

INDIAN INSTITUTE OF BANKING & FINANCE

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	IIBF Response
1	Section 8	34-35	8.8	Penalty for default mentioned	We kindly request you to provide detailed Service Level Agreements (SLAs), including uptime %, response time, and resolution timelines. Also, request clarification on linkage of penalties with SLA breaches	SLA shall be executed post selection of bidder. For Penalties pl. refer RFP
2	Section 3	9-10	Scope of Work	Hosted model with infra by Banks/Institutions	We request clarification on the detailed responsibility matrix between IIBF, centres, and service provider in case of network failure, power failure, or hardware issues during examination	Responsibility regarding the arrangement for the exam venue infrastructure, network, power facility, and hardware will be with the Bank/Institution. All the minimum system requirements for the smooth conduct of the exam needs to be clearly mentioned in advance by the vendor and the vendor has to coordinate with the BANK/Institution's IT/Technical team prior to the exam for ensuring that the set-up is ready for smooth conduct of the exam.
3	Section 3	16-17	Deliverables	Backup server mentioned	We request clarification on Disaster Recovery (DR) requirements such as RPO, RTO, DR location, and DR drill expectations	Zero RPO, near Zero RTO. The DR location should be within India. DR Drill should be conducted once in a year and certificate to be submitted
4	Section 4	19	4.2(e)	Tier-III Data Centre requirement	Kindly clarify whether cloud-based infrastructure (such as AWS/Azure or MeitY empanelled cloud) will be considered acceptable.	Will be acceptable
5	Section 4	19	4.2(f)	Certifications required	Kindly clarify whether equivalent certifications of cloud service providers/OEMs will be acceptable	No change in the RFP
6	Section 7	29	7.2	Technical evaluation parameters	We request clarification on detailed marking methodology for "Past Experience, Support/Reference (15 marks)" including parameters such as number of projects, scale, and client type	As per the RFP
7	Section 7	29	7.2	Presentation/Walkthrough - 30 marks	Kindly provide objective evaluation criteria for awarding marks under presentation/demo	As per the RFP
8	Section 7	29	7.2	Capacity - 15 marks	Request clarification on evaluation methodology for "capacity to conduct examinations" (e.g., concurrency, infrastructure, past performance etc.)	As per the RFP
9	Section 7	29	7.2	Site Visit - 10 marks	Kindly provide detailed criteria for awarding marks during site visit (data centre, office, facilities etc.)	As per the RFP
10	Section 7	29	Feature Scoring	Feature-based scoring defined	Kindly clarify whether all technical features carry equal weightage or if critical features have higher importance	As per the RFP
11	Section 7	30	7.4	Technical weightage 70%	Kindly clarify the formula for final combined scoring of technical and commercial evaluation	As per the RFP
12	Section 7	31-32	7.6	Commercial evaluation	We request clarification whether evaluation will be based on L1 or QCBS methodology and request sharing of detailed formula	As per the RFP
13	Section 5	26	5.27	Top 3 bidders shortlisted	Kindly clarify if the shortlisting to top 3 bidders is fixed or if all bidders meeting qualifying criteria may be considered for commercial stage	As per the RFP

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14	Section 3	18	3.3	Expected volumes	Kindly clarify maximum concurrent candidates expected in a single session/slot.	As per the RFP
15	Section 3	10	Objective	10,000 candidates per day	Kindly clarify whether 10,000 candidates refers to concurrent capacity or total daily count.	As per the RFP
16	Section 3	16	Deliverables	API-based result sharing	Kindly provide details regarding API specifications, security protocols, and integration requirements	Detailed requirement will be discussed during the requirement gathering with the successful bidder.
17	Section 3	16	Support	Helpdesk support mentioned	Kindly clarify expected support timelines (e.g., 24x7 or exam-day support) and response SLAs for helpdesk	The support is required to be given after registration is completed and also prior to the examination to the Banks/Institutions to ensure exam readiness and also to support for smooth conduct of exam/resolution of issues on the exam day.
18	Section 3	17	Post Examination	Data retention for 1 year	Kindly confirm if any extended data retention may be required for legal or regulatory purposes	Clause 3.2 C Point no 10 modified: Entire data backup of examinations should be preserved by the Bidder for entire period of contract and handed over to the Institute after the expiry of the contract.
19	Section 5	22	5.7	Price excluding taxes	Kindly confirm that applicable taxes (GST) shall be reimbursed separately at actuals	Yes, as per the RFP
20	Section 3	General	Scope	Centre infrastructure	Kindly clarify who will be responsible for providing examination centres (banks/institutions or service provider) and whether any empanelment/onboarding support is expected from the bidder	Responsibility regarding the arrangement for the exam venue infrastructure, network, power facility, and hardware will be with the Bank/Institution. All the minimum system requirements for the smooth conduct of the exam needs to be clearly mentioned in advance by the vendor and the vendor has to coordinate with the BANK/Institution's IT/Technical team prior to the exam for ensuring that the set-up is ready for smooth conduct of the exam.
21	Section 3	General	Scope	Centre onboarding	Kindly provide guidelines/SOP for onboarding and certifying exam centres	Responsibility regarding the arrangement for the exam venue infrastructure, network, power facility, and hardware will be with the Bank/Institution. All the minimum system requirements for the smooth conduct of the exam needs to be clearly mentioned in advance by the vendor and the vendor has to coordinate with the BANK/Institution's IT/Technical team prior to the exam for ensuring that the set-up is ready for smooth conduct of the exam.
22	Section 3	16	Deliverables	Scorecard sharing timeline	Kindly clarify if any penalty is applicable in case of delay due to dependencies beyond bidder's control	As per the RFP

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23	Section 3	General	Scope	Mock test requirement	Kindly clarify expected number, scale, and frequency of mock tests to be conducted prior to actual examinations	Mock Test to be done atleast one day before the examination with dummy login credentials to be shared with the Bank's/Institution's team to check system compatibility at all the systems of the Bank's/Institution's exam centres, in co-ordination with the centre in-charge. Also, on the exam day, once the candidate logs in to the examination, mock test of 5-10 questions to be provided before start of actual examination, which should emulate the UI of actual examination.
24	Section 10	Annexures	T1/T2	Technical compliance	Kindly confirm whether features requiring customization will be considered compliant and eligible for scoring.	As per the RFP. Should be compliant for requirements that are mandatory
25	Section 4	19	4.2(b)	Turnover requirement of ₹30 Cr	We respectfully request clarification whether the turnover considered for eligibility may specifically pertain to examination/assessment-related services (such as online examination conduction and associated activities). This is requested as many organizations operate across diverse domains (e.g., manpower supply, call centre services, infrastructure, etc.), and considering domain-specific turnover may help in ensuring participation of bidders with relevant experience in examination services	As per the RFP
26				Tender Submission Date	We request that post release of the Pre-bid Queries response –Vendors be given 7-10 working days to work on the Tender documents –hence to please extend the submission date accordingly in case of a delay in release of the Pre-bid queries Response	No change in the RFP
27				Credit period	The customer shall pay all undisputed invoices within 30 days (or the credit period as negotiated by the business team) from the date of invoice. In case the customer does not pay the undisputed amounts within 30 days (or the credit days agreed), the same shall be constituted as an EVENT OF DEFAULT by customer. A notice of EVENT OF DEFAULT will be issued with a cure period of 15 calendar days (this is to be included only if there is a cure period made available to us for our EVENT OF DEFAULT) and in the event the EVENT OF DEFAULT is not cured within the cure period given , the service provider has a right to terminate the contract without any further notice.	No change in the RFP
28				Submission , EMD and Tender fees	Please confirm that there is no Tender fees? We request to please allow bidders to submit a Bid Declaration form instead of the EMD amount	No Tender fees. No change in the RFP regarding EMD

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29		31		Financial Bid	<p>We assume that the Per Candidate rate quoted would be Per Scheduled candidate per session, per stage Admit card issued – pl confirm</p> <p>We assume that the Rate quoted will be without venue or manpower or QP as this will be handled by IIBF and the vendor would be only hosting the Exam Platform and providing the backend support for the platform</p> <p>We assume that GST would be quoted extra as this is a multi year contract @ 18% - any hike in the rate would be accordingly borne by the client</p> <p>pl confirm the contract period is 5 years or 5 1/2 years</p>	Rate per candidate per session. Pl refer clause 5.7 for taxes. Contract period is 5 years - applicable clause 8.9. The responsibility of preparation of question bank lies with the Institute. Responsibility regarding the arrangement for the exam venue infrastructure, network, power facility, and hardware will be with the Bank/Institution. All the minimum system requirements for the smooth conduct of the exam needs to be clearly mentioned in advance by the vendor and the vendor has to coordinate with the BANK/Institution's IT/Technical team prior to the exam for ensuring that the set-up is ready for smooth conduct of the exam. For QP upload process - pl refer RFP
30	Section 8	33		8.3 Performance Bank Guarantee	pl confirm what is Annexure -1 mentioned in tender	Modified from Annexure- 1 to Annexure E-2
31	Annexure E5	52		Annexure E5 - point H	<p>We request to please change this to :</p> <p>The Bidder must have experience of having conducted at least one Internet Based Assessment (IBA) examinations with a minimum of 10000 candidates in one session, for a reputed organization</p>	Clause modified as: The Bidder must have experience of having conducted at least one Internet Based Assessment (IBA) examination with a minimum of 7000 candidates in one session, for reputed organization within the last 5 years.
32	Annexure E5	52		Annexure E5 - point I	<p>We request to please change this to :</p> <p>Certified by the Company Secretary/CFO/ Authorized signatory of the Company. Submit Declaration of clean Track Record of the Bidder – Annexure T3 on declaration on official company letter head with sign & seal to be submitted.</p>	Clause modified as: Certified by the Company Secretary/CFO/Authorized Signatory of the Company. Submit Declaration of clean Track Record of the Bidder – Annexure T3 on declaration on official company letter head with sign & seal to be submitted. Authorization copy to be attached.
33	Annexure E8	56		Annexure E8 - POA	We request that Bidders be also allowed to submit their existing POA copy as it has all the existing points - pl consider this point	Okay. Considered
34	Annexure E9	57		Annexure E9 - Data center	<p>We request to please remove this point</p> <p>DC should be Cert-In certified - as Certin is a certification for the software platform/ system not Infra</p>	RFP clause modified as " Data centre/Data Centre infrastructure should be ISO Certified.
35	Annexure E10	58		Annexure E10 -NDA	Please confirm only Winning bidder is to submit this	Yes

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36	3.1.B.6	13	B.6	Exam Software should provide candidates with Mock test facility before the actual examination.	A mock test can be provided to the candidates before the start of the actual exam. Additionally a link can shared with the client to host it on their official website	Okay. Also Mock Test to be done atleast one day before the examination with dummy login credentials to be shared with the Bank's/Institution's team to check system compatibility at all the systems of the Bank's/Instiution's exam centres, in co-ordination with the centre in-charge. Also, on the exam day, once the candidate logs in to the examination, mock test of 5-10 questions to be provided before start of actual examination, which should emulate the UI of actual examination.
37	3.1.D.3.1	15	D.3.1	The service provider should have bulk e-mail facility to send e-mails to all eligible candidates before an examination and SMS facility to send messages as and when required before an examination.	Kindly note that if SMS services are required then, as per TRAI guidelines, the client need to register on DLT platform for sending bulk or Individual SMS to candidates.	Detailed requirement will be discussed during the requirement gathering with the successful bidder.
38	3.1.D.3.2	15	D.3.2	Service provider should have Helpdesk Support to resolve candidate queries. Service provider should also support the IIBF's customer for testing the infrastructure for conduct of examination.	Kindly confirm on below points: i. Please confirm if the mode of communication will be in English and Hindi only. ii. The helpdesk will be setup in our HO at Mumbai and the helpdesk number will start with code 022. iii. The helpdesk timings will be from 9:00 am to 6:00 pm from Monday to Saturday excluding government holidays and Sunday	The support is required to be given after registration is completed and also prior to the examination to the Banks/Institutions to ensure exam readiness and also to support for smooth conduct of exam/resolution of issues on the exam day.
39	3.1.D.3.6	16	D.3.6	MIS / Customized Report Generation of Result.	Please share formats of the reports required	To be decided during the requirement gathering with the successful bidder.
40	3.1.D.3.7	16	D.3.7	Generation of Audit Reports for candidate activity on the exam engine during the course of examination	We assume that the audit reports refer to the audit logs or candidate response logs generated during the examination	Yes.
41				Test Data Archiving & Handover	We propose that the all the examination related data will be retained until the contract period expires and purged subsequently post approval from the client	The entire examination data to be handed over to the Institute on external storage device after the expiry of the contract period.

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42				Timelines	We assume that the timeline for all the examination related activities will be mutually discussed and agreed upon	To be decided during the implementation with the successful bidder
43	8.3	33	8.3	Performance Bank Guarantee	<p>Request CLIENT to consider the following:</p> <p>i) The bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of PBG.</p> <p>ii) The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder.</p> <p>iii) The successful bidder shall be given a cure period of 30 days to rectify the breach.</p> <p>iv) The selected bidder shall only be liable for the work carried on its own accord. In no event shall the selected bidder be liable for invocation of the Performance Guarantee for any recovery of damages, direct losses or additional liability, if incurred due to completion of work by another agency.</p> <p>v) In case of expired Performance Bank Guarantee (PBG) and non release of the same within 15 days of its expiry, the said PBG would deemed to have been released by the beneficiary (Client) and the obligation towards the same will also expire.</p>	No change in the RFP

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44	8.8	34-35	8.8	Penalty for default in delivery	<p>Request CLIENT to consider the following:</p> <p>i)The total cumulative Penalty imposed on the bidder shall not exceed 05% of the total invoice of the particular service of the respective Order for which the penalty arises.</p> <p>ii) CLIENT shall raise its concerns or objections to the Bidder/Service Provider within 30 days of the services provided. CLIENT shall not impose any penalty/ damages on the Service Provider if no objections are raised within the stipulated period.</p> <p>iii)The Bidder shall be given a cure period of 30 days to rectify/remedy any defaults / defects / shortcomings penalty before imposition of any penalty or termination of contract.</p> <p>iv)Any penalty/ damages shall be for proven defaults, solely and directly attributable to the bidder.</p> <p>v)The Penalty/ damages shall be levied only if there is any deviation from the SOP, which, upon the award of the contract, both parties shall prepare in detail for provision of services and which shall form a part of the Agreement.</p> <p>vi)The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty.</p> <p>vii)An escalation matrix should be mutually decided between both the parties.</p>	No change in the RFP
45	8.16.i	38	8.16.i	Force Majeure: If force majeure situation arises, the Bidder shall promptly notify IIBF in writing of such condition and cause thereof. Unless otherwise directed by IIBF in writing, the Bidder shall continue to perform its obligations under contract as far as possible.	<p>Request CLIENT to consider the following:-</p> <p>The party affected by such Force Majeure condition shall forthwith notify the other Party/Parties, of the nature and extent thereof, in writing, within seven (7) days after the occurrence of such Force Majeure condition and shall, to the extent reasonable and lawful under the circumstances, use best efforts to remove or remedy such cause with all reasonable dispatch.</p> <p>If the Force Majeure condition in question prevails for a continuous period of one (1) month, the parties affected by such condition shall enter into bona fide discussions with a view to alleviating its effect on this Agreement by agreeing to such alternative agreement as may be fair and reasonable.</p>	No change in the RFP

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46	8.18.1	39	8.18.1	Resolution of disputes: Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by IIBF and the Bidder. The third Arbitrator shall be chosen by mutual discussion between IIBF and the Bidder.	Request CLIENT to consider the following: If the dispute between the parties does not resolve mutually, the same shall be submitted to Sole Arbitrator appointed mutually by the parties regardless of the value of the contract and the proceedings shall be conducted as per Arbitration and Conciliation Act, 1996.	No change in the RFP
47	8.15	38	8.15	Termination of Contract: for convenience	Request CLIENT to consider the following: Each party shall reserve the right to terminate the contract for reason of convenience by giving a written notice of not less than 90 days to the other party.	No change in the RFP
48	8.15	38	8.15	Termination of Contract: for non performance	Request CLIENT to consider the following: i) The bidder shall be given an opportunity of making a representation and of a personal hearing before such termination. ii) The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. iii) The successful bidder shall be given a cure period of 30 days to rectify the breach.	No change in the RFP
49	8.14	37	8.14	Bidder's Liability: The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.	Request CLIENT to consider the revised clause: The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be capped at the total cumulative Liability of the successful bidder at 05% of the Invoice value for the particular service giving rise to such liability.	No change in the RFP

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50	8.13	36-37	8.13	<p>Indemnity: The Bidder shall further indemnify IIBF against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property..... Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations. However, indemnity would cover damages, loss or liabilities suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.</p>	<p>We request the CLIENT to consider the below clause for indemnity of the successful bidder:-</p> <p>The Bidder shall indemnify Tendering Authority from and against any costs, loss, damages, expenses, and claims including those from third parties or liabilities of any kind howsoever suffered arising or incurred inter-alia by any willful negligence or wrongful act or omission by the Bidder in connection with the services.</p> <p>In no event shall either party be liable under any contract, strict liability, negligence or other legal or equitable theory for any indirect, incidental, special or consequential damages, lost profits, lost data or cost of procurement of substitute goods, technology or services. The total aggregate liability/indemnity of the Bidder, regardless of whether such liability is based on breach of contract, tort, strict liability/indemnity, breach of warranties, failure of essential purpose or otherwise, under this Agreement shall be limited to 05% of the total invoice value of the assignment paid to the bidder in respect of that particular work which gives rise to such a liability/indemnity.</p>	No change in the RFP
51				Opportunity of Personal Hearing	<p>Request CLIENT to consider the following:</p> <p>The service provider shall be provided an opportunity of personal hearing/ Representation to represent the facts before imposition of any penalty/liability.</p>	Okay
52	8.12	36	8.12	Confidentiality	<p>Request the CLIENT to consider the following:</p> <p>Either party shall hold in confidence all confidential information obtained, received from the other and shall not disclose the same to any third party without prior written consent of the other, during the term of this Agreement and for a period of two (2) years from the date of termination and/or expiry of this Agreement. Further, unless prior written consent of the either party is obtained, the other Party shall not use the above-mentioned information for any purpose other than the purpose contemplated under this Agreement.</p>	No change in the RFP

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53	Annexure E6	54	Annexure E6	Declaration for Acceptance of RFP Terms and Conditions: I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company.	Request CLIENT to modify this sentence as the queries raised by bidders may result in the issuance of a corrigendum or amendment to the Bid Document, which may impact the terms and conditions applicable to the submission of bids.	Corrigendum will modify the RFP clause/s for which it is issued
54	Annexure E7	55	Annexure E7	Declaration for Acceptance of Scope of Work: I have carefully gone through the Scope of Work contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company.	Request CLIENT to modify this sentence as the queries raised by bidders may result in the issuance of a corrigendum or amendment to the Bid Document, which may impact the terms and conditions applicable to the submission of bids.	Corrigendum will modify the respective clause/s for which it is issued
55	Section 4 – Eligibility Criteria	19	4.2.h	Clause 4.2 (h)	We kindly request a revision of the eligibility criteria as follows:	
					The Bidder must have experience of having conducted at least one Internet Based Assessment (IBA) examination with a minimum of 10000 candidates in one session, for reputed organization within the last 3 years.	Clause modified as: The Bidder must have experience of having conducted at least one Internet Based Assessment (IBA) examination with a minimum of 7000 candidates in one session, for reputed organization within the last 5 years.
					Documentary proof - PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.	Clause modified as: Documentary proof – PO or Experience Letter to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
56			Page 12/76 – Section 3.1(B)(2)(h)	“Should be able to display photograph/signature of candidates.”	Request clarification on the exact requirement. Does the Institute expect the photograph/signature to be displayed continuously throughout the examination, only during login/authentication, or within the dashboard/admin interface? Kindly clarify the intended use case and expected workflow.	To be displayed continuously throughout the exam.

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57			Page 13/76 – Section 3.1(B)(8)	“The exam engine should operate only on machines/systems where IP addresses are pre-bound to the examination...”	The examination platform is already secured using Safe Exam Browser (SEB) and other access-control mechanisms. Kindly clarify the expectation regarding “pre-bound IP addresses.” Does this imply static whitelisting of examination center IPs prior to every exam session? Further clarification is requested regarding operational feasibility in environments where dynamic IP allocation may exist.	Clause modified as under for Section 3.1(B)(8): The examination should not be accessible by any unauthorized users i.e. it should be accessible only on the PCs of the pre-determined examination centres on the day of the exam.
58			Page 13/76 – Section 3.1(C)(3)	“Facility of customized reports to verify the uploaded data summary...”	This requirement would involve additional custom report development depending upon the exact reporting structure and formats required by the Institute. Kindly confirm whether this requirement is expected as part of the base scope or may be treated as a separately scoped/custom development activity.	Please refer the RFP.
59			Page 14/76 – Section 3.1(C)(5)	Numeric questions without answer options	Support for “Question without Answer option (numeric)” appears to require additional customization in the examination engine, including virtual keyboard handling, validation logic, decimal/negative number handling, and answer save workflow. Kindly confirm whether this may be considered as a custom development/enhancement activity.	This is a requirement as per RFP.
60			Page 14/76 – Upload Process (a)	“A local server (laptop)... with Question Bank upload application...”	This requirement appears to need a separate offline/local deployment module with synchronized upload functionality. Kindly confirm whether this is expected as part of the standard solution or may be treated as a custom development component.	This is a requirement as per RFP
61			Page 15/76 – Upload Process (j)	“After receiving the password, hybrid based Centre supervisors should be able to download QB in encrypted format from Bidder’s central server...”	We request clarification on the operational and security rationale behind downloading the Question Bank (QB) at the examination center/server level. From a security perspective, it is generally recommended that the Question Bank remain centrally secured within the examination system, while only dynamically rendered questions are presented to candidates one question at a time during the examination session. Downloading the QB to venue-level servers may increase security exposure. Kindly clarify whether an alternate centralized secure-rendering architecture would be acceptable.	Clause 3.1 5 - Point no 5 Sub-Point no. (i) modified as : On the examination day, once the Institute inputs the decryption password, the bidder should ensure proper display of question paper at all the registered hybrid mode designated Centres at the scheduled exam time. In all these processes there should be no manual intervention Point no (j) to be deleted.
62			Page 19/76 – Eligibility Criteria 4.2(b)	“Minimum annual turnover of Rs. 30 crore...”	We would like to request consideration for relaxation in the turnover eligibility criteria. Considering our long-standing engagement, domain expertise, and proven execution capabilities, we request the Institute to consider our experience and track record while evaluating this eligibility requirement.	No change in the RFP clause

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63			Page 19/9 4.2 Eligibility Criteria	The bidding agency should have GST Registration, PAN Card and must have filed Income Tax Return for the Assessment Years 2024-25, 2025-26, 2026-27	We request you to kindly consider the filed Income Tax Returns for the Assessment Years 2023-24, 2024-25, and 2025-26 instead of 2024-25, 2025-26, and 2026-27, as mentioned in the tender criteria. Since the filing process for the Assessment Year 2026-27 is not yet completed / due, bidders may not be in a position to submit the same at this stage. Therefore, we request you to kindly amend the clause and consider the last three completed Assessment Years for eligibility.	Okay. Considered. Clause 4.2 (d) modified as : The bidding agency should have GST Registration, PAN Card and must have filed Income Tax Return for the Assessment Years 2023-24, 2024-25, 2025-26