & should be able to use the entire library along with the learning journeys as well
23	Learning Journe	18	g	Feedback will be Rating based or just Comment. If Rating based what all parameters will be used for rating ? (Presenter knowledge, topics covered etc)		Technical/Functional	It should be both. We can do it on the scale of 5 on content
24	Gamification and	19	2.a	LXP Admin can add quizzes, playground assessment questions via form based interface or file imports?		Technical/Functional	Yes. Its clearly mentioned in LXP
25	Gamification	19		Are there expectations for additional gamification features beyond badges and leaderboards, such as experience points or virtual rewards?		Technical/Functional	Yes
26	Coding Area	20	a	What specific technologies/languages must the Playground Assessment initially support		Technical/Functional	Adv Open Source IaaS AI/ML Blockchain We will share the entire skill set once we have partner finalized
27	Coding Area	20	a. VIII	Should coding assessments be auto-graded, manually reviewed, or both?		Technical/Functional	It should be automatic reviewed
28	Proctoring	22	f	Are there approved AI proctoring or plagiarism tools NPCI would like integrated		Technical/Functional	Yes.. We need proctoring in Playground assessments
29	Reports	24		Are feedback forms for learning journeys and assessments standardized or customizable by admins?		Technical/Functional	Custom forms should be there
30	Reports	24-27		will the reports be as in when required to download basis or a timely trigger to respective persona's		Technical/Functional	will the reports be as in when required to download basis
31	Certification Dec	28		Does NPCI want the workflow and Days configurable by any persona		Technical/Functional	No
32	Dashboards	28		Does NPCI have any preferred data visualisation/reporting tool or format?		Technical/Functional	No
33	AI Chatbot	29		Do you want AI chatbot to only guide or even have help and support integration		Technical/Functional	Yes
34	Security Require	29		Any existing security assessment tool available in NPCI to perform Vulnerability and Penetration Testing ?		Technical/Functional	No
35	Data Migration	30		What volume and format of existing learning content (e.g. xAPI, videos, PDFs) needs to be migrated into the new platform?		Technical/Functional	its not much ... only the last 2-year of learning data to be migrated from the old LXP
36	Phase II	30		Should LXP auto-recommend learning journeys based on job role/department/Upskill/ dept. change skill gaps using AI in Phase I or Phase II		Technical/Functional	Yes
37	Change Manage	30				Technical/Functional	NA

38	Usability Requirements	30		What all modern browsers and mobile devices (Android/iOS) is NPCI expecting a responsive UI compatible ?		Technical/Functional	All
39	General Questions	11		Should the LXP support content in multiple Indian languages, or English		Technical/Functional	Only english
40	General Questions	11		Should gamification be customizable per user group and learning hours (e.g., Sales vs. Tech teams have separate metrics)?		Technical/Functional	Yes
41	General Questions	11		Whats the approximate Volume of Emails that can be triggered Per day ? Need to Consider Exchange Rate Limit for External Recipients Per day		Technical/Functional	As per the need
42	Data storage	12	k	can we redirect users to integrated LMS courses or would the courses have to be brought into the learning platform.		Technical/Functional	All courses in Learning Platform .For user needs LXP is one platform
43	General Tech			What tech frameworks can be used? Any restrictions.		Technical/Functional	Only adv open source is preferred
44	Home- Search	12	b	does search function search across integrated LMS? Or restricted to internal employee related courses like completed, inprogress etc		Technical/Functional	Already answered above
45	Help	13	A	Help is assumed to be standalone without AI integration		Technical/Functional	Already answered above
46	User Management	13	A	Stats displayed in my dashboard are assumed to be brought in from integrated LMS tools.		Technical/Functional	Yes, all of content providers should be captured
47	RFP Main Document	12	3.1 - Scope of Work	The platform should integrate with external platforms like Udemy, Coursera, Hackerrank, etc. via API.	Please confirm if NPCI will facilitate licenses and API access for these platforms or the bidder is expected to arrange them.	Technical/Functional	Only for content provider like Udemy/ Coursera / Skillsoft etc
48	RFP Main Document	30	Technical Requirements	Preferred deployment is on-premise on NPCI infrastructure.	Please confirm whether NPCI will provide hardware, OS, and infrastructure setup for the on-premise environment.	Technical/Functional	On Prem
49	RFP Main Document	30	Implementation & Rollout	Phase II includes future scope such as course content generation using LLMs.	Will NPCI provide any preferred LLM APIs (e.g., OpenAI, Azure AI) or is the bidder expected to suggest and implement suitable ones?	Technical/Functional	Yes
50	RFP Main Document	21	Playground Assessment – Proctoring	Requires AI plagiarism detection with checks for multiple faces, tab switching, voice, and other parameters.	Is there any preferred AI tool/vendor for plagiarism and proctoring, or should the bidder propose one?	Technical/Functional	Yes
51	RFP Main Document	29	Certification Declaration Process	Process involves ERP integration for certification reimbursement.	Please specify the ERP system in use and confirm if API access will be provided for integration.	Technical/Functional	Not Required, its part of our HRMS
52	RFP Main Document	16	Content Creator Tool	Content types include SCORM, videos, quizzes, assignments, etc.	Will NPCI provide SCORM content packages, or is the bidder responsible for developing SCORM-compatible templates?	Technical/Functional	Yes
53	RFP Main Document	29	Usability Requirements	The solution should be compatible with all browsers and devices.	Are there any prioritized device/browser matrices or mobile app expectations from NPCI?	Technical/Functional	Yes
54	RFP Main Document	25	Reports	Reports should be customizable with drag-and-drop dashboard builder.	Please confirm if NPCI expects a pre-built dashboarding framework or the bidder must custom-develop it.	Technical/Functional	Yes

55	RFP Main Document	31	Assumptions & Dependencies	"Development to be completed before Q4-2025"	Please confirm if there is a fixed Go-Live date or milestone-based delivery plan (e.g., Alpha, Beta, UAT).	Technical/Functional	Yes
56	RFP Main Document	16	Admin Content Creator Tool	Admin can upload PDFs, SCORM, documents, etc.	Will NPCI provide an existing repository of historical/legacy content to be migrated?	Technical/Functional	Yes
57	RFP Main Document	22	Proctoring Requirements	Includes video/audio plagiarism detection	Will NPCI provide a list of approved or blacklisted tools/vendors for proctoring integration?	Technical/Functional	Yes
58	RFP Main Document	29	Integration Requirements	Integration with MS Teams, external platforms	Is there an existing MS Teams tenant that the solution should integrate with, or will a new tenant be provisioned?	Technical/Functional	Yes
59	RFP Main Document	30	Technical Requirements	Solution should be deployable on Cloud or On-prem	In case of Cloud deployment, does NPCI have a preferred cloud service provider (AWS, Azure, GCP)?	Technical/Functional	On Prem
60	RFP Main Document	12	Scope Overview	Must provide personalized learning paths via AI	Is there any preferred recommendation model (collaborative, content-based, hybrid)? Or any current tool in use for the same?	Technical/Functional	Yes
61	RFP Main Document	28	Analytics	Heatmap, spider, bar chart type dashboarding	Is there a need to embed or integrate with BI tools like Power BI/Tableau for advanced analytics?	Technical/Functional	Yes
62	RFP Main Document	27	Data Migration Requirements	Mandatory trainings to be migrated	What is the format and estimated size of existing training data to be migrated to the new LXP?	Technical/Functional	Yes
63	RFP Main Document	19	Feedback Module	Course/platform/assessment feedback	Will feedback templates/questions be standardized by NPCI or should the system support dynamic form creation?	Technical/Functional	Yes
64	RFP Main Document	20	Gamification	Quiz creation, badge allocation, leaderboards	Is there an existing gamification framework that needs to be integrated or should it be custom-built?	Technical/Functional	Yes
65	RFP Main Document	18	Nomination Workflow	Nomination requires Manager/HOD approval	Will NPCI provide approval hierarchy and mapping at the start of implementation?	Technical/Functional	One can access any course at platform. Only in the calendar programs the approvals should be enabled from system
66	RFP Main Document	28	Certification Declaration	Certification flow linked to ERP	What is the expected interface protocol for ERP integration (API, file exchange, etc.)?	Technical/Functional	Not Required, its part of our HRMS
67	RFP Main Document	28	Data Export	Reports should export in PDF, Excel, Image, etc.	Is there any compliance/formatting standard to be followed in exported reports?	Technical/Functional	Yes
68	RFP Main Document	29	Version Control & Change Management	Proper release management and approval required	Does NPCI have any existing tools/processes (e.g., JIRA, GitLab, Change Advisory Board) for change management?	Technical/Functional	Yes
69	RFP Main Document	21	Playground Assessment	AI Plagiarism Detection required	Is the bidder responsible for building plagiarism detection logic or integrating a third-party tool? Please clarify licensing responsibilities.	Technical/Functional	Yes

70	RFP Main Document	12	AI Tools & Recommendations	Personalized learning via AI	Is face recognition-based candidate flagging to be developed in-house or via integration with an existing AI provider?	Technical/Functional	Yes
71	RFP Main Document	12	General Scope	LXP must work with Hackerrank, Mettl, etc.	Are any of these third-party vendors already in use or does NPCI expect the bidder to propose/select one?	Technical/Functional	No. This feature should be part of the system
72	RFP Main Document	30	Deployment Environments	Dev, UAT, Prod environments required	Will NPCI provision all environments, including test data, user credentials, and test scenarios?	Technical/Functional	Yes
73	RFP Main Document	29	AI Chatbot – Good to Have	AI-based chatbot for guidance	Is the chatbot expected to support multilingual queries or just English?	Technical/Functional	Yes
74	RFP Main Document	12–30	Entire Functional Scope	Multiple modules like Playlist, Gamification, Leaderboard, etc.	Is there a prioritized delivery roadmap for features, or are all expected in the initial release?	Technical/Functional	Yes
75	RFP Main Document	18	Content Assignment	Admin/Manager can assign content to users/groups	Will role-based content access be dynamically controlled by integration with AD or configured manually?	Technical/Functional	Yes - Detailing done in BRD
76	RFP Main Document	20	Sandbox & Compiler	Real-time code execution	Will NPCI provide access to any compiler infrastructure (e.g., containerized environments), or is the bidder expected to build one?	Technical/Functional	Yes
77	RFP Main Document	30	Backup & Failover	Backup, BCP, DR required	Is there a preferred backup strategy (e.g., hourly, incremental, real-time)? Will NPCI provide DR infra?	Technical/Functional	Yes
78	RFP Main Document	30	Latency Requirement	Page open time must be under 100 ms	Can NPCI clarify whether this benchmark is for internal network or includes public access scenarios?	Technical/Functional	Yes or less
79	RFP Main Document	31	Development Tech Stack	Open-source technologies preferred	Is there a restriction on specific open-source languages (e.g., only Python, Java) or is selection open based on solution design?	Technical/Functional	Yes
80	RFP Main Document	18	Notification & Reminder System	Email and bell icon alerts	Will NPCI provide SMTP server details and email templates, or is the bidder expected to define and configure them?	Technical/Functional	Yes
81	RFP Main Document	24	Knowledge Sharing	Includes Blogs, Forums, Q&A, Channels	Should knowledge sharing modules be moderated automatically (AI moderation) or manually via admin workflows?	Technical/Functional	Yes
82	RFP Main Document	28	Analytics & Dashboards	Graph types include spider, bar, heatmap	Should dashboards be exportable to PDF or embeddable in other applications (e.g., ERP, Intranet)?	Technical/Functional	Yes
83	RFP Main Document	25	Report Types	13+ types of reports listed	Should reports support scheduled delivery via email or real-time download only?	Technical/Functional	Yes
84			Technology Stack	While the RFP mentions open-source technologies as preferred, could NPCI specify any particular frameworks, languages, or databases they prefer or are already using in their environment for better compatibility?		Technical/Functional	Any Open source as per partner feasibility

85				Does NPCI have specific preferences for frontend frameworks (React, Angular, Vue) or backend technologies (Node.js, Python, Java)?	Technical/ Functional	Any Open source as per partner feasibility
86			Infrastructure De	The RFP mentions "We will provision 12 servers (96 core)" - could you please clarify if these are physical or virtual servers, and provide specifications (RAM, storage) to better understand the deployment environment?	Technical/ Functional	We will arrange those servers. Capacity planning will be done and planned internally once we kick off the project
87				Will NPCI provide the infrastructure for all three environments (Development, UAT, Production) as mentioned in the RFP?	Technical/ Functional	Yes
88			Single Sign-On (Could you provide more details about your existing AD setup and authentication mechanisms?	Technical/ Functional	Azure AD is used in NPCI & MF authentication at NPCI
89				Do you use any specific SSO protocol/standard (SAML, OAuth, OpenID Connect) that the solution should be compatible with?	Technical/ Functional	SAML
90			Integration Requ	For integrations with external learning platforms (Udemy, O'Reilly, Coursera, etc.), do you already have corporate accounts with these platforms?	Technical/ Functional	Yes
91				Do you have documentation for the APIs of these platforms, or would we need to research and implement these integrations?	Technical/ Functional	Yes
92				For MS Teams integration, what specific capabilities are required (meeting scheduling, live sessions, notifications)?	Technical/ Functional	Only the contnet can be browsed from teams & training calendar should be integrated and notifications should be also enabled
93			AI and ML Featu	Regarding AI-based recommendations and plagiarism detection, does NPCI have any preferred AI/ML frameworks or tools?	Technical/ Functional	No
94				For face recognition requirements to flag repeat candidates, are there specific compliance requirements (e.g., user consent workflows) that need to be followed?	Technical/ Functional	Standard proctoring guidelines which platforms like Hackerrank or Mettl uses
95			Assessment Eng	Could you provide more details about the complexity of coding assessments required? What programming languages should be supported?	Technical/ Functional	, skill sets could be shared post partner finalization however we need system to be capable to include new tracks and skills in phase II
96				What types of technical environments need to be simulated for the "Playground Assessment" feature?	Technical/ Functional	All 4 tracks mentoned in BRD
97			Licensing Types	Are there specific open-source licenses NPCI prefers (e.g., MIT, Apache 2.0) or explicitly prohibits (e.g., GPL, AGPL)?		Will be responded during pre bid meeting
98				Will NPCI require escrow arrangements for any proprietary components of the solution?	Technical/ Functional	No
99			Future Licensing	What is NPCI's expectation regarding licensing costs for scaling up user count beyond the projected numbers?	Technical/ Functional	The users numbers are mentioned YoY under Capacity planning in BRD
100				For any proprietary components, how should we account for version upgrades and new feature licensing over the 3-year support period?	Technical/ Functional	Version updates and necessary things would be covered in Phase 1 and next in Phase 2
101			Coding Arena R	What specific programming languages must be supported in the coding practice environment (e.g., Java, Python, JavaScript, C#, etc.)?	Technical/ Functional	All 4 tracks mentioned in BRD
102				What compilation/execution environment is expected for code execution - browser-based or server-side execution?	Technical/ Functional	Both as per problem statements

103			Coding Platform	Are there specific security measures required for the code execution environment to prevent potential security risks?		Technical/ Functional	As per industry norms
104				What level of code analysis is expected (e.g., syntax checking, performance analysis, code quality metrics)?		Technical/ Functional	All
105			Assessment Engine	For the playground assessments, what types of technical skills need to be assessed beyond coding (e.g., database, cloud technologies, networking)?		Technical/ Functional	Beyond coding playground should take care of project based solution checking in simulated environment
106				Could you provide more details on the expected complexity of the playground environments - are these simple coding problems, or do they require more complex simulated environments?		Technical/ Functional	It should be both Coding and complex simulated environments
107				What types of behavioral assessments are needed for external candidates? Are there specific assessment methodologies NPCI follows?		Technical/ Functional	Its as per market standard - like kornferry
108				What metrics should be captured during assessments (time taken, efficiency, approach, etc.)?		Technical/ Functional	All - Time taken, efficiency, approach, accuracy in code etc
109			Proctoring Capabilities	For the AI plagiarism detection and video proctoring features, what specific behaviors need to be monitored beyond those mentioned in the RFP?		Technical/ Functional	Yes
110				What actions should the system take when potential plagiarism is detected?		Technical/ Functional	System should highlight in the report, actions will be taken care by admin
111				What level of human intervention/review is expected in the proctoring process?		Technical/ Functional	None
112				Are there privacy considerations or compliance requirements specific to the proctoring features?		Technical/ Functional	None for now, as its covered in our HRMS
113			Skills Measurement	Could you provide more details on how skills proficiency levels should be measured and reported?		Technical/ Functional	As of now 4 tracks that are mentioned in BRD
114				What skill taxonomy or framework should the solution follow for technical and behavioral skills?		Technical/ Functional	For tech it should be similar to Hackerrank/ Mettl and behaviour it should be like kornferry
115				What benchmarking capabilities are expected for comparing employee skills against industry standards?		Technical/ Functional	As per industry standard
116				How should the system handle skill certifications and validation?		Technical/ Functional	Once the employee successfully complete the course and clears the assessment the skill certifications should be provided post score validation
117			Integration with HR	How does the assessment platform need to integrate with NPCI's existing recruitment processes or systems?		Technical/ Functional	Recruitment to be done in HRMS and candidate assessment should be initiated in the LXP system
118				What recruitment data needs to be shared bidirectionally between the LXP and other HR systems?		Technical/ Functional	IDP
119				Are there specific export formats required for assessment results to be used in other systems?		Technical/ Functional	Need more clarity to answer
120			Data Migration	The RFP mentions migration of existing course content for annual mandatory trainings. Could you provide details about the volume, format, and structure of this content?		Technical/ Functional	2 years learning data
121				Is there any other historical data that needs to be migrated to the new platform?		Technical/ Functional	2 years learning data
122			User Volume and Scalability	How many external candidates are expected to use the system concurrently during recruitment drives?		Technical/ Functional	500 users max/ day
123				What is the expected data growth rate (learning content, assessment records, etc.) over the 3-year contract period?		Technical/ Functional	20% YoY

124				Could you provide more specific details about the security assessment process the solution will undergo before go-live?		Technical/Functional	Please refer the checklist in RFP
125			Security Require	Are there specific security certifications or compliance requirements (ISO 27001, SOC 2, etc.) that the solution provider must adhere to?		Technical/Functional	Please refer the checklist in RFP
126			Mobile Accessib	Is a responsive web design sufficient, or is there a requirement for native mobile applications?		Technical/Functional	Not required in phase 1
127				Are there specific mobile operating systems or browsers that must be supported?		Technical/Functional	Andriod IOS
128			Phase I and Pha	Is the current RFP and commercial proposal required only for Phase I implementation, or should it include both Phase I and Phase II?		Technical/Functional	You can give for Phase 1
129				If only Phase I is in current scope, what is the expected timeline for initiating Phase II?		Technical/Functional	Post go live of phase 1 , 6 months from then
130				Will Phase II be implemented through change requests against this contract, or through a separate RFP process?		Technical/Functional	Not through a separate RFP process
131				Should we provide optional pricing for Phase II features as part of this commercial proposal?		Technical/Functional	You may
132			Change Manage	How many stakeholders will be involved in the UAT and approval process?		Technical/Functional	10 to 20 users or may be on the higher side
133				What is NPCI's expected involvement in the development process (Agile sprints, regular reviews)?		Technical/Functional	Yes Agile Sprints and regular reviews will happen
134			Training Require	Could you elaborate on the training requirements for administrators and end-users?		Technical/Functional	Yes functional training would be required
135				How many administrators will need detailed training on the platform?		Technical/Functional	May be 4-5
136			Support and Ma	Could you clarify the expected SLA for various severity levels during support?		Technical/Functional	SLA will be as per procurment guidelines
137			Phased Rollout	Would NPCI consider a phased approach to implementation, prioritizing core features first followed by advanced capabilities?		Technical/Functional	We will go live for entire platfrom Phase 1 and Phase 2 may have some phased timeline approach
138				Is there flexibility in the go-live timeline if we propose a phased approach?		Technical/Functional	Could be discussed post partner finalization after bidding process
139			Commercial Cla	For the change request man-day rates, could you provide an estimate of the expected volume of change requests after go-live?		Technical/Functional	Could be discussed post partner finalization after bidding process
140			Performance Te	What are NPCI's expectations regarding performance testing before go-live?		Technical/Functional	Tool based as per the Capacity mentioned in RFP
141				Will NPCI provide any testing infrastructure or tools for performance and load testing?		Technical/Functional	No
142			Intellectual Prop	Could you provide more clarity on what constitutes "pre-existing IP" versus custom development for IP ownership purposes?		Technical/Functional	Need more clarification
143				For open-source components integrated into the solution, how should licensing compliance be demonstrated?		Technical/Functional	That partner needs to decide and comeback
144			Warranty Period	What is the expected warranty period after go-live before the support/maintenance period starts?		Technical/Functional	Mentioned in RFP
145			Acceptance Crit	Could you provide more details on the acceptance criteria for the deliverables?		Technical/Functional	It should be aligned to BRD for acceptance
146				Will there be any penalties for not meeting specific performance metrics during UAT?		Technical/Functional	Yes as per the RFP

147			Documentation	Could you elaborate on the expected documentation deliverables (system design, user manuals, API documentation)?		Technical/Functional	All documents would be required as per standard SDLC process
148		3	NA	<p>Checklist</p> <p>The following items must be checked before the Bid is submitted:</p> <p>1. Online transfer of Rs 23,600/- (Rs. Twenty Thousand Six hundred only inclusive of GST@18%) towards cost of Bid document in Envelope/Folder/Folder – 'A'</p>	Will MSME have exemption for cost of bid document?	Procurement	No exemption to MSME on bid cost.
149		12	3.1	<p>3.1 Scope of work:</p> <p>Business Objectives</p> <p>c. This platform will also help assess and record the proficiency level of candidates during recruitment process. It will maintain candidate history data on assessment attempts made. It should flag a repeat candidate through AI tools like face recognition, etc.</p>	<p>Kindly provide details of how the recruitment process works in NPCI. Are the candidates onboarded in the HRMS portal? This will help us to understand if the candidate integration can be done so that when the candidate converts into a on roll employee their learning history is intact.</p>	Technical/Functional	Yes candidates are onboarded in HRMS.
150		12	3.1	<p>3.1 Scope of work:</p> <p>Business Objectives</p> <p>c. This platform will also help assess and record the proficiency level of candidates during recruitment process. It will maintain candidate history data on assessment attempts made. It should flag a repeat candidate through AI tools like face recognition, etc.</p>	<p>Kindly elaborate the "It should flag a repeat candidate through AI tools like face recognition, etc." requirement.</p>	Technical/Functional	Yes. We are thinking govt id to be incorporated during the start of any exam
151		12	3.1	<p>3.1 Scope of work:</p> <p>Business Objectives</p> <p>c. This platform will also help assess and record the proficiency level of candidates during recruitment process. It will maintain candidate history data on assessment attempts made. It should flag a repeat candidate through AI tools like face recognition, etc.</p>	<p>Is NPCI looking for build-operation-and transfer model, where, the vendor will customize the LXP application specifically for NPCI, run the LXP for 3 years and handover the source code to NPCI after 3 years?</p>	Technical/Functional	As mentioned in the BRD the vanilla product should be with the partner any customization over it would be IP of NPCI. Kindly go through the IP clause mentioned in RFP
152		12	3.1	<p>3.1 Scope of work:</p> <p>Business Objectives</p> <p>i. Preferred technology stack for platform development to be open-source technologies.</p>	<p>Request you to also accept vendors who offer closed-source technologies and are willing to share source code to NPCI at end of the contract.</p>	Technical/Functional	Open Source is only preferred
153		12	3.1	<p>3.1 Scope of work:</p> <p>Business Objectives</p> <p>k. Data and other infrastructure would be NPCI's India based servers only.</p>	<p>Does this mean that the LMS has to be deployed on premise at NPCI or on cloud provided by NPCI?</p>	Technical/Functional	We are looking for LXP and yes it has to be deployed on prem
154		13	3.1	<p>3.1 Scope of work:</p> <p>• User Management</p> <p>f. My badges-To showcase all the skill badges earned by the users.</p>	<p>Is NPCI using a badge system currently? If yes then is it an inbuilt feature or separate tool is integrated for badges?</p>	Technical/Functional	Yes we are using badges but its not part of any system currently so we need to incorporate as mentioned in BRD
155		20	3.1	<p>3.1 Scope of work:</p> <p>• Practice, Assess & Measurement skills</p> <p>Coding Area</p> <p>a) Employe Login:</p> <p>I. Sandbox environment for employees to practice coding, compile their code and refine their skills.</p> <p>II. Code editor with support for multiple programming languages.</p>	<p>Currently what tool is used by NPCI for the Lab where the students can code and compile their code? Or is it inbuilt in the system.</p>	Technical/Functional	Currently we are using external platforms like Hackerrank for the assessments and sometimes practice as well. But we need to incorporate the same in the new LXP system

156		29	3.1	3.1 Scope of work: • Non-Functional Requirements: a. Performance Requirements.	Here users are given for 5 years. However, in the N - Commercial Bid support only for 3 years is asked. Kindly confirm if the contract will be for 3 years or 5 years.	Technical/ Functional	In BRD we have mentioned years of capacity planning. Please don't confuse with contract. You can consider 3 years to start with
157		30	3.1	3.1 Scope of work: • Technical Requirements a) Hosting & Deployment (Cloud/ On-Prem) i. System\product build should be compatible to be deployed on-premises or Cloud. ii. As per NPCI recommendation, we prefer on-premises solution.	Here it is mentioned that NPCI preference is on-premises solution. Hence, kindly confirm that the bidders must provide costs only for on-premises deployment or also for cloud deployment.	Technical/ Functional	Only for On-prem
158		30	3.1	3.1 Scope of work: • Technical Requirements a) Hosting & Deployment (Cloud/ On-Prem) i. System\product build should be compatible to be deployed on-premises or Cloud. ii. As per NPCI recommendation, we prefer on-premises solution.	Does the vendor have a choice to propose either on premise or on cloud solution? Or are you restricting the vendor to provide only on premise solution?	Technical/ Functional	Only for On-prem
159		30	3.1	3.1 Scope of work: • Technical Requirements a) Hosting & Deployment (Cloud/ On-Prem) i. System\product build should be compatible to be deployed on-premises or Cloud. ii. As per NPCI recommendation, we prefer on-premises solution.	If there is a requirement for on Cloud deployment, NPCI will provide the cloud or vendor must provide it?	Technical/ Functional	Only for On-prem we are proposing
160		30	3.1	3.1 Scope of work: • Technical Requirements a) Hosting & Deployment (Cloud/ On-Prem) i. System\product build should be compatible to be deployed on-premises or Cloud. ii. As per NPCI recommendation, we prefer on-premises solution.	If there is a requirement for on premise deployment, NPCI will provide the hardware and software for deployment or vendor must provide it?	Technical/ Functional	NPCI will provide the necessary Infra
161		30	3.1	3.1 Scope of work: • Integration Requirements a) Single Sign-On (SSO) Authentication, AD & Mail integration (SMTP)	Kindly confirm if the SMTP server will be provided by NPCI or vendor needs to provide it.	Technical/ Functional	NPCI will provide the necessary Infra
162		30	3.1	3.1 Scope of work: • Integration Requirements a) Single Sign-On (SSO) Authentication, AD & Mail integration (SMTP)	We understand that data of the employees will be fetched from HRMS and AD will be used for the SSO integration. Kindly confirm.	Technical/ Functional	Yes
163		30	3.1	3.1 Scope of work: • Data Migration Requirements a) Existing course content for annual mandatory trainings to be migrated to new platform.	Only course content has to be migrated or employee course completion etc. data also has to be migrated?	Technical/ Functional	All the user related data with respect to learning has to be migrated
164		30	3.1	3.1 Scope of work: • Data Migration Requirements a) Existing course content for annual mandatory trainings to be migrated to new platform.	How many videos need to be migrated to the LXP? and what is the total size (GB / TB) of the videos?	Technical/ Functional	Only mandatory training videos needs to be migrated which total number would not be more than 15
165		30	3.1	3.1 Scope of work: • User Training & adoption Plan a) Employees and administrators will receive adequate training to use the new platform effectively.	Kindly mention how many training sessions will be required.	Technical/ Functional	Initial trainings (2-3) to LXP team would be required at admin level and may be (2-3) sessions at users level
166		30	3.1	3.1 Scope of work: • User Training & adoption Plan a) Employees and administrators will receive adequate training to use the new platform effectively.	Kindly mention if the training sessions can be done online or onsite training is required.	Technical/ Functional	For admin level classroom is preferred Any mode is fine with us for users

167		33	4.1	<p>4.1 Eligibility Criteria B) Other than start-ups: 7. Intellectual Property Rights Except for the pre-existing IP of the Bidder, the Bidder has to accept that IP ownership will be with NPCI.</p>	<p>The LXP is vendor's IP. Any updates / customizations done in the code are integral part of the LXP code itself. So, even if any updates / additions / customizations are done to LXP the IP will still remain with the vendor.</p> <p>Hence kindly request you to either remove this clause or kindly add a clear statement that vendor must handover source code at end of contract.</p>	Technical/ Functional	<p>1) LXP platform to be developed from scratch: Exclusive IP will be with NPCI. Further to clarify if service provider is ready to offer its existing LXP platform (base software) with required customization, the IP of the complete solution shall belong only to NPCI, while IP of the base software can continue with service provider. To further clarify, the customization shall be exclusive IP of NPCI and shall not be offered as part of their base software. The complete source code shall be deposited to NPCI from time to time.</p> <p>2) Coding Platform - Service provider may propose 3rd party software solution. In such case IP of the base software will remain with the IP owner whereas IP of subsequent customization will be with NPCI. In such case, the service provider will be responsible for necessary licensing compliance for base software.</p> <p>If the service provider offers to develop coding platform from scratch, IP of complete software shall be with NPCI. The complete source code shall be deposited to NPCI from time to time. NPCI may prefer full IP solution over 3rd party solution with respect to coding platform.</p>
168		36	5.11	<p>5.11 Contents of the 3 Envelope/Folder Folder A - Eligibility Bid 2 Annexure A2 - Performance Bank Guarantee Format</p>	<p>Here Annexure A2 is mentioned in list of documents to be submitted. However, since this is the PBG format we understand that it will only have to be submitted by the selected bidder once the evaluation process is completed and project is awarded. Kindly confirm.</p>	Procurement	<p>PBG Format is declaration that needs to be accepted by bidder for adherence in case of award is being rewarded</p>
169				<p>Non-Negotiables (Features) 1) Playground Assessment 2) Coding Arena 3) Feature to create Learning Journey 4) Reporting & Analytics on Power BI or Tableau dashboards 5) IP of the developed source code 6) Servers and should be in India 7) APIs to integrate with external platform and real time data</p>	<p>Here it is mentioned 'Servers should be in India. However, in the RFP it is mentioned that on-premises is preferred. Since it is mentioned Servers should be in India, does NPCI want a on cloud deployment option as well?</p>	Technical/ Functional	<p>All the servers would be provided by NPCI and it will be on -prem</p>
170		40	7.4	<p>7.4 Evaluation of Commercial Bids: NPCI reserves the right to discover the lowest price through the Reverse Auction OR Price discussion mechanism or both if so opted by NPCI management. NPCI will inform the method of price negotiation to technically qualified bidders.</p>	<p>Instead of Lowest price / RA method we humbly request you to use the QCBS method. This will ensure that NPCI will get the vendor with best technical capabilities.</p>	Procurement	<p>No change. NPCI's decision will be final</p>
171		44	8.10	<p>8.10 Delivery schedule The successful bidder shall commence the services within 6 Months from the date of receipt of the Purchase Order.</p>	<p>By 'commence the services' does it mean that the LXP should be Live in 6 months from date of receipt of the PO? Kindly confirm.</p>	Technical/ Functional	<p>Yes</p>

172		74	Annexure O	Annexure O – Detailed Bill of Material	We understand that the deployment has to be done on premises. So is the Detailed Bill of Material only as reference for NPCI for procuring the required deployment infrastructure (hardware and software) or the vendor must provide the deployment infrastructure?	Procurement	Please refer revised BOM as per corrigendum 2
173		NA	NA	General	Has NPCI developed a inhouse competency framework with technical and behavioural competency for each job role?	Technical/Functional	We are working towards it could be discussed post partner finalization
174		NA	NA	General	Kindly provide mention how many tools / applications (internal/external) will need to be integrated with the LXP. Also mention names of the tools / applications.	Technical/Functional	The contnet provider could be integrated with current system
175		NA	NA	General	Kindly let us know which HRMS is being used to store employee data.	Technical/Functional	Adrenalin for now
176		NA	NA	General	In the 3.1 Scope of work clause several Screenshots are provided. Are these of NPCI's existing LMS / LXP? If yes, kindly mention which LMS / LXP NPCI is currently using.	Technical/Functional	No, we have developed it taking reference of external platforms
177		NA	NA	General	For submission kindly allow at least 8 - 10 working days from the date responses to the pre-bid queries are published.	Procurement	to be discussed during the pre-bid meeting
178		NA	NA	General	RFP is published on 15th May and submission is on 26th May. So there are only 10 days for submission. To have a health competition and to give bidders sufficient time check the RFP, get doubts clarified and prepare a proper bid, we request you to kindly give at least 21 days time from date of publishing of the RFP.	Procurement	to be discussed during the pre-bid meeting
179		NA	NA	General	Request you to kindly arrange for a pre-bid meeting were the requirements and scope of work is explained and bidders can ask queries. This is will all bidders understand the requirement properly and submit a accurate bid.	Procurement	Pre Bid meeting will be conducted timelines for same will be shared by NPCI
180		12	3.1	Leverage AI to provide personalized learning recommendations.	Please confirm if any existing AI infrastructure is available or will we need to build it?	Technical/Functional	Build it

181		12	3.1	Data and other infrastructure would be NPCI's India based servers only.	Please confirm if the existing infrastructure has support for Kubernetes, microservices etc? (e.g. Redhat Open Shift)	Technical/Functional	We will procure new hardware for this project hence as per the need it could be customized
182		12	3.1	The platform will cater to... a) NPCI-G Employees; b) External Candidates... Provide technical and behavioral assessment platform... flag repeat candidate through AI tools like face recognition.	Is there an existing ATS or recruitment platform that this module should integrate with? If yes, please share system details.	Technical/Functional	No
183		12	3.1	Provide Measurable tools to assess employee skill (Technical and Behavioral) level through interactive assessments, enable coding practices.	Will skill assessments need to be designed for the identified skills? How many skills, and how many questions per skill?	Technical/Functional	As of now in phase 1 we are looking for the skills falling under below tracks Adv Open Source IaaS AI/ML Blockchain We have defined the skills - will be able to share that once we are finalized with the partner Also, system should be open for skills apart from the above mentioned tracks
184		13	3.1	Peer Learning – Users within their team or their social groups within organization can co-create their groups and share their learnings with each other.	Can we integrate with Viva Engage to facilitate the creation of social groups?	Technical/Functional	We have this in our proposed HRMS
185		14	3.1	d. Admin can create new user groups.	Could you please provide more information about the purpose of the user groups and additional details on the types of user groups that the admin can create?	Technical/Functional	Admin should have rights to create group of users under different skill levels ... under different HOD levels... Playground winner level etc...
186		14	3.1	Would assign one or more assessments against a candidate's personal email id and generate link for sharing with the candidate.	Would a proctored assessment be necessary, or would a time-bound assessment be sufficient?	Technical/Functional	Proctored is a mandate here
187		14	3.1	Recruitment & Candidate Shortlisting : Assessment	Is playground only for Programming or Blockchain / AI-ML/ cloud tech will also required?	Technical/Functional	Playground is a simulated scenario or a use case level problem statement which may require VMs or necessary infra depending on the technology
188		15	3.1	Practice , Assess & Measurement of Skills: Leaderboard>View leaderboard	Is this expected to be integrated with Power BI?	Technical/Functional	Yes tools like Tableau, power bi works
189		16	3.1	Content Creator tool: This feature helps administrators create, view, edit, publish, unpublish, review, delete and save new course content. Generated content can include hyperlinks, videos, images, SCORM content, Exercises, Assignment, Assessment or other documents.	Can you please clarify if the Content Creator tool should be a full-fledged authoring tool with SCORM packaging and editing (like Articulate/Rise/iSpring), or just support basic content assembly using uploaded files (PDFs, videos, external SCORM packages)?	Technical/Functional	Yes it should be full packaged tool as mentioned
190		17	3.1	IDP should be in sync with the learning goals. Employee to mandatorily create their IDP (select and enter Learning Goals) and send for approval of their Manager. On approval by Manager, same to be appearing as employee's IDP for the year. On rejection of Manager, mail notification received (with weekly reminders) for IDP to be updated and resent for approval. System to prompt every time user logs in for IDP completion.	Will NPCI provide the competency frameworks and goal libraries (technical, behavioral, domain) to be mapped to the assessments and courses, or should the vendor propose a design for that as well?	Technical/Functional	Currently we don't have the competency frameworks and goal libraries

191		18	3.1	Employee Manager: a) Shows 2 tabs – My Goals and Others Goals	Could you clarify the functional expectations from the “Others Goals” tab for Managers? Is it limited to view-only access for team member goals, or should it also include edit, reassign, approve/reject, and comment functionalities? Also, will there be hierarchical visibility (e.g., skip-level goals), and are there reporting or dashboard capabilities embedded in this view?	Technical/Functional	It should have also include edit, reassign, approve/reject, and comment rights ... we have already requested goal dashboard
192		18	3.1	LXP Admin: o Guided learning paths to help employees progress through courses and achieve specific learning outcomes. o Predefined and customizable learning journeys, ability to curate content and Practice labs to create new learning journey in particular skill track.	Could you please clarify whether the vendor is expected to provide any pre-built learning journeys or curated skill tracks as part of the initial deployment?	Technical/Functional	Platform should be capable enough so that we can curate our own learning journeys as per desired skills..... In build learning journey could be an added advantage
193		20	3.1	Code editor with support for multiple programming languages.	Please can we get list of programming languages that are in this scope?	Technical/Functional	As of now in phase 1 we are looking for the skills falling under below tracks Adv Open Source IaaS AI/ML Blockchain We have defined the skills - will be able to share that once we are finalized with the partner Also, system should be open for skills apart from the above mentioned track
194		20	3.1	Detailed reporting and analytics for tracking learning progress and outcomes.	Should analytics support in-platform dashboards only, or integration with tools like Power BI/Tableau also expected?	Technical/Functional	It should be part of reporting in what ever modules its fetched from. It is explained in detail in BRD
195		22	3.1	Recruitment & candidate shortlisting	Are background verification capabilities required as part of recruitment & shortlisting	Technical/Functional	No
196		22	3.1	Knowledge Sharing	Will blogs / certificates be accessible for public or only internal to NPCI	Technical/Functional	Internal NPCI
197		29	3.1	Security Requirements	Could NPCI elaborate on the specific security standards and compliance expectations (e.g., use of HSMs, tokenization, encryption at rest and in transit)? Additionally, is there a preferred framework or minimum standard NPCI expects the platform to comply with, and can we recommend a cost-optimal solution that meets these standards?	Technical/Functional	We can build on this post finalization of partner as of now IT requirements are well explained in BRD
198		30	3.1	Integration with External Learning Providers like Udemy, O'reilly Media, Coursera, Pluralsight, etc. for course content and progress tracking.	Approximately how many integrations are expected with different content providers?	Technical/Functional	As of now we are looking forward to content provider integration like Udemy Coursera

199		30	3.1	Open-Source Technology - The entire application should be built on open-source technology.	Are there any open source technologies NPCI prefers for development?	Technical/Functional	Any open source is preferred
200		30	3.1	Technical Requirements	Which is the inhouse platform to host this solution.	Technical/Functional	This would be a fresh development hosted, on-prem
201		30	3.1	Technical Requirements	What back-end platform will need to be leveraged?	Technical/Functional	Open Source DB
202		30	3.1	Technical Requirements	If this is required to be mobile-enabled, should it be android-first or iOS-first or both?	Technical/Functional	Both
203		30	3.1	Technical Requirements	Will PWA compliances be applicable?	Technical/Functional	Not so specific requirement around this
204		30	3.1	Out of Scope: Long-term maintenance beyond initial deployment and stabilization phase	We assume that NPCI will take over platform maintenance immediately post hand-over (including L1/L2 support etc.). Please confirm.	Technical/Functional	We will require support as per the terms mentioned in RFP
205		30	3.1	b) Data Storage & Backup \ Disaster Recovery Strategy i. Proper data storage and backup recovery plan should be provided. ii. BCP\DR plan to be shared.	DR: What will be RTO and RPO expected here	Technical/Functional	We have mentioned a bit of it in our SLA in our RFP. Very specific to RTO & RPO we can discuss this once we finalize the partner.
206		30	3.1	• User Training & adoption Plan a) Employees and administrators will receive adequate training to use the new platform effectively. • Change Management a) Version control for all change controls activities. b) Proper release management plan for any changes c) Change management committee to be formed, based on whose approval's changes can be deployed to production environment	We assume that for end to end change management, the following is in scope to ensure system stabilization & successful adoption. Request your confirmation please. - On-code Knowledge transfer (KT) for tech teams	Technical/Functional	Yes
207		30	3.1	• User Training & adoption Plan a) Employees and administrators will receive adequate training to use the new platform effectively. • Change Management a) Version control for all change controls activities. b) Proper release management plan for any changes c) Change management committee to be formed, based on whose approval's changes can be deployed to production environment	We assume that for end to end change management, the following is in scope to ensure system stabilization & successful adoption. Request your confirmation please. - Training of HR teams: to build understanding of platform working, functional processes & usability of dashboards	Technical/Functional	Yes
208		30	3.1	• User Training & adoption Plan a) Employees and administrators will receive adequate training to use the new platform effectively. • Change Management a) Version control for all change controls activities. b) Proper release management plan for any changes c) Change management committee to be formed, based on whose approval's changes can be deployed to production environment	We assume that for end to end change management, the following is in scope to ensure system stabilization & successful adoption. Request your confirmation please. - Training of users: to build understanding of the journeys & clarify user expectations to enable adoption	Technical/Functional	Yes
209		30	3.1	Technical Requirements a) Hosting & Deployment (Cloud/ On-Prem) i. System\product build should be compatible to be deployed on-premises or Cloud. ii. As per NPCI recommendation, we prefer on-premises solution. iii. Application to be hosted on NPCI servers, in India.	While you have mentioned your preference for an on-premise solution, can we recommend cloud-based deployment?	Technical/Functional	No

210		30	3.1	e) The entire application should be built on open-source technology, utilize open-source frameworks and tools and ensure compliance with open-source licenses.	While we understand that the platform is to be developed using open-source technologies, would NPCI permit the use of open-source LMS platforms like Moodle, if supported through managed services for customization, scaling, and long-term support?	Technical/ Functional	We can but all the IP should be ours
211		39		APIs to integrate with external learning platforms like Udemy.	Can we please get list of external learning platforms that needs to be integrated?	Technical/ Functional	We will only get it customized with content providers - Udemy
212		39	7.3	Technical Scoring Matrix:	Will you please clarify the technical scoring matrix across the 10 points	Technical/ Functional	Not relevant
213		44	8.12	Non-Delivery of above-mentioned Deliverables: penalty shall be imposed on Bidder at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% shall be payable by bidder.	Given the nature and complexity of this project, there are multiple dependencies and external factors that could contribute to delays—many of which may be beyond our control. We therefore respectfully request that any penalties for delay be applied only in cases where the delay is unequivocally attributable to us.	Procurement	No change in the clause. Force Majeure events are covered in the said clause.
214		44	8.12	Non-Delivery of above-mentioned Deliverables: penalty shall be imposed on Bidder at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% shall be payable by bidder.	Given multiple factors that can delay this outside our control, we propose revising the penalty structure to 0.5% per month (instead of per week), with a maximum cap of 5% of the total contract value, to ensure a balanced and fair approach.	Procurement	No change
215		44	8.13	10% of the cost of the yearly maintenance cost penalty will be applicable for breach of SLA during warranty and AMC period. Penalty will be calculated and recoverable on Annual uptime basis.	During the maintenance and support phase, SLA achievement may be influenced by several variables outside the vendor's direct control, including third-party systems, infrastructure dependencies, and response delays. We request that SLA penalties be applied only where a direct delay or non-performance can be attributed to us. Furthermore, we suggest revising the SLA penalty to a maximum of 5% of the annual maintenance fee, in alignment with industry norms for such long-term service agreements.	Technical/ Functional	Responded during pre bid meeting

216		45	8.16	Payment Milestone as follows: 1) Implementation – 100% on Go Live of Project 2) Support – Quarterly in arrears 3) Change Request / Customization – Post Go Live of respective CR	Given the enormity and complexity of this exercise, significant effort will be invested by the vendor throughout the term of the project, even up to Go-live. Request NPCI to revise the payment terms to the milestones across the key. Can we request a more modular payment terms?	Procurement	Please refer the revised Payment terms as per corrigendum 2
217		-	-	Overall	Is application Multi lingual?	Technical/ Functional	No
218		-	-	General	Given the enormity and complexity of this exercise, we are keen to review all mentioned feature requirements in great detail. Accordingly request extension of submission timelines by 2 weeks please.	Procurement	The timelines proposed will remain as is basis
219		-	-	Overall	Could NPCI please clarify which modules or components are expected to be built from scratch versus those that can be leveraged through commercial/off-the-shelf or open-source solutions?	Technical/ Functional	Entire platform to be build from scratch
220		-	-	Overall	Could you please clarify whether the vendor is expected to design the platform in alignment with NPCI's existing enterprise systems, or will there be full design flexibility?	Technical/ Functional	Yes
221	Section 3	12	3.1	b. Provide Measurable tools to assess employee skill (Technical and Behavioral) level through interactive assessments, enable coding practices.	Does the bidder need to only provide the tool or do the assessment question library needs to be developed by the bidder too?	Technical/ Functional	Entire platform to be build from scratch enabling the playground (assessment) feature
222	Section 3	12	3.1	c. This platform will also help assess and record the proficiency level of candidates during recruitment process. It will maintain candidate history data on assessment attempts made. It should flag a repeat candidate through AI tools like face recognition, etc.	Since most LXPs do not come with such AI tools for face recognition, is it acceptable to achieve this through an integration with a 3rd party face recognition software? Since NPCI has mentioned integration with platforms such as Mettl (which provides such AI based proctoring services), do we only need to factor integration or also the subscription price for such a service?	Technical/ Functional	We want to develop this inhouse

223	Section 3	12	3.1	j. The source code and IP should be retained with NPCI for all future maintenance and enhancements.	This conflicts with the statement in Section 4 "Except for the pre-existing IP of the Bidder, the Bidder has to accept that IP ownership will be with NPCI."	Procurement	Please find below understanding on the development, same will be covered in the corrigendum 1) LXP platform to be developed from scratch : Exclusive IP will be with NPCI 2) Coding Platform Bidders can propose 3rd party solution, in such case IP of the base solution will remain with IP owner and any customization IP will be with NPCI. OR Bidder can develop coding platform from scratch, in such case exclusive IP will be with NPCI.
224	Section 3	12	3.1	Current LMS max concurrent user per day is 10% total emp count	Can you share other information about current LMS? Will there be a requirement to migrate existing employee records, completion status, assessments, courses, etc.? What would be the volume of the same?	Technical/Functional	We are currently using Infy Wingspan. Yes it has to be migrated data would not be much it would be of 2 years at max
225	Section 3	8.16	45	Implementation – 100% on Go Live of Project	Request that this be split into 3 equal parts paid 2 months from start, 4 months from start and upon Go live	Procurement	to be discussed during the pre-bid meeting
226	Section 3	14	3.1	a. Will have access to questions library to create Playground Assessments for hiring, invite external candidates, view and download test reports. b. Would assign one or more assessments against a candidate's personal email id and generate link for sharing with the candidate.	Can you share the expected number of such external candidates who would be invited to undergo playground assessments in a year?	Technical/Functional	It could be in from 5000 - 10000 per year
227	Section 3	21	3.1	a. This is an interactive environment where employees can assess their related skills in deep tech tracks primarily - Blockchain, IAAS, Advance Open Source & AI & ML, etc.	While the LXP can support multiple tracks/skills, whose responsibility would it be to develop the assessments themselves - NPCI or the bidder? If it is the bidder, can we have the full list of tracks/skills and the overall count.	Technical/Functional	It would depend on future technology trends
228	Section 3	21	3.1	g. Coding simulator should be entirely developed within the LXP Platform.	We understand that for the coding simulator integration with a 3rd party proprietary or open source product is thus not allowed and the bidder will have to develop this bespoke?	Technical/Functional	Yes bidder needs to build it
229	Section 3	22	3.1	There should be option for AI Plagiarism detection	Can the bidder propose to integrate a 3rd party AI plagiarism detection tool or does this need to be developed within the LXP platform?	Technical/Functional	no we want bidder to build this as part of LXP
230	Section 3	30	3.1	a) Development of new content or courses (focus is on platform capabilities).	This is unclear - does this mean that the bidder needs to develop new content or courses?	Technical/Functional	No
231	Section 3	30	3.1	c) Development should be completed before Q4-2025, system to be live by end of Q4-2025	Is Q4-2025 December 31, 2025 or March 31, 2026? Also, what would be the expected start date of the project?	Technical/Functional	Once the bidding process completes we will kick off Deadline is Dec'25 for now to develop the platform

232	Section 4	50	8.30.2	g) In the event any third party intellectual property or prior existing Intellectual Property Rights of the Service Provider is to be integrated in the Services or the Deliverables or any part thereof created by the Service Provider, the Service Provider shall procure prior written approval from NPCI before integrating such third party intellectual property with the Services or the Deliverables and agrees to procure for NPCI, at its own cost and expense, a non-exclusive, irrevocable, fully transferable, perpetual, worldwide, royalty-free, fully paid-up license to use, and modify such third party intellectual property integrated. NPCI shall co-operate with the Service Provider in executing all such assignments, oaths, declarations, and other documents to effect the foregoing. The Service Provider further grants NPCI a non-exclusive, irrevocable, transferable, sub-licensable, royalty free, world-wide and perpetual right to use any material or intellectual property owned or licensed by the Service Provider and which is required by NPCI for deriving full benefit and enjoyment of the Deliverables. In the event any Open Source Software is to be integrated in the Services or the Deliverables or any part thereof created by the Service Provider, the Service Provider shall procure prior written approval from NPCI before integrating such	The requirement for perpetual, transferable and sub-licensable, royalty free right for not just the Service Providers owned IP but also any IP licensed by the Service Provider would be difficult to achieve (especially for those IP that the Service Provider is itself licensing. Request you to change this clause.	Procurement/HR/Legal	1) This is to clarify that licensing compliance with respect to third party software proposed to be used/integrated as part of the over all solution, shall be exclusive responsibility of the service provider including Non-Infringement of the licensing terms of such third party software. Further, any subsequent customization on such third party software shall be owned by NPCI. This clause will be suitably modified to give effect to above understanding. 2) Wherever the proposed solution is developed using open source components, or self owned components by the service provider, the IP of the proposed solution shall be inline with this clause.
233	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	42	8.4 Performance Bank Guarantee	The successful bidder must submit a Performance Bank Guarantee (PBG) within 14 working days of receiving the Purchase Order, as per Annexure 3, for 10% of the PO value (excluding taxes), valid for the order term plus a 12-month claim period. If the PBG is not provided, NPCI may withhold an equivalent amount from payments due. PBG may be invoked in case of violation of any of the Terms and Conditions of this Purchase Order and in case of deficiency of the services provided by successful bidder.	The bidder states that the Bank Guarantee (BG) / Performance Bank Guarantee (PBG) issuance process will begin after the PO is executed, and the performance BG will be submitted within 21 days of signing the PO. The bidder also requests that the NPCI provide a 30-day cure period to address any material failure in fulfilling contractual obligations before forfeiting the BG/PBG or taking legal action. Additionally, any claims should be limited to actual losses incurred and subject to the Limitation of Liability.	Procurement	No Change
234	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	42	8.5 Taxes and Duties	If the invoice raised in any financial year is not settled on or before 30th September of the next financial year, the bidder would be liable to provide a fresh invoice or will accept payment without reimbursement of the GST portion related to such invoice.	Bidder requests to delete this section of the said clause.	Procurement	No Change
235	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	43	8.6 Timely Provision of Invoices/ Debit Note/ Credit Note:	All necessary invoices and/or adjustment entries to an invoice (Credit Note, Purchase Returns, and Debit Notes) shall be submitted to NPCI by the successful bidder before September of the succeeding financial year.	Bidder requests to delete this section of the said clause.	Procurement	No Change

236	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	43	8.8 Right to audit:	<p>NPCI and the local / home country regulator reserves the right to conduct audit/inspection/assessment/review of successful bidder to ensure successful bidder's compliance the agreed SLAs, documentation, security controls undertaken in this RFP and subsequent PO. The frequency and scope of audit shall be determined by NPCI/home country regulator in their sole discretion and the same shall be notified to successful bidder prior to undertaking such audits and be conducted on mutually agreed terms. The audit/inspection/assessment/review of the successful bidder as aforesaid may be conducted by NPCI/home country regulator or by an independent and competent third party appointed by the authorities, the details which will be shared with the successful bidder. The scope of the inspection/assessment will include assessing adherence to the agreed upon service level agreement ("SLA") in the RFP and subsequent PO or any other documentation signed between the Parties, implementation of baseline cyber security controls by the successful bidder, to ensure error free operation, successful bidder's compliance to the requirement of any security incident reporting during the performance under the then issued PO, adherence to security protocols, if any, agreed to in the PO. The cost of</p>	<p>The Bidder proposes the following amendments to this provision:</p> <p>NPCI should not have access to any information unrelated to the Services.</p> <p>NPCI must:</p> <ul style="list-style-type: none"> -Provide the Bidder with a minimum of ten (10) days' advance notice prior to any audit, which may be conducted once per year. Any third-party auditor or inspector appointed must: -Not be a competitor of the Bidder or involved in any dispute or conflict with the Bidder. - Sign a confidentiality agreement that is acceptable to the Bidder. 	Legal	No Change
237	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	44	8.12 Penalty for default in delivery	<p>If Bidder does not provide the deliverables listed in Clause # "Key Deliverables" as per the delivery schedule agreed under this Purchase Order, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall be entitled to impose a penalty as given below:</p> <ul style="list-style-type: none"> •Non-Delivery of above-mentioned Deliverables: penalty shall be imposed on Bidder at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% shall be payable by bidder. •In case the delay exceeds 10 days beyond the stipulated delivery period, NPCI reserves the right to cancel the Purchase Order without prejudice to other remedies available to NPCI under this Purchase Order. • Without any prejudice to NPCI's other rights under the Purchase Order and any applicable law(s), NPCI may recover the delay penalty amount, if any, accruing to NPCI, from any amount payable to bidder, under the Purchase Order. 	<p>The Penalty in any case should not exceed 10% of the product & development cost.</p> <p>Bidder request to charge penalty only on undelivered/delayed deliverable excluding AMC/O&M</p>	Procurement	No changes

238	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	45	8.17 Confidentiality	The successful bidder shall execute separate NDA on the lines of the format provided in the Annexure Z hereof.	Annexure Z is missing. Kindly share the Annexure for our review. Request to include the exceptions to this provision: (a) publicly known; (b) disclosed to the other party without restriction by a third party and without any breach of confidentiality by the third party; or (c) developed independently by the other party without reliance on any of the Discloser's information.	Legal	Shared with Prebid response
239	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	45	8.18 Indemnity	<p>The bidder must (indemnify) NPCI for any losses, claims, damages, expenses, or legal actions (including reasonable attorney fees) that result from:</p> <p>The bidder's or its employees' negligence, misconduct, or wrongful acts</p> <p>Breach of agreement or purchase order terms</p> <p>False statements made by the bidder</p> <p>Employment-related claims from the bidder's staff</p> <p>Third-party claims for intellectual property infringement</p> <p>Personal injury or death caused by the bidder</p> <p>Violation of laws or regulations (including labor, IT, or IP laws)</p> <p>Breach of confidentiality or warranty obligations.</p> <p>Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.</p>	<p>We propose modification of this clause: The clause needs to be mutual and Bidder is willing to indemnify NPCI against losses they may incur as a result of third party claims in connection with:</p> <p>(a) infringement of intellectual property rights;</p> <p>(b) bodily injury or death; or</p> <p>(c) damage to tangible property.</p> <p>to the extent that the losses are caused or contributed to by Bidder and NPCI assumes a duty to mitigate the loss. Bidder does not agree to grant general indemnities.</p>	Legal	Will be discussed with successful bidders

240	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	45	8.19 Bidder's Liability	The selected Bidder will be liable for all the deliverables. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors, and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Request you to modify the infringement to third party infringement of patents, trademarks, and copyrights or other Intellectual Property Rights. We did not find language on disclaimer of liability of either party for indirect and consequential losses. We propose addition of following - "In no event will the measure of damages payable by either Party include, nor will either Party be liable to the other Party or any third party (including under any indemnity) for: a) loss of revenue, profit, goodwill, downtime costs, business interruption, diminished business value, loss or damage to data, anticipated savings; or (b) for any special, incidental, indirect, exemplary, punitive or consequential damages of any party, including third parties, regardless of: (i) whether such	Legal	No Change
241	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	47	8.23 Order Cancellation	NPCI can cancel the order if there are delivery delays, poor service quality, or if the bidder provides false or misleading information. If cancelled, the bidder must return all payments with 15% annual interest and compensate NPCI for any direct losses and extra costs to hire a new bidder.	We request the deletion of this clause. Bidder propose order cancellation/termination by either parties for material breach subject to 30 days cure period.	Legal	No Change As the condition mentioned are entirely under bidders control.
242	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	48	8.26 Force Majeure	If the event of Force Majeure continues for more than twenty (20) days, either party shall be entitled to terminate the Purchase Order at any time thereafter by giving written notice to the other party	Request to delete and replace: If a Force Majeure Event continues for more than 60 Business Days, either party may terminate for convenience the part of the Services affected. If NPCI effects such termination, 50% of the Termination Fees owing for termination for convenience of that part of the Services shall be payable by NPCI to Bidder.	Legal	No change
243	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	53	8.36 Cyber Incident Reporting:	Cyber Security Incident reporting	Bidder request to delete the clause. Bidder doesn't have any access to the Customer system post go live.	Infosec	No change

244	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	54	8.37 Data Protection:	Data Protection	Bidder request to delete this clause as bidder doesn't have any access to NPCI Data and replace with the below: "Each party shall comply with their respective obligations under applicable data protection legislation. Bidder does not intend to have access to personally identifiable information ("PII") of NPCI in providing services. To the extent Bidder has access to NPCI PII stored on a system or device of NPCI, such access will likely be incidental and NPCI will remain the data controller of NPCI PII at all times. Bidder will use any PII to which it has access strictly for purposes of delivering the services ordered".	Legal	No change
245	RFP for Development of learning Experience Platform at NPCI FY 24-25 - NPCI/RFP/2024-25/IT/22	49	8.28 Compliance with Applicable Laws of India	Compliance with Applicable Laws of India	Request to delete all Indemnities under this clause and replace that Bidder agrees to indemnify NPCI for claims arising from any penalties or fines imposed against NPCI, as a result of breach of applicable laws by the bidder.	Legal	No changes
246	Scope of Work	12	3.1	This platform will also help assess and record the proficiency level of candidates during recruitment process.	Recruitment assessments are typically part of an HRMS. Is the LXP expected to complement an existing HRMS, or partially serve as a recruitment evaluation tool as well?	Technical/Functional	LXP will serve as a recruitment evaluation tool
247	Eligibility Criteria	64	Annexure H		Kindly confirm the documents required to be submitted as evidence of the vendor's past experience such as work orders, completion certificates, contract agreement.	Procurement	Query not cleared will be discussed during Pre bid meeting
248	Bid Schedule	8	Section 1	Last Date- 26-05-2025 5.30 pm	We kindly request an extension of the bid submission deadline to allow adequate time for preparation.	Procurement	Date extended till 30th May 2025
249	Annexure O – Detailed Bill of Material	74	Section 12	Annexure O – Detailed Bill of Material	Kindly confirm the specific details to be filled in Annexure O – Detailed Bill of Material. Should we list individual components such as development, integration, support, and licenses with their respective costs.	Procurement	Yes
250		3.1 – User Management (p.14)		Please confirm whether additional custom user roles beyond Employee, Manager, HOD, LXP Admin, Recruitment Admin and External Candidate are required, and how many hierarchical permission levels must be supported.		Technical/Functional	We have shared the detailed table in BRD, please refer

251		3.1 – IDP Workflow (p.17)		Please clarify the expected integration between the IDP approval workflow and NPCI's HRMS—API real-time updates or periodic batch synchronisation?		Technical/ Functional	API real-time is preferred
252		3.1 – Gamification & Badging (p.19)		Please specify the maximum number of unique badges/badge sets that the system must handle and whether badge criteria should be rule-configurable.		Technical/ Functional	Currently we have 3 badges as per the proficiency level but we also need to keep role based along with this
253		3.1 – AI Recommendations (p.12)		Does NPCI expect an in-house AI engine for personalised recommendations or integration with third-party AI services?		Technical/ Functional	In build in system
254		Data Migration (p.30)		Please provide the volume, formats and total storage size of legacy mandatory-training content to be migrated.		Technical/ Functional	Max no of trainings are 10-15
255		Integration Requirements (p.30)		Is real-time progress synchronisation required with external learning providers (Udemy, Coursera, etc.) or will periodic data exchange suffice?		Technical/ Functional	Real time or 1 day periodic data exchange if fine
256		Coding Arena (p.20)		Please list required programming languages/versions and any constraints on sandbox execution time or memory.		Technical/ Functional	Open source lang are preferred
257		Playground Proctoring (p.22)		Should AI-based video, audio and screen proctoring be hosted on-prem capability as part of standard deliverable or can a secure cloud service be utilised?		Technical/ Functional	Yes
258		Question Bank (p.20)		What is the estimated initial size of the question bank and must bulk import/export (CSV/QTI) be supported?		Technical/ Functional	Yes
259		Reporting & Analytics (p.24)		Please elaborate the scope of reports. Beyond predefined reports, is ad-hoc drag-and-drop report authoring required and what data latency is acceptable?		Technical/ Functional	Yes, 1-5 mins latency is fine
260		Performance – Concurrency (p.29)		Please validate whether the 20 % concurrency projection refers to simultaneous log-ins or peak active requests like assessment submissions.		Technical/ Functional	Its for both
261		Performance – Response Time (p.29)		Does the ≤ 2 second response-time SLA exclude externally streamed video or third party services assets or must video launch events also meet this target?		Technical/ Functional	exclude
262		Uptime SLA (p.29 & p.31)		Document lists 99.9 % and 99.99 % uptime; please confirm the binding availability target and penalty model.		Procurement	Please refer the revised SLA as per corrigendum 2.
263		Latency Requirement (p.29)		Clarify the network conditions (bandwidth, client location) under which the < 100 ms page-load metric will be measured.		Technical/ Functional	Yes
264		Hosting (p.30)		If proposing cloud deployment, will NPCI accept a dedicated VPC within a MeitY-empanelled India data centre?		Technical/ Functional	Cloud is not an option
265		Backup/DR (p.30)		What are NPCI's required RTO and RPO targets for disaster recovery?		Technical/ Functional	As per industry standards but we will talk more on this post vendor for finalization
266		BCP/DR Responsibility (p.30)		Who will host and manage the DR environment—NPCI or the selected vendor?		Technical/ Functional	NPCI
267		Multimedia Performance (p.29)		Is adaptive bitrate video streaming expected to be natively supported to avoid slowness on low bandwidth?		Technical/ Functional	Yes
268		Dashboard Builder (p.24)		Should custom dashboards support real-time data refresh or is hourly/daily refresh acceptable?		Technical/ Functional	Real time is preferred

269		Open-Source Stack (p.12)		Specify preferred programming languages/frameworks (Java Spring, Node.js, Django, etc.) aligning with NPCI standards.		Technical/Functional	Open Source Language
270		IP Ownership (p.12)		Will source-code escrow be required for third-party libraries or only custom components?		Technical/Functional	Yes
271		Source-Code Repo (p.31)		Which version-control platform and branching strategy will NPCI mandate?		Technical/Functional	As of now we have not mandated anything but as the discussions mature and once we finalize the partner we can discuss on this
272		System Landscape (p.30)		Who provisions hardware/VMs for Dev, UAT and Prod and what sizing guideline applies?		Technical/Functional	NPCI will provision hardware or Infra part
273		MS Teams Integration (p.30)		Is integration limited to calendar invites or should in-meeting attendance capture and recording playback be included?		Technical/Functional	The content to be integrated with teams. Also the training calendar to be integrated to the nominees calendar
274		SSO & AD (p.12, 30)		Which protocol should SSO follow—SAML 2.0, OIDC, or native LDAP?		Technical/Functional	SAML
275		Notifications (p.18)		Will email notifications use NPCI's SMTP relay or must the solution include an integrated mail service?		Technical/Functional	Yes
276		Training Planner – Rooms (p.19)		Can APIs be provided for NPCI's room-booking system or is a standalone booking sub-module required?		Technical/Functional	We need to discuss this in more detail
277		AI Chatbot (p.29)		If an AI chatbot is deployed, must the underlying model be hosted on-prem or can a managed cloud AI service be used?		Technical/Functional	On prem
278		Timeline (p.30)		Confirm exact go-live date and intermediate milestone approvals needed before Q4-2025 deadline.		Technical/Functional	Dec-25
279		Support Period (p.42)		What minimum post-go-live warranty/support period is included before AMC fees apply?		Procurement	Post Go Live we have asked for yearly support charges which will be applicable
280		Training & Adoption (p.30)		How many admin and end-user training sessions (and participants per batch) are expected?		Technical/Functional	03 sessions for admins and 3 for users
281		DPDP Compliance (p.29)		Would it be possible for you to kindly detail data-retention or user-consent workflows needed to comply with both DPDP Act, 2023 and GDPR?		Procurement	Responded in Prebid meeting
282		Usage/Access Model (p.29)		What access model is expected per named user or per user device?		Procurement	Responded in Prebid meeting
283		External Assessment Tools (p.12)		Will NPCI or the vendor hold licences for third-party assessment tools and are APIs already available?		Technical/Functional	We need to build the assessment/ Playground in house it should be part of LXP
284		Face Recognition (p.12)		What minimum accuracy rate and anti-spoofing measures are required for face-recognition used to flag repeat candidates?		Technical/Functional	100%
285		Assessment Data Retention (p.22)		For external-candidate assessment data, what is the mandated retention period before deletion/anonymisation?		Technical/Functional	We can discuss this once we finalize the partner
286		Multi-tenancy (p.12)		Must the LXP support organisational-unit segregation for NPCI subsidiaries while sharing common infrastructure?		Technical/Functional	Common
287		Multilingual Support (p.12)		Is multilingual UI/content metadata required beyond English (e.g., Hindi) for future expansion?		Technical/Functional	English only
288		Certification Reimbursement Workflow (p.29)		Will the certification reimbursement process need bi-directional integration with NPCI's ERP finance module?		Technical/F	Responded during pre bid meeting

289		Phase-II Skill Gap AI (p.30)		Should indicative effort for AI-driven skill-gap analysis be included in current financial bid or will a separate budget be released?		Technical/Functional	In same
290		LLM Content Generation (p.30)		Is a proof-of-concept for automated content generation expected in Phase I or is this strictly future roadmap?		Technical/Functional	It could be accepted in Phase 1
291		API Developer Portal (p.30)		Is it expected to provide a documented REST/GraphQL developer portal for future third-party integrations?		Technical/F	Responded during pre bid meeting
292		Sandbox Isolation (p.20)		What level of isolation (container vs VM) is required for the code sandbox to meet security policies?		Technical/F	Responded during pre bid meeting
293		Leaderboards & Privacy (p.22, 24)		Are there anonymity or opt-out requirements for leaderboards to comply with privacy regulations?		Technical/F	Responded during pre bid meeting
294				What is your current product roadmap and how often do you release updates?		Technical/Functional	There is no such roadmap
295				Should the platform integrate with existing Learning Management Systems (LMS)?		Technical/Functional	No
296				What are the security and compliance requirements?		Technical/Functional	We can discuss this once we finalize the final partner. As of now all the parameters exist as per market standards and infosec & in line with DPDP act
297				How will we ensure content accessibility and compliance with industry standards?		Technical/Functional	This partner needs to propose
298				What metrics will we be able to track to demonstrate the impact of the LXP on business performance?		Technical/Functional	it's essential to track a combination of learning, performance, and organizational metrics. These metrics provide insights into how learning initiatives translate into tangible business outcomes
299				How will the platform help us align learning with business goals and strategies?		Technical/Functional	Learning are business driven. Getting probable delta to define ROI will be the strategy
300				How will the platform evolve and adapt to changing business needs?		Technical/Functional	Ask questions if there are any doubt in BRD or bidding process, this question is related to future outcome and NPCI team will have to drive it.
301				How can we ensure that the platform remains relevant and valuable in the long term?		Technical/Functional	By proper capacity planning & future relevant using right AI tools
302				What is the integration strategy, and how will we manage data exchange between the LXP and other systems?		Technical/Functional	This needs to come from partner
303				How does your LXP support personalized learning paths?		Technical/Functional	This needs to come from partner
304				Does it provide real-time insights for better decision-making?		Technical/Functional	Yes, this would be preferred
305				Can the LXP facilitate peer-to-peer learning and knowledge sharing?		Technical/Functional	Yes
306				Does your platform support AI-based content recommendations? If so, how is AI used?		Technical/Functional	Yes, partner need to suggest
307				How does the platform handle social learning, peer-to-peer engagement, or communities?		Technical/Functional	Partner need to suggest
308				Can users contribute content or create their own learning materials?		Technical/Functional	Partner need to suggest
309				What APIs are available for integration?		Technical/Functional	None
310				What is your data backup and disaster recovery process?		Technical/Functional	It's a per market standards
311				How is content added, organized, and managed within the LXP?		Technical/Functional	Partner need to suggest

312				Can we track learning outcomes and align them with business objectives?		Technical/ Functional	Yes we should
313				Can the platform integrate with external content providers (e.g., Udemy, Coursera)?		Technical/ Functional	Yes only for content
314				What certificate management features are included (e.g., customization, expiration dates, unique identifiers)?		Technical/ Functional	Partner need to suggest
315				How does the LXP handle assessments, quizzes, and feedback mechanisms?		Technical/ Functional	Partner need to suggest
316				How do you handle user provisioning and data sync with external systems?		Technical/ Functional	Partner need to suggest
317				Can we upload and manage our own learning content?		Technical/ Functional	Partner need to suggest
318				How does your platform curate third-party content?		Technical/ Functional	Partner need to suggest
319				Is your platform mobile responsive or do you offer a dedicated mobile app?		Technical/ Functional	Partner need to suggest
320				How do you ensure accessibility (e.g., WCAG 2.1 compliance)?		Technical/ Functional	Partner need to suggest
321				What types of learner analytics are visible to users?		Technical/ Functional	It should be w.r.t. their learning and for managers their team learning Details are there in BRD
322				What analytics and reporting features are available to administrators and managers?		Technical/ Functional	Details are there in BRD
323				Do you support dashboards for learning KPIs, engagement, and completion tracking?		Technical/ Functional	Details are there in BRD
324				How do you handle data retention and deletion?		Technical/ Functional	We are not doing it currently in LXP
325				What is the typical implementation timeline?		Technical/ Functional	Dec-25
326				Do you provide onboarding and training for administrators and users?		Technical/ Functional	For upcoming LXP we would require from partner
327				What levels of customer support are available (e.g., 24/7, dedicated account manager)?		Technical/ Functional	Yes & dedicated manager as well
328				How are you incorporating AI, machine learning, or other emerging technologies?		Technical/ Functional	Partner need to suggest
329				How do you gather and respond to customer feedback?		Technical/ Functional	Partner need to suggest
330				What's your vision for the future of learning experience platforms?		Technical/ Functional	It should be well received by all employees at NPCI
331	NPCI/RFP2025-	3	checklist	Should we pay bidcost again ? Since we had already submitted for NPCI/RFP/2024-25/IT/22 dated 07.03.2025		Procurement	Yes bid cost needs to be repaid.
332	NPCI/RFP2025-	3	checklist / Annex	Should we pay bank guarantee freshly? or can we use same as NPCI/RFP/2024-25/IT/22 dated 07.03.2025		Procurement	There is No EMD BG applicable in this engagement
333	NPCI/RFP2025-	74	Clause 12	Annexure O , should have hardware and software both ? Please clarify		Procurement	It is only for development, Implementation and support cost for LXP Platform only and other supporting software components. Underlined hardware will be provided by NPCI.
334	NPCI/RFP2025-	71	clause 12	Annexure L, Technical proposal , what is expected? should we give the architecture and detailed proposal?		Procurement	Yes
335	NPCI/RFP2025-	Page 1		If this is a fresh bid, can we get the extension?		Procurement	Date extended till 30th May 2025

336					Will NPCI provide the complete on-prem infrastructure (network, servers, firewall), or is vendor expected to provision/manage it	Technical/ Functional	Yes
337					Is containerized deployment (e.g., Docker, Kubernetes) required or preferred?	Technical/ Functional	Any open source which performs well
338					Is a hybrid cloud model acceptable in the future or strictly prohibited?	Technical/ Functional	No
339					Can the backend use any open-source DBMS (e.g., PostgreSQL, MySQL), or is there a preference?	Technical/ Functional	Any open source DB
340					What is the expected high-availability configuration across dev/UAT/prod environments?	Technical/ Functional	Mentioned in RFP on availability in detail
341					Will OS, middleware, and DB hardening guidelines be provided by NPCI?	Technical/ Functional	Yes
342					What SSO protocol is mandated (SAML 2.0, OAuth 2.0, OpenID Connect, etc.)?	Technical/ Functional	SAML
343					Should user details (manager, HOD, etc.) be dynamically fetched from AD at login?	Technical/ Functional	Yes
344					Is MFA (Multi-Factor Authentication) required?	Technical/ Functional	Yes
345					Should role assignment be automated based on AD group mapping, or manually handled by LXP Admin?	Technical/ Functional	Yes
346					Is there a requirement for audit logs for all role/permission changes?	Technical/ Functional	Yes
347					Will NPCI provide internal SMTP server credentials, or is a third-party relay expected?	Technical/ Functional	Yes
348					Is direct API integration required with Coursera, Udemy, Pluralsight, O'Reilly, Hackerrank, Hackerearth, and Mettl?	Technical/ Functional	Yes
349					Should the integration support user enrollment, course browsing, and completion sync—or only learning progress tracking?	Technical/ Functional	Yes
350					Will NPCI provide access credentials and documentation for these platforms?	Technical/ Functional	Yes
351					What format (SCORM 1.2/2004, xAPI, LTI, REST) should be used for these integrations?	Technical/ Functional	Responded during pre bid meeting
352					What functionalities are expected via MS Teams—chat, calendar sync, session delivery, custom UI?	Technical/ Functional	Calendar and content access

353					Should Teams integration support chatbot-based interactions or just live session scheduling?	Technical/ Functional	Calendar and content access and live session scheduling
354					Can a user have multiple roles (e.g., Employee + Recruiter)? How should conflicts be resolved?	Technical/ Functional	Yes - Vendor need to propose
355					Should the platform support delegation (e.g., for goal approvals or grievance responses)?	Technical/ Functional	Yes
356					Is real-time sync expected for user role or department changes via AD?	Technical/ Functional	Yes
357					Is versioning or changelog tracking required for all permission changes?	Technical/ Functional	Yes
358					Can employees customize homepage widgets (e.g., move/disable blocks)?	Technical/ Functional	No
359					Should homepage banners, tickers, and announcements support multimedia (videos, GIFs)	Technical/ Functional	Yes
360					Should accessibility standards (WCAG 2.1) be followed?	Technical/ Functional	Yes
361					Should dark mode or multilingual UI support be considered?	Technical/ Functional	No
362					Is training calendar integration expected to sync with MS Outlook or internal room booking systems?	Technical/ Functional	Yes
363					Should the platform prevent overbooking of sessions (based on seating capacity)?	Technical/ Functional	Yes
364					Is waitlist management required for fully booked sessions?	Technical/ Functional	Yes
365					Should nomination workflow support multi-layered approval (Manager → HOD → Admin)	Technical/ Functional	Yes
366					Should reminders be triggered for pending nominations via email and notification center?	Technical/ Functional	Yes
367					Should journeys support non-linear/branching paths?	Technical/ Functional	Yes
368					Can journeys include external platform content?	Technical/ Functional	Yes
369					Can users self-enroll in journeys or only via Admin/Manager assignment?	Technical/ Functional	Yes
370					Should completion status sync automatically based on content and Playground Assessments	Technical/ Functional	Yes

371					What minimum programming languages are expected (e.g., Python, Java, SQL, C++)?	Technical/Functional	We have mentioned our tracks in BRD
372					Should UI-based simulators be supported (e.g., SQL editors, drag-drop environments)?	Technical/Functional	Yes
373					Should code history and previous attempts be visible to employees?	Technical/Functional	May be
374					Will plagiarism reports be visible to Admins only or also to Managers/Employees	Technical/Functional	Admins only
375					What specific actions should the system take for violations (face not detected, tab switch, voice detected)?	Technical/Functional	Needs to be discussed in more detail. For now system just need to track and report accurately
376					Should the AI proctoring system be real-time or post-test based?	Technical/Functional	Real time
377					Is a benchmark scoring mechanism required per deep tech track?	Technical/Functional	Yes
378					Should the system retain video/audio logs for audit?	Technical/Functional	Yes
379					Will badge rules/logic be defined by NPCI or configured by the vendor?	Technical/Functional	Yes
380					Should leaderboards be segmented by location/department?	Technical/Functional	Yes
381					Should leaderboard data reset (weekly/monthly), or accumulate over time?	Technical/Functional	No. But we can have system developed like that
382					Can badges be exported to platforms like LinkedIn?	Technical/Functional	No. But we can have system developed like that
383					Should employees be able to opt-out of gamified experiences?	Technical/Functional	No. But we can have system developed like that
384					What minimum version of SCORM/xAPI must be supported?	Technical/Functional	Latest
385					Should SCORM/xAPI tracking include bookmarks, quizzes, completion status	Technical/Functional	Yes
386					Is version control required for all content assets?	Technical/Functional	Yes
387					Should expired content be auto-archived?	Technical/Functional	Yes
388					Is multilingual content upload and delivery required?	Technical/Functional	No
389					Are moderator roles limited to LXP Admin, or can domain experts be assigned	Technical/Functional	Limited
390					Are escalation workflows required for flagged or abusive content?	Technical/Functional	Yes
391					Should moderation actions be logged and reportable?	Technical/Functional	Yes
392					Should upvotes/likes/"best answer" badges be enabled in forums	Technical/Functional	Could be

393					Which ERP system (e.g., SAP) will manage reimbursement?	Technical/Functional	SAP
394					Should the system push declarations to ERP or only track status internally	Technical/Functional	Yes
395					What happens if employee fails to upload certificate within 90 days—auto-cancellation	Technical/Functional	Yes auto cancel. He needs to re-apply
396					Can another stakeholder apply on behalf of the employee	Technical/Functional	Yes
397					Should dashboards support drag-and-drop widget creation	Technical/Functional	Yes
398					Will role-based access auto-filter report data (e.g., Manager sees only team)	Technical/Functional	Yes
399					Should the platform support exporting to Excel, PDF, image formats?	Technical/Functional	Yes
400					Is AI-based analysis (skill gaps, progress prediction) expected in dashboards?	Technical/Functional	Yes
401					Is a dedicated mobile app expected, or is responsive web support sufficient?	Technical/Functional	For Phase 1 - responsive web support sufficient?
402					Should mobile push notifications be supported for reminders and approvals?	Technical/Functional	For Phase 1 - responsive web support sufficient?
403					Should the mobile app support all features, including assessments and forums?	Technical/Functional	For Phase 1 - responsive web support sufficient?
404					Should all data at rest and in transit be encrypted using AES-256 or equivalent?	Technical/Functional	Responded during pre bid meeting
405					Is video/audio proctoring data to be stored and for how long?	Technical/Functional	Atleast 1-2 quarters
406					Is the system expected to be compliant with the Digital Personal Data Protection Act, 2023?	Technical/Functional	Yes , its must
407					Is GDPR compliance expected for external candidate data?	Technical/Functional	Yes , its must
408					Should audit logs be stored for a defined period (e.g., 1 year)?	Technical/Functional	Yes , its must
409					Are backups required to reside within India exclusively?	Technical/Functional	Yes
410					What is the required backup frequency—daily, hourly?	Technical/Functional	Yes
411					What is the session timeout duration to be configured?	Technical/Functional	Yes
412					Should the system warn users before auto-logout due to inactivity?	Technical/Functional	Yes
413					Are session concurrency limits required per user?	Technical/Functional	Yes

414					What is the size and format of the legacy LMS content and records to be migrated	Technical/Functional	Not much. Only two years of learning data to be migrated
415					Is user history, certification, nomination, and feedback data to be migrated?	Technical/Functional	Yes
416					Will NPCI provide export files or access to the legacy system?	Technical/Functional	We can discuss this in more detail
417					Is an AI-based chatbot expected in Phase 1 or future	Technical/Functional	Preferred but could be done in Phase 2 as well
418					Should the chatbot support multilingual queries (e.g., Hindi, Tamil)?	Technical/Functional	No. Only English
419					Will the system use cloud-based LLMs (e.g., OpenAI) or self-hosted models?	Technical/Functional	No
420					What SLA is expected for grievance response?	Technical/Functional	Mentioned in RFP
421					Should grievance status be visible to the employee?	Technical/Functional	May be, needs to be discussed
422					Is integration with internal ticketing platforms like ServiceNow expected?	Technical/Functional	Not in phase 1
423					Should the grievance module generate escalation workflows and overdue reminders?	Technical/Functional	Yes
424	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	16	3.1	Training Materials and Documentation	Will document management and storage be handled using an external document management system?	Technical/Functional	No. Everything should be managed by LXP
425	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	16	3.1	Training Materials and Documentation	Do you have a preferred database—SQL or NoSQL? Are documents part of the database?	Technical/Functional	Any open Source DB
426	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	10	2.2	Single Sign-On (SSO) & Authentication, AD & Mail integration with current NPCI's IT infrastructure.	Is external user information sufficient in the application database, or should it also be shared with NPCI's IT infrastructure?	Technical/Functional	Should be shared by NPCI's IT
427	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	12	3.1	Facilitate knowledge sharing and community building through blogs, forums and Knowledge Library.	Does the application provide an internal chat system?	Technical/Functional	Yes chat bot is required
428	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	13	3.1	Users within their team or their social groups within organization can co-create their groups and share their learnings with each other.	Is building a social network part of the project?	Technical/Functional	Within platform and limited to NPCI
429	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	16	3.1	Knowledge Library is like a central repository, containing all the resources	Is a separate data warehouse required, or is the Facet API sufficient to serve as a central repository?	Technical/Functional	Need to understand the question in more detail

430	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	20	3.1	Sandbox environment for employees to practice coding, compile their code and refine their skills.	Is it integrated with a third-party IDE for coding and compiling within the application?	Technical/ Functional	We will procure our servers and platform should have the environment for one to code and practice on LXP
431	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	29	3.1	AI based chatbot: that guide learners find what they need or complete a task	Is it integrated with an external AI-based chatbot, or is an in-built chatbot being created?	Technical/ Functional	No . It should be part of LXP
432	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	8	Section 1	Last date and time for Bid Submission 26-05-2025 5.30 pm	We kindly request an extension for this submission, if feasible.	Procurement	Date extended till 30th May 2025
433	Business Objectives	12	3.1	Data and other infrastructure would be NPCI's India based servers only	Can we assume that all the infrastructure and related services (like networks, traffic latency, external application connectivities etc.,) will be managed by NPCI?	Technical	Only the Infra part will be handled by NPCI. External connectivity like API syncing partner has to play active roll
434	Section 3.1 - Scope of Work - Business Objective	12	3.1	The LXP will be one stop solution for all the learnings at NCPI, a placeholder for all the records of learning interventions, goals, progress tracking, certification, calendar & historical data for all the existing and past employees.	1.What types of learning interventions will be supported? (e.g., e-learning, instructor-led, webinars, blended learning) 2. How should goal setting and progress tracking work? 3. Should the platform support auto-certification issuance and renewal tracking? 4. How should the learning calendar work – company-wide, department-specific, or user-level? 5. What historical data needs to be maintained? How long should we store the user data is it years, months , weeks or days ? Who will have the access to this historical data. 6.Are there any compliance or regulatory requirements tied to employee learning records?	Technical	1. All type of learning intervention mentioned to be supported and monitored 2. Learning goals to be shared by peers and managers on the portal, details are in BRD 3. Yes 4. Company wide 5. The historical data to be migrated for last two years and all the data should be maintained from the start of the system 6. Yes
435	3.1 Scope of work: Business Objectives	12	3.1	AI-based features like face recognition, personalized learning, and plagiarism detection	For AI-based face recognition, will NPCI provide an approved vendor, or should the system be custom-built or integrated via open-source/third-party tools?	Technical	It should be inbuilt in the product which we are developing
436	3.1 Scope of work: Business Objectives	12	3.1	Non-Functional Requirements: Performance Requirements	What is the anticipated scale and level of concurrency for external assessments, particularly during peak periods such as hiring seasons?	Technical	Details are there in RFP
437	3.1 Scope of work: Business Objectives	12	3.1	Scope of Work: Homepage & UI/UX	Can you elaborate more about customizable themes.	Technical	We can discuss in pre-bid meeting

438	3.1 Scope of work: Business Objectives	12	3.1	Scope of Work: Playground Assessment	Will we be storing complete videos or random photos during the proctoring process?	Technical	Yes for a definite time interval
439	3.1 Scope of work: Business Objectives	12	3.1	Scope of Work: UI/UX	Should we handle the UX design ourselves, or are there existing style guidelines that we need to follow?	Technical	Shared ones are for reference, you can share better ones
440	Non-functional requirements	12	3.1	Data and other infrastructure would be NPCI's India based servers only	Hope all the LXP related softwares will be installed by NPCI based on the software list provided by Aspire team? Please confirm.	Technical	Infra support would be provided by NPCI. We will have to discuss on s/w part once we finalize the partner
441	Non-functional requirements	29	3.1	Section 3.1 – Non-Functional Requirements: Performance Requirements	Response time of the application directly relates to the infrastructure sizing, can we re-define the response time during development / go-live phase?	Technical	We can definitely discuss this during go-live but the time period shared would be only acceptable
442	Non-functional requirements	29	3.1	Regulatory requirements	Are we expected to conduct VAPT as the security requirements revolves around regulatory requirements, GDPR and data privacy.	Technical	Yes have to follow the mandatory compliance
443	Non-functional requirements	29	3.1	Regulatory requirements	Can we get the expected cyber security requirement definitions as it's not provided in the RFP.	Technical	Yes we can share that once we final on the partner
444	Section 3.1 - Performance Requirements	29	3.1	Latency requirement: Any page on the application shall open in less than 100 milliseconds, the page should be opened	As per latency requirement, Page should open in less than 100 milliseconds. But response time of user interactions is mentioned as 2 seconds under normal load and 5 seconds for peak load. Please clarify.	Technical	5 sec would be on the higher side. 2 sec is fine on the peak load as well. We have employee count of 2K as of now and concurrent users are not much we have shared the details in the RFP
445	Section 3.1 – Non-Functional Requirements: Performance Requirements	29	3.1	NPCI will provision 12 servers (96 core)	Could you please provide detailed specifications of the 12 servers being provisioned (e.g., CPU type, RAM, storage, OS, virtualization/hypervisor details)?	Technical	Yes we can share that once we final on the partner
446	Section 3.1 - Performance Requirements	29	3.1	System should handle concurrent users as per provided Projected growth, without degradation of performance.	Can you please help us with key scenarios to be considered in scope for performance testing?	Technical	Yes we can share that once we final on the partner
447	Section 3.1 – Usability Requirements	29	3.1	Should be compatible with all devices and browsers	Is NPCI looking to build apps for specific devices or only a responsive web application? Also, please confirm that "all devices" excludes smartwatches and other non-standard devices (e.g., smart TVs, wearables).	Technical	We could look for mob app but that will be part of phase 2
448	Section 3.1 - Usability Requirements	29	3.1	Should be compatible with all devices and browsers	Should real devices be used for testing? What are the main browsers, devices and versions that need to be considered?	Technical	Edge, Chrome & Firefox could be the main browsers considered

449	Section 3.1 - Usability Requirements	29	3.1	Should be compatible with all devices and browsers	We assume accessibility testing is out of scope. Please confirm.	Technical	Yes
450	Section 3.1 - Assumptions & Dependencies	30	3.1	Assumption "g" states as follows: "Necessary licenses and permissions for integrating with external platforms will be obtained."	Just to be clear, NPCI will have to procure or obtain the necessary licenses and permissions for any external platform that is needed for LXP to function. Aspire as a vendor can only recommend any tools or licenses to be procured by NPCI. Aspire will not purchase any licenses on behalf of NPCI. Please confirm this is OK.	Technical	We will have to discuss this in more details. As mentioned aforesaid that infra would be taken care by & licensing of external content provider like Udemy/ Coursera etc would be also take care by NPCI
451	Section 3.1 – Implementation & Rollout Plan	30	3.1	Project delivery and execution	Can the project be executed using a hybrid delivery model involving both onsite and offshore teams?	Technical	We prefer offshore but we can look into possibility of onsite when the discussions are in mature state
452	Section 3.1 – Implementation & Rollout Plan: Phase II Features	30	3.1	Future enhancements include LLM-based content generation, API extensibility, geo-tagging, and AI-driven learning journeys	We are considering only Phase 1 for the current engagement and solution will be done for Phase 1 only in this current proposal. Phase 2 will be taken up as a separate engagement. Though detailed solution architecture for Phase 2 is not presented right now, we will make sure to align our architectural planning to include Phase 2's features. Is that a right assumption?	Technical	Yes
453	Section 3.1 – Implementation & Rollout Plan: Phase II Features	30	3.1	Future enhancements include LLM-based content generation, API extensibility, geo-tagging, and AI-driven learning journeys	Are there any preferred frameworks or platforms that NPCI recommends for implementing the Phase II features such as LLM-based content generation, geo-tagging, or AI-driven learning journeys?	Technical	Partner has to suggest best quality and cost effective solution
454	Section 3.1 - Technical Requirements	30	3.1	There would be 3 system landscape – Development, UAT and Production.	We assume dedicated performance environment will be provisioned during performance test execution phase which mimics production like infrastructure. Please confirm.	Technical	Yes
455	Section 3.1 - Data Migration Requirements	30	3.1	Existing course content for annual mandatory trainings to be migrated to new platform	We assume performance testing will start post migrating all the data to new platform. Please confirm.	Technical	It depends, if we feel that we need to test the system before we can
456	Section 3.1 – Scope of Work: Data Migration Requirements	30	3.1	Migration of existing course content to new platform	What formats and systems are the current training contents stored in (e.g., video, PDFs, SCORM, LMS databases)?	Technical	All the formats mentioned are used
457	Section 3.1 – Scope of Work: Data Migration Requirements	30	3.1	Migration of user data and training records	What is the current database or system used to store user data, training records, and logs?	Technical	All the formats mentioned are used

458	Section 3.1 – Scope of Work: Data Migration Requirements	30	3.1	Migration of existing course content	What is the volume and format of existing course content to be migrated? Is there a current LMS or equivalent in use? Please provide details on where the data resides currently.	Technical	Last two years data for around 1500 users
459	Section 3.1 – Scope of Work: Data Migration Requirements	30	3.1	Data migration process	Is any data transformation, mapping, or cleaning expected during migration?	Technical	As of now No, but if the need occurs on the formatting to get the reports populated then it could be
460	Section 3.1 – Scope of Work: Data Migration Requirements	30	3.1	Access to legacy systems	Will Aspire receive direct access to the source systems, or only exported data files for migration?	Technical	You will get access the way you wish once the NDA gets signed
461	Non-functional requirements	31	3.1	Ensure High Availability and Reliability	We understand our scope includes the LXP application maintenance alone (but not the infrastructure). Can this be confirmed?	Technical	Yes
462	Non-functional requirements	31	3.1	Ensure High Availability and Reliability	As part of the application maintenance, can we assume that Aspire will own L1, L2 and L3 support?	Technical	Yes, for limited time
463	Section 3.1 – Scope of Work: Integration with External Platforms	30	3.1	Integration with Udemy, Coursera, etc.	Will NPCI provide API access credentials for these platforms, or is the vendor expected to procure them?	Technical	The other provider will provide for eg. Udemy will provide its APIs to get the system synced as vice-versa
464	Section 3.1 – Scope of Work: AI & Personalization	12–31	3.1	AI-based features	Do you expect Aspire to build custom AI models or just integrate off-the-shelf APIs for features like personalization, face recognition, and plagiarism detection?	Technical	Yes
465	Section 3.1 – Scope of Work: AI & Personalization	12–31	3.1	AI tools and licensing	Do you have a license or preference for specific AI tools or platforms (e.g., OpenAI, AWS Rekognition, Azure Cognitive Services)?	Technical	No, partner has to suggest
466	Section 3.1 – Scope of Work: AI & Personalization	12–31	3.1	AI integration approach	Should the AI features be custom-developed or integrated via SDKs/APIs from third-party providers?	Technical	partner has to suggest
467	Section 3.1 – Scope of Work: AI & Personalization	12–31	3.1	AI/ML infrastructure	Will Aspire need to host AI/ML infrastructure, or will this be provided by NPCI?	Technical	We need to discuss this in more detail
468	Section 3.1 – Scope of Work: Coding Arena & Playground Assessment	20–22	3.1	Real-time coding environment and assessments	Is NPCI expecting these modules to be built from scratch or can open-source tools be integrated?	Technical	Yes
469	Section 3.1 – Reporting & Analytics	25–28	3.1	Power BI/Tableau dashboards	Will NPCI provide Power BI/Tableau licenses, or should vendors include them in the proposal?	Technical	We need to discuss this in more detail
470	Section 3.1 – Reporting & Analytics	25–28	3.1	Reporting and dashboards	Are all reports expected to be embedded within the LXP UI, or can some be external?	Technical	All in LXP
471	Section 3.1 – Reporting & Analytics	25–28	3.1	BI tool usage	Do you want Aspire to build dashboards using Power BI, Tableau, or any other specific BI tools?	Technical	Yes

472	Section 3.1 – Reporting & Analytics	25–28	3.1	Existing reports	Should Aspire recreate any existing reports from your current LMS in the new LXP?	Technical	You can develop from scratch
473	Section 3.1 – Scope of Work: Certification Declaration Process	28–29	3.1	Certifications uploaded by employees are to be reflected in their profile/IDP	Is the LXP expected to integrate with NPCI's ERP system for features such as certification reimbursement or employee learning records? For example, if a certificate is uploaded in the ERP, should it automatically reflect in the LXP profile and IDP?	Technical	Yes
474	General	30	3.1	Code scanning for vulnerability	I understand we are expected to provide the opensource technical stacks. As part of CI / CD, can we consider opensource code scanner as part of SAST / DAST towards vulnerability?	Technical	Yes - But we can discuss this in ore details
475	Testing	30	3.1		Is test automation required part of the requirement?	Technical	Yes - But we can discuss this in ore details
476	General	30	3.1		Does NPCI provision the required load generating VM's for executing performance tests?	Technical	Yes - But we can discuss this in ore details
477	SLA Penalty	31	3.1	Clause says "10% of the cost of the yearly maintenance/ support cost penalty will be applicable for breach of SLA during support period. Penalty will be calculated and recoverable on quarterly uptime basis"	It says on "Quarterly basis" in one section and then "annual basis" in another section. Also, is this per incident (10% of the cost of yearly maintenance/Support cost) or in total for a year?	Procurement	Please refer the revised SLA as per corrigendum 2.
478	Section 3.1 – Technical Requirements: Technology Stack	40	3.1	Open-source technology stack preferred	Are there any restrictions or preferences regarding specific languages, databases, or frameworks?	Technical	No restruictions. Our need is Open-source technology stack preferred
479	Penalty for default delivery	42	8.12	Clause says "Non-Delivery of above-mentioned Deliverables: penalty shall be imposed on Bidder at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% shall be payable by bidder."	While there is a cap of 5% of the total PO value for delivery delay during execution and go-live, we do not see any cap for SLA regime or Support/maintenance phase. What is the cap for support/maintenance phase?	Procurement	Please refer the revised SLA as per corrigendum 2.
480	Section 8.12 – Penalty for Default in Delivery	44	8.12	Penalty for delays	Are there any grace periods or exceptions for delays due to dependencies on NPCI?	Procurement	Any reasons attributable to NPCI will be reviwed by user before calcuating the Penalties
481	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	What is the expected support coverage for L1,L2, L3 Application Support? Like 24X7/16X7/9X5?	Technical	We have to discuss this post partner finalization but yes 16*7 would be minimum
482	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	Based on the previous discussions, we understand JIRA is used as ticketing/ITSM tool, can we consider the same for this RFP as well? Or you want Aspire to propose ITSM?	Technical	Its upto Aspire to propose best quality and cost efficient solution which will best fit

483	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	Do we have any SLA's in resolving/responding to incidents? Or you want Aspire to propose the SLA's?	Technical	We have mentined SLA in RFP and would be closed as per mutul consensus upon vendor finalization
484	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	Is a toll-free number required for user support? If yes, should it be 24x7 or limited to business hours?	Technical	Yes
485	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	If the support coverage is not 24*7, then do you require on-call support for critical issues outside business hours?	Technical	May be - Could be proposed by partner
486	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	What is the preferred channel for reporting issues (e.g., email, portal, integrated ticketing system)?	Technical	Ticketing tool would be better as it will track all the issues
487	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	How many NPCI employees are expected to use the learning platform at launch?	Technical	We have mentined the YoY plan in the RFP
488	Section 8.9 - Post Go-Live Support Plan	44	8.9	Post-Deployment Support Plan	For monitoring and maintaining a custom Learning Experience Platform (LXP), it would be ideal to have an Application Performance Monitoring (APM) tool. Do you want us to suggest an APM tool and implement it?	Technical	Post-Deployment Support Plan needs to be presented by the partner
489	Payment Terms	45	8.16	Clause states " Payment Milestone as follows: 1)Implementation – 100% on Go Live of Project 2)Support – Quarterly in arrears 3)Change Request / Customization – Post Go Live of respective CR Payment shall be released monthly in arrears within 30 days from the date"	What does #2 "Support - Quaterly in arrears" mean? Next line says Payments will be released monthly... very confusing. Please clarify	Procurement	Please refer the revised Payment terms as per corrigendum 2
490	Payment Terms	45	8.16	Clause states " Payment Milestone as follows: 1)Implementation – 100% on Go Live of Project 2)Support – Quarterly in arrears 3)Change Request / Customization – Post Go Live of respective CR Payment shall be released monthly in arrears within 30 days from the date"	This is very confusing. Point #1, does this clause mean we will get paid only when we complete the project and go-live? and we will not get milestone payment during the execution/development of the LXP platform? If the go-live takes place, say, 8 months from the start of the project, does it mean we get paid at the end of the 8th month only and not any milestone payment before that? Please clarify	Procurement	Please refer the revised Payment terms as per corrigendum 2
491	Facilities provided by NPCI	52	8.33	Clause states "NPCI shall provide seats, with required facilities like internet, intranet & LAN Connectivity free of cost for official work. These facilities shall not be used for any personal use."	Does this mean NPCI expects Aspire to deploy their resources in NPCI's office/facility only? If so which location (Mumbai or CHennai)?	Technical	Mumbai
492	Bid Document Fee / Page 3			Is there any waiver or exemption of the bid document fee (₹23,600) for DPIIT-recognized startups as per Government of India procurement policy?		Procurement	No waiver for bid cost

493	EMD / Bid Security			Is Earnest Money Deposit (EMD) required for this tender? If yes, are DPIIT-recognized startups eligible for exemption?		Procurement	EMD not applicable for this RFP
494	General / Startup Benefits			Please clarify if there are any other relaxations or benefits for DPIIT-registered startups participating in this RFP (e.g., turnover/experience criteria waiver).		Procurement	No
495	Bid Query			Is the Performance Bank Guarantee (PBG) applicable to DPIIT-registered startups? If so, is there any reduction or exemption in amount or duration for startups?		Procurement	No
496	Bid Query			If our bid attachments exceed the 10 MB email size limit, can we submit additional documents via multiple emails or share a cloud storage link (e.g., Google Drive)?		Procurement	Yes you can send multiple emails of less than 10Mb. Only email submission is allowed
497	Bid Query			Is there a specific template or format for submitting the commercial bid, or can we use our own format as long as it covers all requirements?		Procurement	Please refer the revise Commercial Bid as per corrigendum 2
498	Bid Query			What is the required duration for the Performance Bank Guarantee, and what is the expected duration/scope for post-implementation support and maintenance?		Procurement	PBG period is 3 Years (Term of the PO) + Claim period of 12 months. (Total PBG for 4 Years) This is only to be successful bidders post issuance of the PO
499		Page 29 Under Non functional technical requirements		Are you looking for ready solution or would you be interested in having it developed specially for you		Technical	Yes
500		Page 45 Under Implementation – 100% on Go Live of Project		The payment terms is mentioned 100% on go live of the project but usually it is milestone basis in similar project		Procurement	Revised Payment Terms attached with pre bid response
501		Page 8		We request for a pre bid meeting		Technical	Yes its planed, please check the email by Karan from Procurement team
502		Page 65	As per the clause "The exemption for Micro and Small Enterprises (MSEs) under government procurement in India is primarily guided by the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012, issued under Section 11 of the MSMED Act, 2006. This policy is aimed at promoting and developing MSEs by providing specific advantages in public procurement."	We request for MSME Exemption from tender cost		Procurement	No exemption
503		Page 12 Under Business Conditions		Who will bear the cost of third party and hosting eg Udemy, Mettl etc		Procurement	Bidder has to propose end to end solution considering all cost points
504		Page 37	Deadline of Submission	We request for an extension		Procurement	Date extended till 30th May 2025
505			Do you have any timeline for implementation go live?			Technical	Yes, mentioned in RFP

506	Page 29 Under Non functional	Are you using any other LMS or Learning platform?			Technical	Yes
507	Page 30	Existing course content for annual mandatory trainings to be migrated to new platform.	Do you require any data migration if yes then which data		Technical	Yes, it's the learning data of existing platform which is used since Jan'24
508			Do you have any preferred techstack?		Technical	Open Source
509	Page 40	Technical	Requesting you to provide us the score weightage for each point you have mentioned under technical scoring matrix		Procurement	NPCI will only share Technical Pointers before presentation round. Overall Technical qualification % mentioned in the RFP
510			Have you set forth any budget for this project?		Procurement	Irrelevant question
511	Page 39		Does this job require any content development if yes give us details		Procurement	Responded in Prebid meeting
512	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	12	3.1	Scope of Work - Business objectives- Integrate seamlessly with existing external learning and assessment platforms like Udemy, O'Reilly Media, Coursera, Pluralsight, Hackerrank, Hackerearth, Mettl, etc. Should allow for easy API based integrations with any platform in future.	Could you explain the use cases for the integration with learning platforms? (we understand the evaluation platforms)	Technical As mentioned we are ok to integrate the LXP with platforms like Udemy
513	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	16,17,20, 21, 23, 28,	3.1	Scope of Work	There are a set of wireframes that explain the scope of work. Is that style of UI something the bidder must follow?	Technical The same is explained in RFP in detail
514	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	30	3.1	Scope of Work - Assumptions	Could you please elaborate how the development of new content or courses is expected to work on the platform? Would it be simple media uploads or would content editing capabilities and media editing capabilities be required?	Technical The same is explained in RFP in detail

515	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	37	5.16	The last date of submission of bids is given in Section 1. However, the last date of submission may be amended by NPCI and shall be notified vide email.	Though the RFP was released on 15th of May, we received it only on 19th May, and the deadline for submission is listed as 26-05-2025. Moreover, understanding the scope of this size thoroughly and preparing a suitable proposal with an accurate effort estimation needs more time. We request an additional 1 week time for submitting the proposal. Is there a possibility to extend the last date?	Procurement	To be suggested by Procurement
516	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	45	8.16	Payment Milestone as follows: 1) Implementation – 100% on Go Live of Project 2) Support – Quarterly in arrears 3) Change Request / Customization – Post Go Live of respective CR Payment shall be released monthly in arrears within 30 days from the date of receipt of invoice along with submission of supporting document duly verified by NPCI officials.	Since the duration of fixed price projects could be in months, payment on 100% delivery completion will be too long and our investment cost would be prohibitive. It is normally a milestone based payment for all fixed price projects even in case of Government projects. Can this be considered?	Procurement	Please refer the revised Payment terms as per corrigendum 2
517	RFP Reference No: NPCI/RFP/202 5-26/IT/03 dated 15.05.2025	45	8.16	Payment Milestone as follows: 1) Implementation – 100% on Go Live of Project 2) Support – Quarterly in arrears 3) Change Request / Customization – Post Go Live of respective CR Payment shall be released monthly in arrears within 30 days from the date of receipt of invoice along with submission of supporting document duly verified by NPCI officials.	Support delivery is normally based on fixed hours or fixed number of resources per month. Can we consider monthly payment on submission of approved timesheet of the resources involved (instead of quarterly payment)?	Procurement	Please refer the revised Payment terms as per corrigendum 2
518	NA	NA	Additional clarification				Solution should be scalable
519	NA	NA	Additional clarification				Bidder had to provide underline hardware Infra sizing along with specification in the Technical Solution document (Further to clarify, No hardware cost to be quoted)
520	NA	NA	Additional clarification				Bidder to ensure ease of integration of proposed solution with any 3rd party platform as maybe required by NPCI in future
521	NA	NA	Additional clarification				Bidder have to ensure providing EMD (Earnest money deposit) as a part of BID security please refer the format and declaration of same as per corrigendum 2