

Bid Clarification Document – RFP for Engagement of a Consultant for Review of Roles and Responsibilities of NPS Trust under the Digital Personal Data Protection (DPDP) Act, 2023			
S/N	RFP Document Page and Clause number	Query	Response
1	Section 5 – Minimum Eligibility Criteria (Clause iii) & Section 6.1.1 – Technical Evaluation	Kindly clarify whether completed assignments involving Personal Data Discovery, PII Discovery, Privacy Governance Framework, API Security Governance, Privacy Gap Assessment, Data Discovery & Classification, Data Protection Assessments, Privacy Risk Assessments, and similar privacy-focused engagements executed under equivalent data protection or privacy frameworks shall be considered as "equivalent data protection regulatory framework" assignments for the purpose of meeting the minimum eligibility criteria and technical evaluation.	As per Terms & Conditions of RFP
2	Section 5 – Minimum Eligibility Criteria (Clause iv)	Kindly clarify whether completed engagements involving PII Discovery, Privacy Assessments, Data Discovery, Privacy Governance Framework implementation, API Security Governance, or related privacy consulting services executed for financial sector entities regulated by RBI, IRDAI, SEBI or PFRDA shall be considered eligible under this criterion, subject to submission of supporting work orders and completion documents.	As per Terms & Conditions of RFP
3	Section 5 – Minimum Eligibility Criteria	Kindly confirm whether the bidder may submit a combination of Purchase Order/Work Order, Statement of Work (SoW)/Proposal, Completion Certificate, Client Acceptance Letter, or Project Completion Email as documentary evidence where the detailed scope of work is captured in the Proposal/SoW rather than in the Purchase Order.	Yes
4	General	Kindly clarify whether any benefits or relaxations are available for Micro and Small Enterprises (MSEs) registered under Udyam Registration, in accordance with the applicable Government of India Public Procurement Policy for MSEs. If applicable, kindly specify the relevant provisions under this RFP.	Kindly refer Terms & Conditions of RFP
5	Pg. 5 – Clause 4.1	Kindly confirm the approximate number of departments/business units within NPS Trust that will be covered during the assessment.	9
6	Pg. 5 – Clause 4.1	Please provide the approximate number of applications, databases, and IT systems that process personal data within NPS Trust.	e-Office , e-Mail hosted on NIC, Zoho for accounting & HRMS, Boardpac are major platforms/databases for personal data.
7	Pg. 5 – Clause 4.1	Kindly indicate whether an existing data inventory, application inventory, or data flow documentation will be made available to the selected consultant.	No
8	Pg. 5 – Clause 4.1	Please confirm whether the selected consultant will have access to agreements executed between NPS Trust and all intermediaries (CRA, PFM, Trustee Bank, Custodian, POPs, Government Nodal Offices, etc.).	Yes
9	Pg. 5 – Clause 4.1	Kindly clarify whether stakeholder interviews/workshops with all functional departments and intermediaries are within the scope of the engagement.	Yes (restricted to functional departments)
10	Pg. 5 – Clause 4.1	Please indicate the approximate number of third-party technology service providers whose contracts are expected to be reviewed.	Around 8
11	Pg. 5 – Clause 4.1	Cross-border data transfer: Use of cloud services hosted outside India. SaaS applications used by NPS Trust. Third-party vendors processing data overseas. Backup or disaster recovery locations. International support teams accessing systems. Cross-border API integrations or data sharing arrangements.	The platforms/databases are hosted on NIC cloud, Google cloud services & Zoho cloud.
12	Pg. 5 – Clause 4.2	Kindly clarify whether the legal opinion is expected to be an independent legal opinion issued by qualified legal professionals or a compliance advisory report.	independent legal opinion issued by qualified legal professionals
13	Pg. 5 – Clause 4.2	Will NPS Trust facilitate interactions with PFRDA or other ecosystem participants wherever clarification is required during legal analysis?	The legal analysis does not require interactions with PFRDA and other ecosystem participants, and shall be purely on the basis of the prevalent Acts, Regulations etc.
14	Pg. 6 – Clause 4.2	Please clarify whether assessment of Significant Data Fiduciary obligations is limited to applicability analysis or also includes preparation of SDF compliance documentation.	It includes preparation of SDF compliance documentation, if same is applicable on NPS Trust.
15	Pg. 6– Clause 4.3	Kindly confirm whether IT control assessment (privacy by design, system configuration review, technical safeguards) is expected to be document-based only or includes technical validation.	It should include technical validation.
16	Pg. 7 – Clause 4.4	Kindly clarify whether drafting of all listed policies and SOPs is expected as complete organization-specific documents or only templates with recommendations.	organization-specific documents
17	Pg. 7 – Clause 4.4	Kindly clarify whether the scope is limited to designing and recommending the compliance framework or also includes implementation support and handholding for adoption of the framework.	designing and recommending the compliance framework
18	Pg. 7 – Clause 4.4	Please clarify whether awareness sessions or executive workshops on the proposed DPDP framework are part of the project scope.	Yes
19	Pg. 7– Clause 4.4	Is implementation support after submission of recommendations included within the project duration, or is the engagement limited to assessment and documentation?	Assessment and documentation
20	Pg. 7 – Clause 4.4.1	Does NPS Trust expect the governance framework to include detailed organization structures (RACI matrix, committees, reporting hierarchy, KPIs, governance calendar, etc.) or only high-level recommendations?	detailed organization structures
21	Pg. 7– Clause 4.4.1	Kindly clarify whether recommendations are expected only for NPS Trust or also for ecosystem participants/intermediaries wherever governance responsibilities overlap.	Only for NPS Trust
22	Pg. 7– Clause 4.4.2	The RFP states "draft templates or recommendations". Kindly clarify whether organization-specific policies and procedures are expected to be fully drafted or whether editable templates with implementation guidance will suffice.	organization-specific policies and procedures
23	Pg. 7– Clause 4.4.2	Please confirm whether the listed policies and SOPs are expected to be fully customized based on NPS Trust's existing processes and governance structure.	Yes

24	Pg. 7– Clause 4.4.2	Kindly clarify whether existing policies, SOPs, ISMS documentation, cybersecurity policies and PFRDA guidelines will be shared for review and alignment while preparing the deliverables.	Yes, wherever available
25	Pg. 7– Clause 4.4.2	Is the consultant expected to prepare only the RoPA framework/template or also populate Records of Processing Activities (RoPA) for all identified processing activities within NPS Trust?	Populate Records of Processing Activities (RoPA) for all identified processing activities within NPS Trust.
26	Pg. 7– Clause 4.4.2	Kindly clarify whether the DPIA deliverable is limited to development of a DPIA framework/template or whether sample/actual DPIAs are expected for identified high-risk processing activities.	Sample/actual DPIAs are expected for identified high/medium-risk processing activities.
27	Pg. 7– Clause 4.4.2	Kindly confirm whether consent notices, privacy notices and Data Principal request workflows are required to be legally vetted and customized for each processing scenario.	Yes
28	Pg. 7– Clause 4.4.2	Are document review cycles limited to one round of comments or multiple review iterations until final approval?	review iterations until final approval
29	Pg. 8 – Clause 4.4.3	Kindly clarify whether the breach management framework is expected to include tabletop exercises, breach simulation workshops or only documentation.	Tabletop exercises, breach simulation workshops
30	Pg. 8 – Clause 4.4.3	Will NPS Trust provide its existing Incident Response Plan, Cyber Crisis Management Plan and PFRDA cybersecurity procedures for integration with the proposed Personal Data Breach Management Framework?	Yes, if available
31	Pg. 8 – Clause 4.4.3	Is the consultant expected to prepare operational artefacts such as notification templates, reporting forms, decision trees, escalation matrices and communication templates as part of the breach management framework?	yes
32	Pg. 8 – Clause 4.4.3	Kindly clarify whether training or knowledge transfer sessions for management and operational teams on the proposed compliance framework are included within the scope.	yes
33	Pg. 8 – Clause 4.4.3	Is assistance during Board/Management presentation or approval of the proposed DPDP framework expected as part of the engagement?	yes
34	Pg. 8 – Clause 4.4.3	Kindly confirm whether the consultant is expected to recommend technology solutions for consent management, RoPA, DPIA and privacy governance, or only provide functional recommendations.	yes
35	Pg. 8 – Clause 4.4.3	Please clarify whether all deliverables are required in editable formats (Word, Excel, Visio, PowerPoint) in addition to PDF versions.	yes
36	Pg. 8 – Clause 4.4.3	Considering the number of policies, procedures, frameworks and governance documents to be developed, kindly confirm that all deliverables are expected to be completed within the overall six-week project timeline.	yes, if the same is applicable to NPS Trust
37	Pg. 12 – Duration	Considering the extensive scope covering legal analysis, data mapping, contract review, governance framework, multiple policies and SOPs, kindly confirm whether the six-week timeline is fixed or may be extended based on mutual agreement.	It is fixed
38	Pg. 12 – Duration	Kindly indicate whether milestones may overlap or whether each phase will commence only after formal approval of the previous phase deliverables.	milestones may overlap
39	Pg. 13 – Deliverables	Please clarify the review and approval timelines for each submitted deliverable to avoid delays in milestone completion.	review iterations until final approval
40	Pg. 10 – Technical Evaluation	Kindly clarify whether DPDP readiness assessments, privacy gap assessments, ISO 27701 implementation, and privacy governance projects will qualify under "Data Privacy Consultancy Services".	Yes
41	Pg. 10 – Technical Evaluation	For evaluation criteria relating to Data Protection Impact Assessments, will Privacy Impact Assessments (PIA), GDPR DPIAs, ISO 27701 privacy assessments, and DPDP privacy assessments be treated as equivalent?	Yes
42	Pg. 11 – Team Evaluation	Please clarify whether the proposed key personnel are required to be deployed full-time throughout the engagement or only during relevant phases.	As per the requirement and scope of the project.
43	Pg. 14 – Intellectual Property	Kindly confirm whether the consultant may reuse generic methodologies, frameworks, checklists, templates, and accelerators developed independently, while assigning ownership of project-specific deliverables to NPS Trust.	As per terms & conditions mentioned in 8.4 (v) of the RFP.
44	Pg. 18 – Commercial Bid	Clause xxxii refers to "price quoted per user per annum," whereas the assignment is a fixed consulting engagement. Kindly clarify whether this is a typographical error and confirm that a lump-sum project cost is to be quoted.	Refer the annexure V for format of financial bid submission. Lump-sum project cost is to be quoted.
45	Annexure V	Kindly confirm whether GST should be quoted separately or included within the financial quote.	The above quoted fee is inclusive of all out of pocket expenses and applicable taxes.
46	General	Kindly clarify whether travel to Delhi/NCR and meetings with stakeholders are expected physically throughout the engagement or whether a hybrid/remote execution model would be acceptable.	As per the requirement and scope of the project.
47	General	Please confirm whether NPS Trust will nominate a single Project Coordinator/Nodal Officer for facilitating document collection, interviews, and review meetings.	Yes
48	General	Kindly indicate whether all relevant DPDP-related policies, agreements, process documents, and architecture diagrams will be made available immediately upon project commencement.	Yes , if available
49	General	Please clarify whether the engagement includes support during any regulatory inspection or presentation before the Board/Management after submission of the final report.	Yes
50	Minimum Eligibility Criteria Pg.8 Point V	The bidder must have a pool of at least five (5) professionals with qualifications or certifications in data privacy, data protection, legal, risk advisory, or cybersecurity domains (e.g., CIPP, CIPM, CIPT, CDPSE, CISA, CISSP, CISM, or equivalent). We request you to kindly allow this eligibility criterion to be fulfilled by either the Bidder or the OEM. This will enable wider participation while ensuring the availability of the required certified professionals for successful project execution.	As per the Terms & Conditions mentioned in RFP

51	Minimum Eligibility Criteria Pg.8 Point iii	The bidder must have completed at least two (2) assignments relating to advisory or implementation support for compliance with the DPDP Act, 2023, GDPR, or an equivalent data protection regulatory framework. We request the authority to kindly allow this eligibility criterion to be fulfilled by either the Bidder or the OEM.	As per the Terms & Conditions mentioned in RFP
52	Minimum Eligibility Criteria Pg.8 Point iv	At least one (1) of the above assignments must have been for a financial sector entity regulated by PFRDA, RBI, SEBI, IRDAI, or an equivalent regulator in India. Kindly allow this clause to be fulfilled by either the Bidder or the OEM.	As per the Terms & Conditions mentioned in RFP
53	Minimum Eligibility Criteria Pg.8 Point viii	The agency should propose a dedicated team comprising as per below table in eligibility criteria. Kindly allow this clause to be fulfilled by either the Bidder or the OEM.	As per the Terms & Conditions mentioned in RFP
54	Clause 5(iii), Minimum Eligibility Criteria	Kindly confirm whether assignments where deliverables have been completed and accepted by the client, but invoicing/payment or formal contract closure is pending, will be considered as completed assignments for eligibility and technical evaluation.	As per Terms & Conditions of RFP
55	Clause 5(iii) & 5(iv), Minimum Eligibility Criteria	Kindly confirm whether assignments executed as an OEM, consortium member, implementation partner, or subcontractor will be considered towards the eligibility and technical evaluation criteria.	Certified documents shall be submitted as per Terms & Conditions of RFP.
56	Clause 5(iii), Minimum Eligibility Criteria	Kindly confirm whether privacy and data protection engagements covering GDPR, ISO/IEC 27701, Privacy Impact Assessments (PIA/DPIA), privacy governance, consent management, data governance, and enterprise privacy programme implementation will be considered as equivalent experience under the stated eligibility criteria.	As per Terms & Conditions of RFP
57	Section 4.1 – Understanding the NPS Trust Data Ecosystem	Kindly provide the approximate number of business functions, applications, business processes, and personal data processing activities that are expected to be in scope for this engagement.	9
58	Section 4.1(ii)–(vi)	Kindly confirm whether NPS Trust will provide the existing application inventory, data inventory, architecture diagrams, process documentation, and Data Flow Diagrams (DFDs), or whether these artefacts are expected to be developed from scratch by the consultant.	No
59	Section 4.1(iii)	Kindly provide the approximate number of intermediaries (CRAs, PFMs, Custodian, Trustee Bank, PoPs, Government Nodal Offices), technology service providers, and other stakeholder organizations whose data flows, agreements, and processing activities are expected to be reviewed.	Around 15
60	Section 4.3(ii)	Kindly provide the approximate number of agreements, contracts, MoUs, and other legal documents that are expected to be reviewed as part of the engagement.	Around 6
61	Section 4.3(vi)	Kindly clarify whether the review of existing IT systems is limited to documentation, governance processes, and privacy-by-design assessment, or whether it also includes detailed technical configuration reviews and cybersecurity assessments.	it also includes detailed technical configuration reviews.
62	Sections 4.1, 4.2, 4.3 & 4.4	Considering the involvement of multiple regulated intermediaries within the NPS ecosystem, kindly clarify whether the engagement is limited to assessing compliance with the DPDP Act, 2023 and DPDP Rules, 2025, or whether the consultant is also expected to assess regulatory intersections with the PFRDA Act, RBI, SEBI, IRDAI, cybersecurity, outsourcing, governance, and other applicable regulatory requirements. If applicable, kindly specify the expected deliverables and stakeholder coverage.	The engagement is limited to assessing compliance with the DPDP Act, 2023 and DPDP Rules, 2025, and PFRDA Act and regulations, applicable on NPS Trust.
63	Section 4.4.2 – Policy & Documentation Framework	Kindly confirm whether the required policies, SOPs, Privacy Notices, RoPA Framework, DPIA Framework, Consent Framework, and other documentation are expected to be delivered as draft templates/recommendations or as fully operationalized and implementation-ready documents.	Fully operationalized and implementation-ready documents.
64	Section 4.4.3 – Breach Management Framework	Kindly confirm whether the Breach Management Framework includes only preparation of policies, SOPs, workflows, and escalation matrices, or whether tabletop exercises, mock drills, or breach simulation exercises are also expected within the scope of work.	Tabletop exercises, mock drills, or breach simulation exercises are also expected within the scope of work.
65	Section 7 – Duration of Engagement	Kindly confirm whether the six-week project timeline shall commence upon project kick-off and receipt of all required documents, stakeholder availability, and access from NPS Trust. Further, in case of delays attributable to stakeholder availability or dependency on client inputs, whether the project timelines will be extended accordingly through mutual agreement.	As per Terms & Conditions of RFP
66	Scope of Work / Section 7	Kindly confirm whether the engagement may be executed through a hybrid delivery model or whether continuous onsite presence at the NPS Trust office is mandatory throughout the engagement.	As per Terms & Conditions of RFP
67	Clause 5(vii), Clause 5(viii) & Technical Evaluation Criteria 4	Kindly confirm whether professionals proposed for the engagement but based outside Delhi/NCR shall be considered eligible, provided they are available onsite as and when required during the engagement.	As per Terms & Conditions of RFP
68	Section 4.2.1(i) – Legal Opinion / Detailed Report	Kindly clarify whether the Legal Opinion deliverable is expected to be issued by a qualified legal counsel/law firm or whether it may be provided by the bidder's privacy and regulatory advisory team having relevant expertise in data protection and financial sector regulations.	Qualified Legal counsel/law firm
69	Section 4.2 – Legal Analysis	Kindly clarify whether NPS Trust's legal team will review and validate legal interpretations and advisory positions before acceptance of deliverables.	Yes
70	Section 4.1(ii), 4.1(iii), 4.1.1(i)	Kindly clarify the expected level of detail for the data flow mapping exercise, i.e., business process level, application/system level, data entity level, or field/attribute level mapping.	As per Scope of Work of RFP
71	Section 4.4.2(vi), Section 4.4.4(iii)	Kindly clarify whether the engagement requires only development of a DPIA framework/template or whether DPIAs are also expected to be conducted for identified processing activities as part of the engagement.	DPIAs are expected to be conducted for identified processing activities as part of the engagement.

72	Section 4.4.2(viii)	Kindly clarify whether the RoPA deliverable is limited to a framework/template or whether the consultant is required to prepare and populate a complete Record of Processing Activities (RoPA) for NPS Trust.	prepare and populate a complete Record of Processing Activities (RoPA) for NPS Trust.
73	Section 4.4 – Compliance Framework Design & Recommendations	Kindly clarify whether the consultant is expected to provide technology architecture recommendations, privacy tooling recommendations, and implementation roadmap recommendations as part of the compliance framework.	Yes
74	Clause 5(iii), 5(iv) & Technical Evaluation	Kindly clarify whether any minimum project value or minimum engagement size is required for assignments submitted towards eligibility and technical evaluation criteria.	As per Terms & Conditions of RFP
75	Clause 8.1(iii), 8.5(iii) – Deliverable Review and Modifications	Kindly clarify the expected number of review cycles for each deliverable before formal acceptance and sign-off by NPS Trust.	Review untill final approval
76	Clause 6.2.2 – Commercial Evaluation	Kindly clarify whether any commercial normalization, adjustment, or correction (including treatment of taxes, arithmetic errors, exclusions, conditional pricing, or deviations) will be undertaken before computation of the Relative Commercial Score (RCS).	The Commercial bid shall be submitted as per Annexure - V.
77	Annexure V & Clause 8.3	Kindly confirm that bidders are required to submit a single lump-sum fixed-price commercial bid for the entire engagement and that milestone payments shall be released as per the payment schedule defined in the RFP.	The Commercial bid shall be submitted as per Annexure - V.
78	Page no. 8 & 5 iv.	We request the NPS to accept experience from all sectors and if financial sector is required then only one financial sector experience be asked for as mentioned in clause 5 iv.	As per Terms & Conditions of RFP
79	Page No. 10 & clause 3		
80	9 & 5 vii	ITORIZIN has resources placed in delhi, but we have no Office. Request NPS to accept offices in other cities with resources placed in Delhi /NCR	As per Terms & Conditions of RFP
81	12 & 7 ii	How many departments process or have access to subscriber personal data?	As per Terms & Conditions of RFP