

Pre- Bid queries for Design, Development, Implementation and Maintenance of Integrated Management System for HPSAMB - 18th March 2024 2:30 PM

Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
1	101	Quality Certification	SECTION IV – PRE-QUALIFICATION CRITERIA	ISO 9001:2015 and ISO 27001:2013 All the above certifications should be valid upto 45 days from the date of Technical Bid opening	The bidder should comply with the following certifications with validity CMMi Level 3 ISO 9001-2015 ISO 27001-2013 ISO 20000-2018	The bidder should comply with the following certifications with validity CMMi Level 3 or above and quality certifications ISO 9001-2015/ 20001-2018
2	106	SECTION VI – TECHNICAL EVALUATION	Point no.-3 Technical evaluation criteria	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	Kindly amend this clause as below: <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 5 Marks >15 Cr to <=25 Cr = 7.5 Marks >25 Cr to <=50 Cr = 10 Marks	The bidder should comply with the following certifications with validity CMMi Level 3 or above and quality certifications ISO 9001-2015/ 20001-2018
3	106	SECTION VI – TECHNICAL EVALUATION	Point no.-4 Technical evaluation criteria	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder. 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	kindly consider for 1 project of value more than 1 crore in last 5 years. The bidder must have implemented at least two projects in Panchayat level /District level/Circle level/ Block level/State Level projects in India for any Government Department / Government Agency / PSU as on bid submission date. (Work order/Agreement copy/ Ongoing project/Completion certificate) Assign 5 marks for one project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	Number of application software projects in Central or State Govt. departments in India completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.
4	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Point no.-5 Technical Capability & Experience	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where, a. Value should not be less than Rs. 5 Crore till the date of submission of the bids. Work Order + Certificate of Completion / Part Completion	We are requesting to the Dept. kindly ask for the work order + self-declaration of project progress. The bidder must have experience in E-governance software development project with the value of more than Rs 10 Cr. Of two project each. (Work order/Agreement copy/ Ongoing project/Completion certificate)	As per RFP
5	106	SECTION VI – TECHNICAL EVALUATION	Point no.-5 Technical evaluation criteria	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 10 Crore, or at least two (2) projects of value not less than 6 Crore each project in India / Global.	As per RFP
6	107	SECTION VI – TECHNICAL EVALUATION	Point no.-6 Technical evaluation criteria	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India. 5 marks for every relevant project - maximum 2 projects would be considered.	kindly consider for 1 project instead of 2 projects. Assign 10 marks for relevant project - Minimum 1 projects would be considered.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any Government Department in India. 5 marks for every relevant project - maximum 2 projects would be considered.
7			Page 101, Section IV – Pre-Qualification Criteria	S. No. 2- The average annual turnover / receipts of the organization during the previous three financial years. Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	We suggest to modify this clause as below: "Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 15 Crores." Rationale: The estimated pricing of this bid will not be in any case more than 7 Crores (If we take NICSI manpower rates which are highest). As per standard thumb rule turnover is always kept as 2.5 times of estimated procurement cost. Keeping minimum turnover requirement to 15 Crores will ensure more participation and a healthy competition which will be beneficial for the procurement entity. If you have some other logics, kindly share for our understanding as	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
8			Page 101, Section IV – Pre-Qualification Criteria	<p>S.No.5- Technical Capability & Experience</p> <p>Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where.</p> <p>a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.</p>	<p>We suggest to modify this clause as below:</p> <p>Bidder should have completed/ ongoing (Go Live) Software Development projects in India for in the last 3 years from the date of submission of bids, where.</p> <p>"a. Value should not be less than Rs. 2 Crore till the date of submission of the bids."</p> <p>Rationale:</p> <p>1.The global experience has not been considered in pre-qualification across the government departments in India as global experience of software development will be in dollar values which cannot be compared to any Indian project in absolute exchange rates. Also, we have never seen any government project asking global experience.</p> <p>2.The value of 5 Crores in last 3 years for software development in government is too high as in last 3 years there has not been any large tenders for software development. This condition will limit the competition in this tender. We suggest to keep value here as 2 crores. This will ensure greater participation and healthy competition without compromising on quality.</p> <p>If you have some other logics, kindly share for our understanding as</p>	As per RFP
9			Page 101, Section IV – Pre-Qualification Criteria	<p>S.No.6- Similar Capability & Experience</p> <p>Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India</p>	<p>We suggest to change this clause as.</p> <p>Bidder should have 01 (One) IT related project in farming sector for any Government Department in India</p>	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
10			Page 106 Section VI – Technical Evaluation	<p>S.No.3-</p> <p>Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements.</p> <p>Criteria:</p> <p><=10 Cr = 0 Marks</p> <p>>10 Cr to <=15 Cr = 2.5 Marks</p> <p>>15 Cr to <=25 Cr = 5 Marks</p> <p>>25 Cr to <=50 Cr = 7.5 Marks</p> <p>>50 Cr = 10 Marks</p>	<p>We suggest to modify this clause as below:</p> <p>Criteria:</p> <p><=10 Cr = 0 Marks</p> <p>>10 Cr to <=15 Cr = 5 Marks</p> <p>>15 Cr to <=20 Cr = 7 Marks</p> <p>>20 Cr to <=25 Cr = 9 Marks</p> <p>>25 Cr = 10 Marks</p> <p>Rationale:</p> <p>The clause of providing marks on prospective bidder's turnover is always with an intent to ensure that bidders have sufficient liquidity to manage the project. Currently, marking criteria in this clause is a bit skewed which provides more weightage from perspective of turnover which from our point of view should not be the case as in this bid capability of prospective bidder is software development. The current clause may lead to less competition as well which we believe that Department would also not like to have.</p> <p>If you have some other logics, kindly share for our understanding as</p>	As per RFP
11			Page 106 Section VI – Technical Evaluation	<p>S.No. 4-</p> <p>Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.</p>	<p>We suggest to modify this clause as below:</p> <p>"Number of application software projects in Any Govt. departments in India completed / ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value."</p> <p>Rationale:</p> <p>The current clause is inclusive only to Central & Himachal Pradesh. This is exclusion to experience of other State Governments and should not be the case. The experience of other State Governments is equally valid and brings enables prospective bidder to bring that experience. There are many excellent works being done across the other State Governments in India. So, we request Department to be more inclusive here.</p>	<p>Number of application software projects in Central or State Govt. departments in India completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.</p> <p>2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.</p>

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
12			Page 106 Section VI – Technical Evaluation	<p>S.No. 5- The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 Years.</p> <p>Work Order and completion certificate</p>	<p>We suggest to modify this clause as below:</p> <p>"The bidder must have application ITeS at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India for last 3 years."</p> <p>"Work Order and completion certificate OR Phase completion certificate."</p> <p>Rationale: 1. Inclusion of ITeS will ensure testament of prospective bidder from other parameters as well and current RFP is not only about software development it has also components of ITeS. So, it makes sense to include experience of ITeS instead of software development. This way technical requirement will be more inclusive from capability as well as will ensure competitive bidding which shall be beneficial to department. 2. Since the value of projects asked is INR 15 Crores so very few projects get completed in 3 years, hence we request Department to ask phase completion certificate as well here. 3. The global experience has not been considered across the government departments in India as global experience of ITeS / software development will be in dollar values which cannot be compared to any Indian project in absolute exchange rates. Also, we have never seen any government project asking global</p>	As per RFP
13			Page 107 Section VI – Technical Evaluation	<p>S.No. 6- No. of Software development projects completed/ongoing (Go-Live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.</p>	<p>We suggest to change this clause as.</p> <p>Bidder should have 01 (One) IT related project in farming sector for any Government Department in India.</p>	As per response at S.No 6 above
14			Page 107 Section VI – Technical Evaluation	<p>S.No. 7- Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project - maximum 2 projects would be considered.</p>	<p>We suggest to modify this clause as below:</p> <p>"Bidder must have Completed project of Helpdesk for any State or Centre Government Department during last 5 years in India. As per below": -</p> <p>1 Project – 2 Marks 2 Projects- 4 Marks 3rd Project- Additional 1 Mark</p> <p>Rationale: Providing help-desk is not a technical work which requires any expertise. Any prospective bidder who has provided 2 or 3 helpdesk exec. can obviously provide 4 or many more as well. So, we suggest not to be specific here as this will be again limiting competition. Instead of asking for 4-seater experience it will be ideal to ask for projects where helpdesk has been provided by prospective bidder. This will be more inclusive, testing helpdesk capability at the same time allowing healthy competition ensuring quality.</p>	<p>Bidder must have two (2) Completed project of Helpdesk for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project - maximum 2 projects would be considered.</p>
15	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Point no.-5 Technical Capability & Experience	<p>Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids. Work Order + Certificate of Completion / Part Completion</p>	<p>The Experience of bidder must have in E-governance software development project. And the value of the project is more than Rs. 10 Cr. For each two project. (Work order/Agreement copy/ Ongoing project/Completion certificate) We are requesting to the Dept. kindly ask for the self-declaration of project progress + work order.</p>	As per RFP
16	106	SECTION VI – TECHNICAL EVALUATION	Point no.-3 Technical evaluation criteria	<p>Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements.</p> <p><=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks</p>	<p>We're requesting you to kindly revise this clause as mentioned below.</p> <p><=10 Cr = 0 Marks >10 Cr to <=15 Cr = 5 Marks >15 Cr to <=25 Cr = 7.5 Marks >25 Cr to <=50 Cr = 10 Marks</p>	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
17	106	SECTION VI – TECHNICAL EVALUATION	Point no.-4 Technical evaluation criteria	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder. 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	We are requesting you for 1 project worth more than Rs 1 crore in the last 5 years. The bidder required implemented at least two projects in State Level / District level/ Block level/ Circle level/ Panchayat level / projects in all over India for any Government Department / Government Agency / PSU as on bid submission date. (Work order/Agreement copy/ Ongoing project/Completion certificate) 5 marks for one project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	As per response at S.No 11 above
18	101	Quality Certification	SECTION IV – PRE-QUALIFICATION CRITERIA	ISO 9001:2015 and ISO 27001:2013 All the above certifications should be valid upto 45 days from the date of Technical Bid opening	The bidder must have below mentioned certifications with validity CMMi Level 3 ISO 9001-2015 ISO 27001-2013 ISO 20000-2018	The bidder should comply with the following certifications with validity CMMi Level 3 or above and quality certifications ISO 9001-2015/ 20001-2018
19	125	Payment Terms, Project Execution Timeline and Penalty	Report/ Milestones	IMS Web Portal & Mobile Application Development, including any upgradation proposed by bidder T+36 20% of work order after evaluation and satisfaction of the duly constituted committee 1.5% of the milestone payment	a) Will there be prototype required for mobile application ? B) How many prototypes are required ? In case prototypes are required then the timeline would increase.	As per RFP
20	126	Payment Terms, Project Execution Timeline and Penalty	Report/ Milestones	Legacy data migration Shall run in parallel as instructed by HPSAMB 5% of work order 1% of the milestone payment	a) With which event should this run parallel ? B) Will data cleansing be required along with data migration ? Will the cleaning event be done by the department ? C) What is the volume of data to be migrated ? D) Will data entry be required ? E) Will digitization be required ? Will the department provide all the infrastructure for digitization ?	a. As and when data is provided by the Department b. No c. SI to ensure scalability and smoothness in operating the system irrespective of the data size. d. Yes e. Yes
21	16	12. Common Features of Web Portal & Mobile App	Payment Gateway	Integration with all modes of payment systems and payment gateways etc. to pay all sort of fees / charges for all type of users	Will the department share the payment gateway for integration or the gateway has to be provided by the bidder ?	Department to provide the gateway, bidder shall carry out integration
22	48	5. Employee Self-Service Management System	5. Employee Self-Service Management System	This module will empower employees to enter the data/view/edit pre-defined data on self e.g. updating of personal records like bank details, marital status, record/change nomination etc. and leave balance, leave status, salary details, liabilities, declare investments for IT returns, property returns, lease data etc.	a) How many employees are there in total? B) Will it include temporary employees as well ?	a. 500 approx b. Yes
23	59	c) Post-exit vehicle tracking	c) Post-exit vehicle tracking	At the exit, a wired GPS-enabled tracker shall be attached to large vehicles and a declaration will be signed between the driver and APMC explicitly stating the terms and purpose of GPS tracking of the vehicle to ensure safe and smooth transit of the produce, in compliance with Digital Personal Data Protection Act, 2023 of India or other regulations as applicable, and based on the location to which the produce is to be transferred. Copies of this document will reflect on the application and be sent to the farmer and buyer. Battery-powered GPS trackers with validity of x days will be attached to the exiting vehicles and the GPS management software will with integrated with VTS mobile application.	a) Do all the vehicles entering the Mandi have GPS systems ? B) Are all the GPS installed in the vehicles working well or do they need to be inspected for replacement ? C) If GPS is not in place or not working then should it be supplied/replaced by the bidder ?	a. No b. No c. SI will suggest technology for implementation and operation of GPS technology. The cost of the equipment will be borne by the Department/ user
24	61	e) Helpdesk	e) Helpdesk	The helpdesk staff will run a helpline for the stipulated duration of vehicle operations and assist with resolving any technical issues which may occur.	a) What is the working hours for helpdesk ? b) will the space for helpdesk be provided by the department ?	a. Helpdesk to function 9 AM to 6 PM 6 days a week b. Yes
25	67	Document Management:	Document Management:	Store and manage important documents related to stakeholders, such as licenses, permits, and contracts. Ensure document version control and secure access.	a) Will there be limitations for document sharing ? B) Will there be restrictions on editing or updating the document ? C) What are the various kinds of documents that are to be stored in the DMS ?	Clause is self explanatory
26	67	Integration with Other Modules:	Integration with Other Modules:	Integrate Grievance Management System with other modules of the HPSAMB portal, such as e-Auction, Accounting, and Logistics, for seamless data flow and holistic stakeholder management	a) Will the department share the APIs required for integration ?	Yes
27	96	3. Training and Capacity Building	Activities to be performed under application training are as follows:	Identify Tech support staff training requirements. Identify Operation support staff training requirements. Train tech support staff. Train operation support staff. Train head office staff. Train field staff.	a) How many resources are to be trained ? B) What are the levels of training required ? c) Will training be an ongoing process ? D) Will training evaluation be required ?	At present, the total number of employees are approximately 500 and licences are around 4000. The total number of staff to be trained shall be dynamic.
28	106	VI – Technical Evaluation	Sr. No. 1	No. of years of existence of company, (as on date of bid submission)	Kindly reconsider the clause granting marks based on company longevity in the RFP pre-qualifying criteria. Removing this clause will ensure fair opportunities for newer companies.	As per RFP

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29	106	VI – Technical Evaluation	Sr. No. 4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.	We respectfully request reconsideration of the criterion requiring Rs 1 crore worth software development projects specifically in Himachal Pradesh (HP). While our company has successfully executed projects in other states, lack of experience in HP could result in a substantial loss of points. We propose evaluating our capability based on broader project execution experience rather than location specificity.	As per response at S.No 11 above
30				General Suggestion	We recommend that the PQ should have a clause that the company must have experience of deploying GIGW websites or web portal for Central government departments. This point has been missed in the PQ but it becomes necessary to establish standards for a clear framework to mitigate the risks for Government Websites and Applications. It protects against unauthorised use, access, destructions, disruptions by applying security principles.	GIGW guidelines to be followed
31	101	Pre Qualification Criteria, Section 4	S. No. 1	I. The bidder should be Company registered under the Indian Companies Act, 1956 and should be in operation since last 5 years as on date of submission of bid. II. The company offices must be Registered in India, with Valid GST.	As per your tender PQ clause no 1, we feel that the bidder should be a software company which is capable of executing government projects. The same should not be open for all companies because then they will not be able to handle such large it project. We request you to therefore to consider the following changes: a) Bidder should be a software development company from last 5 years. b) Bidder should have 50-55 software manpower on roll.	As per RFP
32	101	Pre Qualification Criteria, Section 4	S. No. 2	Average Annual turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	As per the Pre Qualifying Point 2 of tender we would like to mention that the turnover of 75 Crores for year 2020-2021, 2021-2022, 2022-2023 should be a mandatory criteria as the project of this stature involves deep knowledge of the mentioned subject. A company with well financial platform will not only be an added advantage for the department as it will add to the strong business plan, financial well being of the employees. This results in increased productivity. Kindly consider our request sincerely.	As per RFP
33	101	Pre Qualification Criteria, Section 4	S. No. 3	The net worth of the bidder in the three financial years should be positive. i.e., FY 2020-21, FY 2021-22, and FY 2022-23	We would like to state that the Point No. 3 of PQ is nothing but financial standing of the organization so it should be in the beginning itself in Point 2. We have decided to club it with Point No. 2 to avoid ambiguity.	As per RFP
34	101	Pre Qualification Criteria, Section 4	S. No. 4	Bidder must have deployed Technical Manpower's at least one (1) project of value not less than Rs. 01 Crore, or at least two (2) projects of value not less than 80 lakhs each project for any State or Centre Government Department during the last 5 years	Reading through the tender doc it becomes apparent that only large software development value has been considered 05 times (point 4,5,6,7,8) and exact experience of any state agriculture mandi has been given undue marks. However, this may tend to show reservation/ bias towards someone.	As per RFP
35	101	Pre Qualification Criteria, Section 4	S. No. 5	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	Execution of large project can be mapped to 5-6 points and then more bids can be expected. These are AMC, Services, QC (Quality control), Workflow mapping and development, GIS technology in Mobile Applications, Time Bound output, GIGW compliance and above all experience of working with GOVT departments in all above fields patiently for years. Kindly consider the above mentioned 5-6 changes in a suitable	As per RFP
36	101	Pre Qualification Criteria, Section 4	S. No. 6	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
37	101	Pre Qualification Criteria, Section 4	S. No. 7	ISO 9001:2015 and ISO 27001:2013 All the above certifications should be valid upto 45 days from the date of Technical Bid opening	The additional ISO 20000-1:2018/ TL9000 and SEI CMMI 3 will ensure efficient & timely delivery of the project. It also involves continuously improving the services delivery management system.	The bidder should comply with the following certifications with validity CMMi Level 3 or above and quality certifications ISO 9001-2015/ 20001-2018
38	101	Pre Qualification Criteria, Section 4	S. No. 9	The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	Point No. 9 is a repeat of Point no. 1 of the PQ so it is justified that it should be a part of Point No. 1 of PQ.	As per RFP
39	101	Pre Qualification Criteria, Section 4	S. No. 10	Bidder should have completed/ On-going at least 2 (two) Software development projects where each project of value should be more than Rs. 1 crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years.	Regarding clause 10 we would like to iterate that rather than Experience of separate software development, a holistic project experience of bidders into software development, mobile app development etc. should be looked for.	As per RFP
40	106	Technical Evaluation, Section 6	S. No. 1	No. of years of existence of company, (as on date of bid submission)	IT Companies which have managed to grow even after 10-15 years of existence are the ones to be given more points because this work is of a very long duration and should not be given to new players who are often unstable.	As per RFP

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41	106	Technical Evaluation, Section 6	S. No. 3	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements.	This clause appears to favor some software/ services company. However, this tender is about integration and that too at multiple locations statewide. So it is very important that the bidder understands not only software/ services but the complete cycle of IT, ITES GOODS & SERVICES in the benefit of the tender. Also more competition will lower the cost of the project.	As per RFP
42	106	Technical Evaluation, Section 6	S. No. 4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	Reading through the tender doc it becomes apparent that only large software development value has been considered 05 times (point 4,5,6,7,8) and exact experience of any state agriculture mandi has been given undue marks. However, this may tend to show reservation/ bias towards someone. Execution of large project can be mapped to 5-6 points and then more bids can be expected. These are AMC, Services, QC (Quality control), Workflow mapping and development, GIS technology in Mobile Applications, Time Bound output, GIGW compliance and above all experience of working with GOVT departments in all above fields patiently for years. Kindly consider the above mentioned 5-6 changes in a suitable manner so that we can also participate. We will be very thankful to you if consortium of 02 or more companies is allowed to bid.	As per response at S.No 11 above
43	106	Technical Evaluation, Section 6	S. No. 5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.		As per RFP
44	107	Technical Evaluation, Section 6	S. No. 6	No. of Software development projects completed/ongoing (Go- live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.		As per response at S.No 6 above
45	107	Technical Evaluation, Section 6	S. No. 7	Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India.		As per response at S.No 14 above
46	107	Technical Evaluation, Section 6	S. No. 8	The Bidder must have minimum 50 IT Professionals (BE/ B Tech/ MCA/ MBA) on its rolls as on 31 st December 2023		As per RFP
47	107	Technical Evaluation, Section 6	S. No. 9	The Bidder should have quality certifications as ISO 9001, ISO 27001/ 20000 & CMMI Level 3 or above.	Quality certifications should have real quality. So the auditors from IAF are being suggested alongwith additional certifications like TL 9000 AND ISO 20000. SEI CMMI LEVEL 3 should also be from the authentic source ie the CMMI Institute only. Please give more marks for more certifications.	As per RFP
48	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Point no.-5 Technical Capability & Experience	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids. Work Order + Certificate of Completion / Part Completion	The bidder must have experience in E-governance software development project with the value of more than Rs 10 Cr. Of two project each. (Work order/Agreement copy/ Ongoing project/Completion certificate) We are requesting to the Dept. kindly ask for the work order + self-declaration of project progress.	As per RFP
49	106	SECTION VI – TECHNICAL EVALUATION	Point no.-3 Technical evaluation criteria	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks	We're requesting you to kindly amend this clause as follows. <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 5 Marks >15 Cr to <=25 Cr = 7.5 Marks >25 Cr to <=50 Cr = 10 Marks	As per RFP
50	106	SECTION VI – TECHNICAL EVALUATION	Point no.-4 Technical evaluation criteria	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder. 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	We're requesting you to kindly ask for 1 project of value more than 1 crore in last 5 years. The bidder must have implemented at least two projects in Panchayat level /District level/Circle level/ Block level/State Level projects in India for any Government Department / Government Agency / PSU as on bid submission date. (Work order/Agreement copy/ Ongoing project/Completion certificate) 5 marks for one project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	As per response at S.No 11 above
51	106	SECTION VI – TECHNICAL EVALUATION	Point no.-5 Technical evaluation criteria	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 10 Crore, or at least two (2) projects of value not less than 6 Crore each project in India / Global.	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
52	107	SECTION VI – TECHNICAL EVALUATION	Point no.-6 Technical evaluation criteria	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India. 5 marks for every relevant project - maximum 2 projects would be considered.	We're requesting you to kindly ask for 1 project instead of 2 projects. 10 marks for relevant project - Minimum 1 projects would be considered.	As per response at S.No 6 above
53	101	Quality Certification	SECTION IV – PRE-QUALIFICATION CRITERIA	ISO 9001:2015 and ISO 27001:2013 All the above certifications should be valid upto 45 days from the date of Technical Bid opening	The bidder should have following certifications with validity CMMi Level 3 ISO 9001-2015 ISO 27001-2013 ISO 20000-2018	The bidder should comply with the following certifications with validity CMMi Level 3 or above and quality certifications ISO 9001-2015/ 20001-2018
54	Pg. No. 101	Section IV	Pre Qualification , Pt. 1	I. The bidder should be an IT Company & registered under the Indian Companies Act, 1956 and should be in operation since last 5 years as on date of submission of bid and should have minimum 50 IT Manpower on roll. II. The company offices must be Registered in India, with Valid GST.	Since it is a big IT projects with major requirement of having Software expertise, therefore only IT companies should be allowed to participate and having good technical manpower strength	As per RFP
55	Pg. No. 101	Section IV	Pre Qualification , Pt. 2	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	Since the project is sizeable, companies having decent turnover should be allowed, hence 25 crore should be increased to 50 cr so that companies having strong financial background shall only participate and in future if the requirement of the department increases w.r.t scope and the project does not covers good margin, then only decent players will sustain and execute the project since big players have deep pockets and can sustain in the project for a longer period. In the interest of the project, no exemption for turnover should be given on turnover clause	As per RFP
56	Pg. No. 101	Section IV	Pre Qualification , Pt. 3	The net worth of the bidder in the three financial years should be positive. i.e., FY 2020-21, FY 2021-22, and FY 2022-23	This clause should be merged with Turnover clause only. No requirement of separate clause	As per RFP
57	Pg. No. 101	Section IV	Pre Qualification , Pt. 4	Bidder must have deployed Technical Manpower's at least one (1) project of value not less than Rs. 01 Crore, or at least two (2) projects of value not less than 80 lakhs each project for any State or Centre Government Department during the last 5 years.	1. In Order to invite more bidders and having healthy competitive bids, rather than focusing on separate projects of Software development. Manpower, a holistic project experience of bidders into software development, mobile app development etc. should be looked for.	As per RFP
58	Pg. No. 101	Section IV	Pre Qualification , Pt. 5	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	2. Also, current clause will restrict bidders from participation	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
59	Pg. No. 101	Section IV	Pre Qualification , Pt. 6	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India		The bidder should comply with the following certifications with validity CMMi Level 3 or above and quality certifications ISO 9001-2015/ 20001-2018
60	Pg. No. 101	Section IV	Pre Qualification , Pt. 7	ISO 9001:2015 and ISO 27001:2013 All the above certifications should be valid upto 45 days from the date of Technical Bid opening	Bidder which is quality cautious and cautious of delivering projects on time, will have more certification, that's the reason these certification (ISO 20000, TL9000, SEI CMMI 3) should be included.	
61	Pg. No. 102	Section IV	Pre Qualification , Pt. 9	The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	This clause should be merged with clause no. 1 with reason already highlighted	As per RFP
62	Pg. No. 102	Section IV	Pre Qualification , Pt. 10	Bidder should have completed/ On-going at least 2 (two) Software development projects where each project of value should be more than Rs. 1 crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years.	This clause should be merged with clause no. 4,5,6 above with reason already highlighted	As per RFP
63	Pg. No. 106	Section VI	Technical Evaluation, Pt. 1	No. of years of existence of company, (as on date of bid submission)	Since it is a big IT projects with major requirement of having Software expertise, therefore only IT companies should be allowed to participate and having good technical manpower strength	As per RFP
64	Pg. No. 106	Section VI	Technical Evaluation, Pt. 2	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh.	This clause should be removed as this will restrict capable bidders from participation	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh. Bidder to provide declaration for establishing office/ branch before commencement of the project

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
65	Pg. No. 106	Section VI	Technical Evaluation, Pt. 3	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements.	Since the project is sizeable, companies having decent turnover should be allowed, hence 25 crore should be increased to 50 cr so that companies having strong financial background shall only participate and in future if the requirement of the department increases w.r.t scope and the project does not covers good margin, then only decent players will sustain and execute the project since big players have deep pockets and can sustain in the project for a longer period. In the interest of the project, no exemption for turnover should be given on turnover clause	As per RFP
66	Pg. No. 106	Section VI	Technical Evaluation, Pt. 4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	Since it is a government project of software development and all government guidelines should be met, therefore experience of delivering GIGW website/portals should be looked for.	As per response at S.No 11 above
67	Pg. No. 106	Section VI	Technical Evaluation, Pt. 5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	1. In Order to invite more bidders and having healthy competitive bids, rather than focusing on separate projects of Software development. Manpower, a holistic project experience of bidders into software development, mobile app development etc. should be looked for.	As per RFP
68	Pg. No. 107	Section VI	Technical Evaluation, Pt. 6	No. of Software development projects completed/ongoing (Go- live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.		As per response at S.No 6 above
69	Pg. No. 107	Section VI	Technical Evaluation, Pt. 7	Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India.		As per response at S.No 14 above
70	Pg. No. 107	Section VI	Technical Evaluation, Pt. 8	The Bidder must have minimum 50 IT Professionals (BE/ B Tech/ MCA/ MBA) on its rolls as on 31st December 2023	2. Also, current clause will restrict bidders from participation	As per RFP
71	Pg. No. 107	Section VI	Technical Evaluation, Pt. 9	The Bidder should have quality certifications as ISO 9001, ISO 27001/ 20000 & CMMI Level 3 or above.	Bidder which is quality cautious and cautious of delivering projects on time, will have more certification, that's the reason these certification (ISO 20000, TL9000, SEI CMMI 3) should be included.	As per RFP
72	Pg. No. 107	Section VI	Technical Evaluation, Pt. 10	Technical Solution	Presentation marks should be reduced and more focus should be made on bidders experience of executing different kind of projects as highlighted above. Also having 35 marks for presentation shows that this bid is favouring a particular bidder	As per RFP
73	Pg. No. 107	Section VI	Technical Evaluation, Pt. 11	CVs of required expertise	This clause should be removed as every bidder will produce manipulated resumes and will gain marks	As per RFP
74	101	Section - IV Pre-Qualification Criteria	Point Number 2	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	We kindly request you to change the Annual average turnover to 10 Crores and encourage more participation in the bid opportunity. Suggested Clause: Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 10 Crores.	As per RFP
75	101	Section - IV Pre-Qualification Criteria	Point Number 5	Technical Capability Experience: Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	We kindly request you to consider experience from last 5 years and ongoing projects and encourage more participation in the bid opportunity. Suggested Clause: Bidder should have completed/ ongoing Software Development projects in India/Global for in the last 5 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	As per RFP
76	101	Section - IV Pre-Qualification Criteria	Point Number 6	Similar Capability & Experience Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	We kindly request you to consider completed/ongoing projects from any Government Department in India Suggested Clause: Bidder should have 01 (One) Software development projects/ completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs or any other Government Department in India.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
77	102	Section - IV Pre-Qualification Criteria	Point Number 9	Capability of Management Human Resources The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	We kindly request you to change the clause to 50 full time employees Suggested Clause: The bidder must have at least 50 full time employees in its payroll as on date of submission of bid.	As per RFP
78	106	Section VI - Technical Evaluation	Point Number 2	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh.	We kindly request you to remove the clause to encourage participants from across India	As per response at S.No 64 above
79	106	Section VI - Technical Evaluation	Point Number 3	Average Annual Turnover: Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. Criteria: ≤10 Cr = 0 Marks >10 Cr to ≤15 Cr = 2.5 Marks >15 Cr to ≤25 Cr = 5 Marks >25 Cr to ≤50 Cr = 7.5 Marks	We kindly request you to the below criteria to encourage SMEs. Suggested Criteria 10 Cr = 5 Marks >10 Cr to ≤20 Cr = 7 Marks > 20 Cr to ≥30 Cr = 10 Marks	As per RFP
80	106	Section VI - Technical Evaluation	Point Number 5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	We kindly request you to consider completed and ongoing projects. Suggested Clause: The bidder must have application IT Software projects at least one (1) project completed/ ongoing of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years. Required Document: Work Order and / or completion certificate	As per RFP
81	107	Section VI - Technical Evaluation	Point Number 6	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	We kindly request you to consider completed/ongoing projects from any Government Department in India. Suggested Clause: No. of Software development projects completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs or any	As per response at S.No 6 above
82	107	Section VI - Technical Evaluation	Point Number 8	The Bidder must have minimum 50 IT Professionals (BE/ B Tech/ MCA/ MBA) on its rolls as on 31st December 2023	We kindly request you to consider below criteria to encourage SMEs: Suggested Marks Criteria: Less than 50 = 0 Marks 50 to 75 Nos. = 3 marks 75 & above = 5 marks	As per RFP
83	107	Section VI - Technical Evaluation	Point Number 10	Technical Solution	We kindly request you to give more weightage to the technical solution. Suggested Criteria:	As per RFP
84					Understanding of requirements and law (2 mark), challenges and constraints (2 mark) and understanding of scope of work (1 mark).	As per RFP
85					Approach and methodology	As per RFP
86					Software solution design and Architecture- coverage of functionality and scope, security, data management and technical features	As per RFP
87					Implementation Strategy, Activity wise Project Plan / Timelines	As per RFP
88					Risk and Mitigation Plan for implementation, data security and data openness, insights on data and pattern, proposed innovation and use of modern technology	As per RFP
89	12	Legacy Data Migration	Point Number 4	The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal. The Data provided to the SI shall be converted into desired format by the SI and migrated. Post migration the SI will be responsible for keeping the system up and running on 24*7 basis.	In which format is the online data available excel, word, pdf or anyother system? Approximately, what is the amount of data that is to be migrated to the proposed new system?	Data on the portal is present in the data base. The physical data is present in hard copies and is to be converted into desired format as per the requirement of the application.

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
90	12	Legacy Data Migration	Point Number 5	The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal. The Data provided to the SI shall be converted into desired format by the SI and migrated. Post migration the SI will be responsible for keeping the system up and running on 24*7 basis.	In case of data available in hard copies, should the SI also scan and store the copies in the system, or just feed the data to the new system?	Data entry only
91	97	Manpower Requirement	Section II	The system integrator must position at least the following full time dedicated manpower for carrying out various phases of the assignment. Deployment location of the resources will be determined by HPSAMB and shall be binding on the SI.	Our assumption is these resources have to be deployed offshore and work with the department and the Project Coordinator deployed onsite as per page 12 point number 5 (bullet point 1). <u>Request you to confirm the same</u>	On site deployment of resources
92	12	Deployment of IMS Application and Webportal	Point Number 5 (Bullet point number 2)	Assessment of requirement of infrastructure for hosting of Application and porta	Our assumption is that only the successful bidder shall propose the hardware infrastructure based on the assumption post award of contract. Proposing hardware during the RFP stage is not a pre-requisite. <u>Request you to confirm the same</u>	Only the successful bidder shall propose the hardware infrastructure based on the requirement post award of contract
93	13	Training		General	How many technical and operational staff are to be trained as part of the training program. Our assumption is training will be conducted in Shimla. Request you to confirm the same.	At present, the total number of employees are approximately 500 and licensees are around 4000. The total number of staff to be trained shall be dynamic. Location of training is clearly mentioned in the RFP
94	13	Support & Maintenance	Point Number 8	Maintenance of application software's, databases, and licenses	Our assumption is the required database and other 3rd party softwares will be provided by the department. In such cases maintenance of the 3rd party softwares will not be the scope of the SI. <u>Request you to confirm the same</u>	SI to provide database and licenses with technical support during the Currency of the project
95	14	Manpower Deployment		The bidder shall provide the following resources for support. Deployment location of the resources will be determined by HPSAMB.	We assume that, the manpower requirement provided under this section is only for the maintenance period and the same are to be deployed onsite and the required internet, office space and basic furniture will be provided by the department. Request you to kindly <u>clarify the same</u>	Resources to be deployed as per directions of the Department. Office space, required furniture will be provided by the department.
96	16	Point Number 11 Common Features of Webportal	Sub Point Number 5	Integration with SMS gateway.	We assume that the required SMS gateway will be procured by the department and the SI shall integrate the same with the proposed system. <u>Request you to clarify the same</u>	Department to provide the gateway, bidder shall carry out integration
97	16	Point Number 11 Common Features of Webportal	Sub Point Number 6	Integration with all modes of payment systems and payment gateways etc. to pay all sort of fees / charges for all type of users	We assume that the required payment gateway APIs will be provided will be provided by the department. Request you to <u>confirm the same</u>	Department to provide the gateway, bidder shall carry out integration
98	24	The Arrival/Exit Recording Module		The Arrival / Exit Recording module is required for recording the daily arrival / exit of agricultural produces at the mandi yards.	Will the APMC provide hard copies of these gate passes to the truck drivers? In this case, will the department provide internet and <u>compute facility at all the entry and exit points?</u>	SI to provide solution to the department
99	35	Interlinking with another modules	Section 1.2.3	The module should have integration with below modules: ☐ Recording of Arrival / Exit Module ☐ e-NAM ☐ Mandi Fee Management Module ☐ Licenses database	Our assumption is that the department will provide the required APIs to integrate the same. Request you to kindly clarify.	As per RFP
100				General	Request you to share the samples of Form P, Q, R and any other forms	Please refer to HPSAMB rules and ACTs on the official website
101	47	1.5.1 Human Resource Management System (HRMS) and Payroll System:		Human Resource Management System (HRMS) and Payroll System:	Will all the employees use this system? Approximately how many number of employees will use the system?	At present, the total number of employees are approximately 500. The number of users using the system shall be scalable.
102	52	7. Document Management System (DMS)			We assume that the SI has to provide a DMS system to manage the documents and data digitization is not part of the scope. Request you to <u>clarify the same</u>	As per response at S.No 90 above
103	59	Vehicle Token and Tracking System	5th bullet point under logs entry and exit time.	The barcode scanner at the Exit Gate will record the details of the exiting vehicle and exit time.	Our assumption is that the required bar-code scanners and printers will be provided by the department. Please confirm the same.	Department to provide bar-code scanner and printers
104	Page 59 and 60	Vehicle Token and Tracking System	Post exit vehicle tracking		Is the SI expected to develop a GPS based vehicle tracking system and supply GPS devices with SIM cards? Request you to kindly <u>clarify?</u>	SI to develop the module, devices will be provided by the Department
105	Page 59 and 61	Vehicle Token and Tracking System	Post exit vehicle tracking		If the installation of GPS tracking is to the scope of the SI, how many vehicles are to be tracked?	SI to develop the module, devices will be provided by the Department

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
106	Page 112			Earnest Money	We request you to kindly exempt MSMEs from paying EMD as per the guidelines of the Government of India.	MSME are exempted only for tender document fee and EMD. The firms claiming such exemption must provide valid Government certificate to substantiate their claim for exemption. In case the certificates are not found to be valid, the exemption claim will be rejected and firm will be disqualified for non submission of tender fee and EMD.
107	12	Deployment of IMS Application and Webportal		Security Audit of the application from CERT-In/ CERT-In Empaneled vendors	What is the frequency of the security audit?	As per HPSDC policy a. application needs to clear the security audit before deployment to production environment b. post deployment the security audit is conducted quarterly, semi annually and annually c. The SI has to close all the vulnerabilities, audit points identified by the auditor.
108	119			SI shall hand over complete documentation and source code, and any other product developed under this contract to HPSAMB.	We would like to develop the proposed solution using low-code no-code technologies so that the project can be delivered quickly in a cost effective manner. In such cases, code for the entire solution will not be generated. Request you to exempt the clause for the SI's proposing development using such technologies.	As per RFP
109	32	Auction Management Module			Request you to provide clarification on the below points: 1. Since there is no access for farmers for this module, our understanding is that the auction is conducted offline and the module should have a provision to enter the near live data into the system. Request you to confirm the same.	Both offline and online modules to be developed by the SI
110	33	Auction Management Module			Request you to provide clarification on the below points: 1. Request you to provide more information on the system if the department would like to implement an online auction management system. How many farmers and Commission agents are to be involved in the auction and the	Both offline and online modules to be developed by the SI
111	59	1.5.3 Vehicle Token and Tracking System			Our understanding is that the GPS devices, SIM cards and the tracking system is not in the scope of the SI. However, the SI should connect to the existing system via API's and get the vehicle information and other details and showcase the tracking on the proposed new system. The required APIs will be given by the existing GPS vendor or the department. Please confirm the same.	The required APIs will be given by the existing GPS vendor or the department
112	59	1.5.3 Vehicle Token and Tracking System			Is the development of a vehicle tracking system part of this scope? If yes, will the existing GPS devices support multi-server data transmission?	SI to develop the module, devices will be provided by the Department
113	59	1.5.3 Vehicle Token and Tracking System			Is the development of a vehicle tracking system part of this scope? If yes, will the department share the data such as vehicle details, IMEI Number, Mobile Number and the required configuration format to track the device. Request you to confirm the same.	SI to develop the module, devices will be provided by the Department
114	101	Section - IV Pre-Qualification Criteria	Point Number 2	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	We kindly request HPSAMB to change the Annual average turnover to 10 Crores and give us an opportunity to participation in the bid opportunity. Change Request Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must	As per RFP
115	101	Section - IV Pre-Qualification Criteria	Point Number 5	Technical Capability Experience: Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	We kindly request HPSAMB to consider experience from last 5 years and ongoing projects and encourage more participation in the bid opportunity. Change Request Bidder should have completed/ ongoing Software Development projects in India/Global for in the last 5 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
116	101	Section - IV Pre-Qualification Criteria	Point Number 6	Similar Capability & Experience Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	We kindly request HPSAMB to consider completed/ongoing projects from any Government Department in India Change Request Bidder should have 01 (One) Software development projects/ completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs or any other Government Department in India.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
117	102	Section - IV Pre-Qualification Criteria	Point Number 9	Capability of Management Human Resources The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	We kindly request HPSAMB to change the clause to 50 full time employees and give us an opportunity to participate in bid process. Change Request The bidder must have at least 50 full time employees in its payroll as on date of submission of bid.	As per RFP
118	106	Section VI - Technical Evaluation	Point Number 2	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh.	We kindly request HPSAMB to remove the clause to encourage participants from across PAN India.	As per response at S.No 64 above
119	106	Section VI - Technical Evaluation	Point Number 3	Average Annual Turnover: Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. Criteria: <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks	We kindly request HPSAMB to the below criteria to encourage SMEs. Change Request 10 Cr = 5 Marks >10 Cr to <=20 Cr = 7 Marks > 20 Cr to >=30 Cr = 10 Marks	As per RFP
120	106	Section VI - Technical Evaluation	Point Number 5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	We kindly request HPSAMB to consider completed and ongoing projects. Change Request The bidder must have application IT Software projects at least one (1) project completed/ ongoing of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years. Document proof; Work Order and/ or completion certificate	As per RFP
121	107	Section VI - Technical Evaluation	Point Number 6	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	We kindly request you to consider completed/ongoing projects from any Government Department in India. Change Request No. of Software development projects completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs or any other Government Department in India.	As per response at S.No 6 above
122	107	Section VI - Technical Evaluation	Point Number 8	The Bidder must have minimum 50 IT Professionals (BE/ B Tech/ MCA/ MBA) on its rolls as on 31st December 2023	We kindly request HPSAMB to consider below criteria to encourage MSE bidders registered under MSME: Suggested Marks Criteria: Less than 50 = 0 Marks 50 to 75 Nos. = 3 Marks 76 & above = 5 Marks	As per RFP
123	107	Section VI - Technical Evaluation	Point Number 10	Technical Solution	We kindly request you to give more weightage to the technical solution. Suggested Criteria:	As per RFP
124					Understanding of requirements and law (2 mark), challenges and constraints (2 mark) and understanding of scope of work (1 mark) - 5 Marks	As per RFP
125					Approach and methodology - 10 Marks	As per RFP
126					Software solution design and Architecture- coverage of functionality and scope, security, data management and technical features - 15 Marks	As per RFP
127					Implementation Strategy, Activity wise Project Plan / Timelines - 5 Marks	As per RFP
128					Risk and Mitigation Plan for implementation, data security and data openness, insights on data and pattern, proposed innovation and use of modern technology - 5 Marks	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
129	14	I	10	Table of technical team	Please provide numbers of Technical team members required for development stage and maintenance stage stationed for Shimla separately.	As per RFP
130	18	I	A.1	Farmer User Profile data	Developer will provide only solutions to feed data into the system for farmers, agents, officers, vehicles etc. Is there any data entry manually in scope ?	Legacy data shall be manually fed by the SI
131	23	I	1.1 c.	Entry and Exit Gate Management	How many millions of SMS / push notifications / Whatsapp notifications HPSAMB expected in a month in operation ? Developer will only provide the solution for messages and message cost by HPSAMB.	SI is required to analyse this information and suggest the provision accordingly to the Department.
132	59	I	1.5.3 c)	Post-exit vehicle tracking	May we know the requirement for post exit tracking of vehicles as after leaving the mandi. Vehicles QR code / number plate at check points can give their movement details inside the state.	SI to provide solution to the department
133	59	I	1.5.3 c)	Post-exit vehicle tracking	Developer will provide the solutions of VTS with GPS enable device, but incase the vehicle is of other state / non compatible device then synchronies would be tough. We would request incase HPSAMB consider number plate image / QR code solution then it would be more successful.	SI to provide solution to the department
134	65	I	1.6	Grievance Management System	Developer will provide the solutions for data storing / clouding / voice recording and HPSAMB will have the infrastructure for this, however how many TB storage & traffic would be expected ?	HPSAMB to provide related infrastructure
135	101	IV	4	Technical Manpower's Deployment Capability	Please add large utility / Global with the any State or Centre Government Department	As per RFP
136	102	IV	9	Projects Capability & Experience	Please add large utility / Global with the any State or Centre Government Department	As per RFP
137	102	IV		JV/ Consortium	Please allow JV/ Consortium.	As per RFP
138	106	VI	2	Branch Office	Please consider this with undertaking from JV partners .	As per RFP
139	106	VI	4	Number of application software projects	Please consider this in HP and other states/ utilities	As per RFP
140	106	VI	7	4-seater setup	Please add large utility / Global with the any State or Centre Government Department	As per RFP
141	110	VI	3	performance bank guarantee	Performance bank guarantee is on performance to perform by the solution. Please apply in the end as it is already in O&M.	As per RFP
142	12	Scope of Work	Legacy Data Migration	The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal. The Data provided to the SI shall be converted into desired format by the SI and migrated. Post migration the SI will be responsible for keeping the system up and running on 24*7 basis.	What is the data size of existing system ?	SI to ensure scalability and smoothness in operating the system irrespective of the data size.
143	12	Scope of Work	5. Deployment of IMS Application and Web Portal	Deployment of application in HP State Data Centre/ NIC Data Centre or as proposed by HPSAMB	Who will bear the cost?	Department to bear the cost
144	13	Scope of Work	6. Training	<ul style="list-style-type: none"> Identify Tech support staff training requirements. Identify Operation support staff training requirements. Train tech support staff Train operation support staff 	Confirm how many phases will be there in Training sessions and it will be onsite & offsite? If onsite then who will bear the travelling cost?	Number of trainings to be imparted shall depend on the quality of the trainings provided by SI and the complexity of the system developed by the SI. SI shall ensure that the users get hands on experience in using and operating the system developed by the SI. Cost to be borne by SI
145	13	Scope of Work	7. Roll-Out	<ul style="list-style-type: none"> Submit go live checklist and audit declaration/certificate. 	Security Audit certificate needed every year in AMC period (3yr)	As per HPSDC policy a. application needs to clear the security audit before deployment to production environment b. post deployment the security audit is conducted quarterly, semi annually and annually c. The SI has to close all the vulnerabilities, audit points identified by the auditor.
146	13	Scope of Work	8. Support & Maintenance	<ul style="list-style-type: none"> Maintenance of application software's, databases, and licenses Database backup and data maintenance Application server and Database monitoring 	Who will provide the server and bear the cost for the same?	Department
147	13	Scope of Work	9. Application Support	The bidder shall keep the application software in good working order; perform changes and upgrades to applications as requested by the department team.	Is there any new development included under Maintenance period without any additional cost?	No
148	13	Scope of Work	10. Software & Maintenance	a) The bidder shall provide unlimited support through Telephone/Email/Video Conferencing / Installation Visit as required.	If onsite visit then who will bear the travelling cost?	SI to bear the cost

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
149	13	Scope of Work	10. Software & Maintenance	b) The bidder shall address all the errors / bugs / gaps in the functionality in the solution implemented by the SI (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.	If minor changes in functionality then can be acceptable without costing but if any Major change request in functionality will be faced by bidder then who will bear the cost?	technical upgrade of the installation to the new version, as and when required, shall be done by the bidder at no additional cost
150	14	Scope of Work	10. Software & Maintenance	The IMS Application and web portal should be available in Hindi & English.	Who will provide the content for both language?	SI shall provide the content, Department to make corrections and provide suggestions to improve the content further
151	14	Scope of Work	1.Features of Mobile Application	Mobile app should have all the features & modules as mentioned below. The app will be available on the App Store for I-phone users and Play Store for android users.	Who will provide the play store accounts and who will bear the cost?	Department to provide the credentials for hosting mobile apps on iOS and Google playstore and bear the cost, however SI shall manage the deployment of application on both the stores
152	15	Scope of Work	1.Features of Mobile Application	Touch login services using fingerprint authentication shall be available to access various services in a mobile application	1. Fingerprint applicable in android app & Facelock will be in iOS app so which type of authentication required. 2. Which type of authentication required, two factor authentications or multiple factor authentication? 3. User Login module will be in webportal & Mobile app both or only in mobile app? Kindly confirm.	As per RFP
153	15	Scope of Work	1.Features of Mobile Application	HPSAMB defined users should be able to see its dashboard on the application	How many number of users will use the system?	At present, the total number of employees are approximately 500 and licensees are around 4000. The number of farmers and other stake holders are dynamic and SI shall ensure scalability.
154			General	Email & SMS Integation	Email and SMS Integration - Who will provide and borne the cost? How many SMS required in the whole period.	Department to bear the cost
155			General	API integation	Is there any third party Integration needed, who will provide the APIs & if agency have to integrate then how many no. of APIs to be integrated and who will bear the cost ?	Department to provide the APIs
156	16	Scope of work	1. Common Features of Web Portal & Mobile App	Social media Social media integration with the ability for users to share their comments with friends and networks via Facebook, Twitter, Instagram, YouTube channel, Google Plus & other media channels.	Who will provide the social media accounts? Is there any other functionality involved which require permissions from social media providers.	Department
157	16	Scope of work	1. Common Features of Web Portal & Mobile App	Payment Gateway Integration Integration with all modes of payment systems and payment gateways etc. to pay all sort of fees / charges for all type of users	Who will provide and bear the cost for the payment gateway?	Department to provide the gateway, bidder shall carry out integration
158	16	Scope of work	1. Common Features of Web Portal & Mobile App	GIGW (Guidelines for Indian Government Websites) Should be developed as per the GIGW guidelines	Please confirm whether we have to develop GIGW compliance application and also need GIGW certification from STQC.	GIGW guidelines to be followed
159			General	Warranty	Is there any warranty period after go-live or AMC will start after Go-Live of the application.	O&M to start after go live
160			General	Exisiting Technology stack	Kindly confirm the exisiting tech stack	Not Applicable
161	13	10. Software Maintenance	10. Software Maintenance	Resource Depolyment	Manpower deployment is for whole period of 3 yr AMC after go live	Resources to be deployed as per directions of the Department.
162		General	Hardware Required	Like barcode scanners, cctv, led, GPS device, sim card	Who will be responsible to procure the same and who will decide the specifications of the same.	Department
163	125	Payment Terms, Project Execution Timeline and Penalty	Payment Terms, Project Execution Timeline and Penalty	Payment Schedule	We request department to kindly modify the payment schedule as below: 1. Award of Contract/LOI: Nil 2. Submission of SRS, FRS, Exit Management Plan: 20% 3. Acceptance of SRS, FRS, Exit Management Plan by department: 10 % 4. Development of IMS web Portal & Mobile Application Development: 15% 5. Deployment & GO Live of complete Application: 15% 6. Legacy Data Migration: 10% 7. Training: 10% 8. Operation and Maintenance and Help desk including upgration:	As per RFP
164	125	Payment Terms, Project Execution Timeline and Penalty	Payment Terms, Project Execution Timeline and Penalty	Penalty	We request department to kindly provide the maximum penalty capping of the project upto 10% since maximum penalty capping is not defined in the tender document	Maximum Penalty shall be capped at 10% of the contract value
165	143	Service Level Agreement	Service Parameters		We request department to kindly put a maximum capping of upto 10% with total project penalty as upto 10%	Maximum Penalty shall be capped at 10% of the contract value

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
166	101	SECTION IV – PRE-QUALIFICATION CRITERIA	S. NO. 5 Technical Capability & Experience	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids. Document requirement: Work Order + Certificate of Completion / Part Completion	The mentioned clause restrict the number of bids from various bidder having good government business experience, hence request the changes as mentioned below: Bidder should have completed/ ongoing (Go-Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids. Document requirement: Work Order + Certificate of Completion / Part Completion	As per RFP
167	101	SECTION IV – PRE-QUALIFICATION CRITERIA	S. NO. 6 Similar Capability & Experience	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India Document requirement: Work Order	The mentioned clause restrict the number of bids from various bidder having good government business experience, hence request the changes as mentioned below: Bidder should have 01 (One) Software development projects/ Deployed manpower for Software project completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs/ e-governance projects for any Government Department in India	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
168	106	SECTION VI – TECHNICAL EVALUATION	S. no. 4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	The mentioned clause restrict the number of bids from various bidder having good government business experience, hence request the changes as mentioned below: Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go-live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the	As per response at S.No 11 above
169	106	SECTION VI – TECHNICAL EVALUATION	S. no. 5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	The mentioned clause restrict the number of bids from various bidder having good government business experience, hence request the changes as mentioned below: The bidder must have application IT Software projects/ Deployed manpower for IT software project at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years. Document Required: Work Order and completion certificate/ Satisfactory report for the period	As per RFP
170	107	SECTION VI – TECHNICAL EVALUATION	S. no. 6	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	The mentioned clause restrict the number of bids from various bidder having good government business experience, hence request the changes as mentioned below: No. of Software development projects / Deployed manpower for Software project completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/ e-governance for any Government Department in India.	As per response at S.No 6 above
171	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Similar Capability & Experience	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	we Cyfuture have been serving in the same industry from last two decades and have client base of more than 100 + government customers in india. Request you to please relax the asked eligibility for the wider participation. Kindly consider only software developments project not to restrict the eligibility clause with specific domains of digitization of Mandis/ market yards/ APMCs for any Kindly Consider Pan India expertise in order to comply in the same.	As per RFP
172	106	SECTION VI – TECHNICAL EVALUATION	point no 4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.		As per response at S.No 11 above

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
173	106	SECTION VI – TECHNICAL EVALUATION	point no 6	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	Kindly consider only software development projects expertise irrespective of any domain.	As per response at S.No 6 above
174			SECTION VI – TECHNICAL EVALUATION; Page No. 106; Point No.2	Branch Office: The Bidder/ Agency /Firm/Software Company Shall have Office /Branch Office situated in Himachal Pradesh	Branch Office: The Bidder/ Agency /Firm/Software Company Shall have Office /Branch Office situated in India Rent Agreement/Registration Certificate and GST Registration certificate in HP India	As per response at S.No 64 above
175			SECTION VI – TECHNICAL EVALUATION; Page No. 106; Point No.4	Number of application software projects in Central or State Government departments in Himachal Pradesh completed/ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding hardware procurement cost & Third party software licence procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go Live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	Number of application software projects in Central or State Government departments in Himachal Pradesh-India completed/ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding hardware procurement cost & Third party software licence procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go Live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	As per response at S.No 11 above
176			SECTION VI – TECHNICAL EVALUATION; Page No. 107; Point No.6	No. of Software development projects/completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	No. of Software development projects/completed/ongoing (Go-live) pertaining to digitization of IT/ ITeS services for any Government Department in India	As per response at S.No 6 above
177			SECTION IV – PRE-QUALIFICATION CRITERIA; Page No. 101; Point No. 6; Similar Capability & Experience	Bidder should have one software development project/ completed/ ongoing (go-Live) pertaining to digitization of Mandis/ market yards/APMCs for any government department in India.	Bidder should have one software development project/ completed/ ongoing (go-Live) pertaining to digitization of Mandis/ market yards/APMCs IT/ITeS Services for any government department in India.	As per RFP
178			SECTION VI – TECHNICAL EVALUATION; Page No. 107; Point No.9	The Bidder should have quality certifications as ISO 9001, ISO 27001/ 20000 & CMMI Level 3 or above.	Please Remove the CMMI Level 3 certificate	As per RFP
179	101	Section - IV Pre-Qualification Criteria	Point Number 2	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	We kindly request you to change the Annual average turnover to 10 Crores and encourage more participation in the bid opportunity. Suggested Clause: Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 10 Crores.	As per RFP
180	101	Section - IV Pre-Qualification Criteria	Point Number 5	Technical Capability Experience: Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	We kindly request you to consider experience from last 5 years and ongoing projects and encourage more participation in the bid opportunity. Suggested Clause: Bidder should have completed/ ongoing Software Development projects in India/Global for in the last 5 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	As per RFP
181	101	Section - IV Pre-Qualification Criteria	Point Number 6	Similar Capability & Experience Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	We kindly request you to consider completed/ongoing projects from any Government Department in India Suggested Clause: Bidder should have 01 (One) Software development projects/ completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs or any other Government Department in India.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
182	102	Section - IV Pre-Qualification Criteria	Point Number 9	Capability of Management Human Resources The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	We kindly request you to change the clause to 50 full time employees Suggested Clause: The bidder must have at least 50 full time employees in its payroll as on date of submission of bid.	As per RFP
183	106	Section VI - Technical Evaluation	Point Number 2	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh.	We kindly request you to remove the clause to encourage participants from across India	As per response at S.No 64 above

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
184	106	Section VI - Technical Evaluation	Point Number 3	Average Annual Turnover: Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. Criteria: <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks	We kindly request you to the below criteria to encourage SMEs. Suggested Criteria 10 Cr = 5 Marks >10 Cr to <=20 Cr = 7 Marks > 20 Cr to >=30 Cr = 10 Marks	As per RFP
185	106	Section VI - Technical Evaluation	Point Number 5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	We kindly request you to consider completed and ongoing projects. Suggested Clause: The bidder must have application IT Software projects at least one (1) project completed/ ongoing of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years. Required Document: Work Order and / or completion certificate	As per RFP
186	107	Section VI - Technical Evaluation	Point Number 6	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	We kindly request you to consider completed/ongoing projects from any Government Department in India. Suggested Clause: No. of Software development projects completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs or any other Government Department in India.	As per response at S.No 6 above
187	107	Section VI - Technical Evaluation	Point Number 8	The Bidder must have minimum 50 IT Professionals (BE/ B Tech/ MCA/ MBA) on its rolls as on 31st December 2023	We kindly request you to consider below criteria to encourage SMEs: Suggested Marks Criteria: Less than 50 = 0 Marks 50 to 75 Nos. = 3 marks	As per RFP
188	107	Section VI - Technical Evaluation	Point Number 10	Technical Solution	We kindly request you to give more weightage to the technical solution. Suggested Criteria:	As per RFP
189					Understanding of requirements and law (2 mark), challenges and constraints (2 mark) and understanding of scope of work (1 mark).	As per RFP
190					Approach and methodology	As per RFP
191					Software solution design and Architecture- coverage of functionality and scope, security, data management and technical features	As per RFP
192					Implementation Strategy, Activity wise Project Plan / Timelines	As per RFP
193					Risk and Mitigation Plan for implementation, data security and data openness, insights on data and pattern, proposed innovation and use of modern technology	As per RFP
194			SECTION IV – PRE-QUALIFICATION CRITERIA; Page No. 101, Point No. 6; Similar Capability & Experience	Bidder should have one software development project/ completed/ ongoing (go-Live) pertaining to digitization of Mnadis/ market yards/APMCs for any government department in India.	Bidder should have one software development project/ completed/ ongoing (go-Live) pertaining to digitization of Mnadis/ market yards/APMCs IT/ITeS Services for any government department in India.	As per RFP
195			SECTION VI – TECHNICAL EVALUATION; Page No. 106, Point No. 2; Branch Office	Branch Office: The Bidder/ Agency /Firm/Software Company Shall have Office /Branch Office situated in Himachal Pradesh Rent Agreement/Registration Certificate and GST Registration certificate in HP	Branch Office: The Bidder/ Agency /Firm/Software Company Shall have Office /Branch Office situated in India Rent Agreement/Registration Certificate and GST Registration certificate in HP India	As per response at S.No 64 above

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
196			SECTION VI – TECHNICAL EVALUATION; Page No. 106, Point No. 3	Average annual Turnover of bidder from IT Services & ITes, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third Party software license procurements. <=10 Cr= 0 Marks >10 Cr to <=15 Cr= 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr= 7.5 Marks >50 g;= 10 Marks	Average annual Turnover of bidder from IT Services & ITes, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third Party software license procurements . <=5 Cr= 0 Marks >5 Cr to <=10 Cr= 2.5 Marks >10 Cr to <=15 Cr = 5 Marks >15 Cr to <= 20 Cr= 7.5 Marks >20 Cr= 10 Marks	As per RFP
197			SECTION VI – TECHNICAL EVALUATION; Page No. 106, Point No. 4	Number of application software projects in Central or State Government departments in Himachal Pradesh completed/ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding hardware procurement cost & Third party software licence procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go Live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	Number of application software projects in Central or State Government departments in Himachal Pradesh-India completed/ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding hardware procurement cost & Third party software licence procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go Live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	As per response at S.No 11 above
198			SECTION VI – TECHNICAL EVALUATION; Page No. 106, Point No. 5	The Bidder must have application IT software project atleast One project of value not less than 15 Cr, or at least two projects of value not less than Rs. 8 Cr. Each. Project in India/ Global for last three years.	The Bidder must have application IT/ICT Based software solution project atleast One project of value not less than 15 Cr, or at least two projects of value not less than Rs. 8 Cr. Each. Project in India/ Global for last three years.	As per RFP
199			SECTION VI – TECHNICAL EVALUATION; Page No. 106, Point No. 6	No. of Software development projects/completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	No. of Software development projects/completed/ongoing (Go-live) pertaining to digitization of IT/ITeS services for any Government Department in India	As per response at S.No 6 above
200			SECTION VI – TECHNICAL EVALUATION; Page No. 106; Point No.1	No. of years of existence of company, (as on date of bid submission)	No. of years of existence of company, (as on date of bid submission) >=2 years One mark for each completed year >5	As per RFP
201			SECTION VI – TECHNICAL EVALUATION; Page No. 106; Point No.2	Branch Office: The Bidder/ Agency /Firm/Software Company Shall have Office /Branch Office situated in Himachal Pradesh	Branch Office: The Bidder/ Agency /Firm/Software Company Shall have Office /Branch Office situated in India Rent Agreement/Registration Certificate and GST Registration certificate in HP India	As per response at S.No 64 above
202			SECTION VI – TECHNICAL EVALUATION; Page No. 106; Point No.4	Number of application software projects in Central or State Government departments in Himachal Pradesh completed/ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding hardware procurement cost & Third party software licence procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go Live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	Number of application software projects in Central or State Government departments in Himachal Pradesh-India completed/ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding hardware procurement cost & Third party software licence procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go Live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	As per response at S.No 11 above
203			SECTION VI – TECHNICAL EVALUATION; Page No. 106; Point No.5	The Bidder must have application IT software project atleast One project of value not less than 15 Cr, or at least two projects of value not less than Rs. 8 Cr. Each. Project in India/ Global for last three years.	The Bidder must have application IT/ICT Based software solution (complete solution) project atleast One project of value not less than 15 Cr, or at least two projects of value not less than Rs. 8 Cr. Each. Project in India/ Global for last three years.	As per RFP
204			SECTION VI – TECHNICAL EVALUATION; Page No. 107; Point No.6	No. of Software development projects/completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	No. of Software development projects/completed/ongoing (Go-live) pertaining to digitization of IT/ITeS services for any Government Department in India	As per response at S.No 6 above
205			SECTION IV – PRE-QUALIFICATION CRITERIA; Page No. 101; Point No. 6; Similar Capability & Experience	Bidder should have one software development project/ completed/ ongoing (go-Live) pertaining to digitization of Mndis/ market yards/APMCs for any government department in India.	Bidder should have one software development project/ completed/ ongoing (go-Live) pertaining to digitization of Mndis/ market yards/APMCs IT/TeS Services for any government department in India.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
206			SECTION VI – TECHNICAL EVALUATION; Page No. 107; Point No.9	The Bidder should have quality certifications as ISO 9001, ISO 27001/ 20000 & CMMI Level 3 or above.	Please Remove the CMMI Level 3 certificate	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
207					No. of years of existence of company, (as on date of bid submission) <u>>=2 years</u> One mark for each completed year >5	As per RFP
208					Branch Office: The Bidder/ Agency /Firm/Software Company Shall have Office /Branch Office situated in <u>India</u> Rent Agreement/Registration Certificate and GST Registration certificate in <u>HP/India</u>	As per response at S.No 64 above
209					Number of application software projects in Central or State Government departments in Himachal Pradesh / <u>India</u> completed/ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding hardware procurement cost & each of minimum Rs 1 Crore in value.) The projects completed/ongoing (go Live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	As per response at S.No 11 above
210					The Bidder must have application <u>IT/ICT Based software solution</u> project atleast One project of value not less than 15 Cr, or at least two projects of value not less than Rs. 8 Cr. Each. Project in India/ <u>Global for last three years</u> .	As per RFP
211					No. of Software development projects/completed/ongoing (Go-live) pertaining to digitization of <u>IT/ ITeS services</u> for any Government Department in <u>India</u>	As per RFP
212	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Technical Manpower's Deployment Capability	Bidder must have deployed Technical Manpower's at least one (1) project of value not less than Rs. 01 Crore, or at least two (2) projects of value not less than 80 lakhs each project for any State or Centre Government Department during the last 5 years.	Our understanding is that "Bidder must have implemented at least one (1) project of value not less than Rs. 01 Crore, or at least two (2) projects of value not less than 80 lakhs each project for any State or Centre Government Department during the last 5 years which includes onsite deployment of Technical Manpower" Please confirm the same.	Clause is self explanatory
213	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Technical Capability & Experience	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	The e-Governance Projects are complex in nature and long term such as 5 to 10 years. Hence we request you to consider experience of successful Go-Live / completed project during last Ten years (as on the last date of bid submission).	As per RFP
214	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Similar Capability & Experience	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	We request you to consider the experience of software development & implementation in Mandis/ market yards/ APMCs/ Horticulture as similar project rather than data digitization. Generally companies outsource data digitization activities. Hence we believe that data digitization experience criteria is not relevant.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
215	102	SECTION IV – PRE-QUALIFICATION CRITERIA	Projects Capability & Experience	Bidder should have completed/ On-going at least 2 (two) Software development projects where each project of value should be more than Rs. 1 crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years.	The e-Governance Projects are complex in nature and long term such as 5 to 10 years. Hence we request you to consider experience of successful Go-Live / completed project during last Ten years (as on the last date of bid submission).	As per RFP
216	102	SECTION IV – PRE-QUALIFICATION CRITERIA	JV/ Consortium	JV/ Consortium shall not be allowed.	We request you to please allow consortium of 2 members (Lead Bidder + 1 Consortium Membr) to get the best optimum solution and faster delivery of the project.	As per RFP
217	127	SECTION IX – EXIT MANAGEMENT	Source Code and IPR	The ownership of source code of the developed web portal and mobile application shall be assigned and transferred to HPSAMB with all ownership rights of the software/ source code and all related tangible and intangible material and documents for its unlimited, unrestricted use within the state of Himachal Pradesh at unlimited number of locations, machines, computers, gadgets etc.	Bidder may want to use an established, patented and copyright product for the purpose of delivering solution under this opportunity for cost effectiveness and reduction of risk of failure. It is our understanding that IPR of already owned copyright products as Commercially Off The shelf (COTS) product customized as per BEE requirement in this tender will be with the owners of COTS product. However customization done on the top of COTS functionality will be owned by Authority. The ownership and source code of only customized portion will be provided to Authority. Please confirm our understanding and acceptance of the same.	As per RFP
218	12	SECTION – I	4. Legacy Data Migration	The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal.	Please provide total volume, format of physical and online data. Our understanding is that there is no scope of Data digitization. Please confirm.	SI to ensure scalability and smoothness in operating the system irrespective of the data size.
219	13	SECTION – I	10. Software Maintenance	technical upgrade of the installation to the new version, as and when required, shall be done by the bidder	Our understanding is that any enhancement, upgradation and new development in the deployed system shall be addressed through Change Management process with mutually agreed effort estimation. Please confirm the same.	technical upgrade of the installation to the new version, as and when required, shall be done by the bidder at no additional cost
220	96	SECTION II – MANPOWER REQUIREMENT	MANPOWER REQUIREMENT	The system integrator must position at least the following full time dedicated manpower for carrying out various phases of the assignment. Deployment location of the resources will be determined by HPSAMB and shall be binding on the SI.	Please provide duration of manpower to be deployed onsite during various phases of assignment. Also provide more details on locations of resources to arrive at commercials.	Duration for Go-Live and O&M phase has been mentioned in the RFP.

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
221	96	SECTION II – MANPOWER REQUIREMENT	MANPOWER REQUIREMENT		Please provide resources to be deployed onsite during operation and maintenance phase.	Mentioned in the RFP
222	96	SECTION – I	3. Training and Capacity Building		Please provide the number of Training session to be conducted at HO and district level.	Number of trainings to be imparted shall depend on the quality of the trainings provided by SI and the complexity of the system developed by the SI. SI shall ensure that the users get hands on experience in using and operating the system developed by the SI.
223	34	SECTION VI	TECHNICAL EVALUATION	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh.	Request you to please consider our request that after getting the work order vendor has to setup office in Himachal Pradesh.	As per response at S.No 64 above
224	101	SECTION IV – PRE-QUALIFICATION CRITERIA	5. Technical Capability & Experience	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where, a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	Request to reframe it as below to increase participation Bidder should have completed/ ongoing (Go Live) Software Development/ Hardware and Software procurement/ deployment/System Integration/e-governance projects in India/Global for in the last 3 years from the date of submission of bids, where, a. Value should not be less than Rs. 5 Crore till the date of	As per RFP
225	101	SECTION IV – PRE-QUALIFICATION CRITERIA	6. Similar Capability & Experience	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	Request you to remove this clause	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
226	102	SECTION IV – PRE-QUALIFICATION CRITERIA	-	JV/ Consortium shall not be allowed.	In case the similar work experience is not removed then we request to allow Consortium.	As per RFP
227	102	SECTION IV – PRE-QUALIFICATION CRITERIA	10. Projects Capability & Experience	Bidder should have completed/ On-going at least 2 (two) Software development projects where each project of value should be more than Rs. 1 crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years.	Request to reframe it as below as Bidder should have completed/ On-going at least 2 (two) Software development/ Hardware and Software procurement/ deployment/System Integration/e-governance projects where each project of value should be more than Rs. 1 crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years.	As per RFP
228	106	SECTION VI – TECHNICAL EVALUATION	2	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh. Supporting Documents: Rent Agreement/ Registration Certificate and GST Registration Certificate in HP	Request to reframe it as below as Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh. If the presence is not there in the state, the bidder should give an undertaking for establishment of a project/branch office, within 60 days of award of the contract. Supporting Documents: Rent Agreement/ Registration Certificate and GST Registration Certificate in HP/ Undertaking	As per response at S.No 64 above
229	106	SECTION VI – TECHNICAL EVALUATION	3	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. ≤10 Cr = 0 Marks >10 Cr to ≤15 Cr = 2.5 Marks >15 Cr to ≤25 Cr = 5 Marks >25 Cr to ≤50 Cr = 7.5 Marks >50 Cr = 10 Marks	request to reframe it as below to increase participation Average annual Turnover of bidder from IT services / ITES / software development services/ Hardware and Software procurement/ deployment/System Integration/e-governance for last 3 years as on 31st March 2023. It should include cost of Hardware procurement & Third-party software license procurements. ≤10 Cr = 0 Marks >10 Cr to ≤15 Cr = 2.5 Marks >15 Cr to ≤25 Cr = 5 Marks >25 Cr to ≤50 Cr = 7.5 Marks >50 Cr = 10 Marks	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
230	106	SECTION VI – TECHNICAL EVALUATION	4	<p>Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.</p> <p>Criteria: 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.</p>	<p>Request to reframe it as below as</p> <p>Number of application software/IT services / ITES / software development services/ Hardware and Software procurement/ deployment/System Integration/e-governance projects in Central or State Govt. departments in anywhere in India completed/ ongoing (Go-live) in the last 5 years from the date of bid submission Including Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.</p> <p>Criteria: 2.5 marks for each project of IT services/solution-(Including hardware and license cost) of value of more than Rs 1 Crore</p>	As per response at S.No 11 above
231	106	SECTION VI – TECHNICAL EVALUATION	5	<p>The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.</p>	<p>The bidder must have application IT/ ITES / software development services/ Hardware and Software procurement/ deployment/System Integration/e-governance projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.</p>	As per RFP
232	107	SECTION VI – TECHNICAL EVALUATION	6	<p>No. of Software development projects completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.</p>	<p>Request to remove this clause</p>	As per response at S.No 6 above
233	125-126	SECTION IX – EXIT MANAGEMENT	Payment Terms, Project Execution Timeline and Penalty	<p>1. Report/ Milestones: Detailed Functional requirement study, system requirements study, exit management plan and final acceptance of these by client Payment Schedule : 15 % of the work order shall be released.</p> <p>2. Report/ Milestones: IMS Web Portal & Mobile Application Development, including any upgradation proposed by bidder Payment Schedule: 20% of work order after evaluation and satisfaction of the duly constituted committee</p> <p>3.Report/ Milestones: Deployment & Go-Live of complete Application with all modules as mentioned in the RFP and as decided by client on successful UAT by client Payment Schedule: 20% of work order</p> <p>4. Report/ Milestones: Legacy data migration Payment Schedule: 5% of work order</p> <p>5. Report/ Milestones: System integrator shall provide training service for the stake holders & department users. User manuals, training manuals, audio-videos for various purposes related to the system. These entire documents/ audio-videos must be got approved from the Client. Payment Schedule: 10% of work order</p> <p>6. Report/ Milestones: Operations & Maintenance and Helpdesk (Post Implementation support) Payment Schedule: 30% of the payment to be made in 36 months (payment to be released on Quarterly basis)</p>	<p>Request to reframe it as below as</p> <p>1. Report/ Milestones: Detailed Functional requirement study, system requirements study, exit management plan and final acceptance of these by client Payment Schedule : 20 % of the work order shall be released.</p> <p>2. Report/ Milestones: IMS Web Portal & Mobile Application Development, including any upgradation proposed by bidder Payment Schedule: 30% of work order after evaluation and satisfaction of the duly constituted committee</p> <p>3.Report/ Milestones: Deployment & Go-Live of complete Application with all modules as mentioned in the RFP and as decided by client on successful UAT by client Payment Schedule: 30% of work order</p> <p>4. Report/ Milestones: Legacy data migration Payment Schedule: 10% of work order</p> <p>5. Report/ Milestones: System integrator shall provide training service for the stake holders & department users. User manuals, training manuals, audio-videos for various purposes related to the system. These entire documents/ audio-videos must be got approved from the Client. Payment Schedule: 5% of work order</p> <p>6. Report/ Milestones: Operations & Maintenance and Helpdesk (Post Implementation support) Payment Schedule: 5% of the payment to be made in 36 months (payment to be released on Quarterly basis)</p>	As per RFP
234	97-98	SECTION II – MANPOWER REQUIREMENT	MANPOWER REQUIREMENT	<p>The system integrator must position at least the following full time dedicated manpower for carrying out various phases of the assignment. Deployment location of the resources will be determined by HPSAMB and shall be binding on the SI.</p>	<p>Kindly provide clarification on the clause specifying the number of resources to be supplied during the Operations and Maintenance (O&M) period. Considering the anticipated minimal resource requirements following the development of the Webportal and mobile application, further clarity on this aspect is requested.</p>	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
235	97-98	SECTION II – MANPOWER REQUIREMENT	MANPOWER REQUIREMENT	The system integrator must position at least the following full time dedicated manpower for carrying out various phases of the assignment. Deployment location of the resources will be determined by HPSAMB and shall be binding on the SI.	Since its a software development project, manpower deployment must not be an obligatory part of Operations and Maintenance (O&M). Only software customization, support activities etc is required post development of the web portal and mobile application.	As per RFP
236	6-7	Service Level Agreement (SLA)	4.2 Operation and Maintenance (O&M) Support	<p>System Uptime Target Support Level: 99.9% Minimum Service Level: 99%</p> <p>System Uptime and Performance – Field Offices Target Support Level: >96% Minimum Service Level: >92% Severity Weight: INR 750 per instance of violative for a drop in uptime between <92% and >=90%. Additional INR 750 per instance of violative for every 5% drop in percentage point of uptime below 90%</p> <p>Average network availability between each of the designated office locations and the nearest SWAN PoP. Target Support Level: >99% Minimum Service Level: >95% Severity Weight: INR 50,000 per month for every drop in percentage point of 4.2.1. uptime below 98%.</p> <p>Resolution time for bugs/issues in the applications Target Support Level: >99% Minimum Service Level: >95% Severity Weight: INR 1,000 per critical incident INR 600 per medium incident INR 300 per low incident on the incidents which do not meet Service Level defined in Section 4.2.1 below individually</p>	<p>The SLA are currently stringent. We kindly request a relaxation of the SLA conditions as outlined below.</p> <p>System Uptime Target Support Level: >95.9% Minimum Service Level: >95%</p> <p>System Uptime and Performance – Field Offices Target Support Level: >92% Minimum Service Level: >89% Severity Weight: INR 400 per instance of violative for a drop in uptime between <89% and >=87%. Additional INR 400 per instance of violative for every 5% drop in percentage point of uptime below 87%</p> <p>Average network availability between each of the designated office locations and the nearest SWAN PoP. Target Support Level: >95% Minimum Service Level: >90% Severity Weight: INR 25,000 per month for every drop in percentage point of 4.2.1. uptime below 94%.</p> <p>Resolution time for bugs/issues in the applications Target Support Level: >95% Minimum Service Level: >90% Severity Weight: INR 500 per critical incident INR 300 per medium incident INR 150 per low incident on the incidents which do not meet</p>	As per RFP
237	-	-	-	-	Kindly clarify the number of users for both the web portal and mobile application. This information would greatly assist bidders in estimating the sizing and development costs accurately.	At present, the total number of employees are approximately 500 and licensees are around 4000. The number of farmers and other stake holders are dynamic and SI shall ensure scalability.
238	9	Letter of Invitation	Bid Security (EMD)	Rs. 30,00,000/- (Rs. Thirty Lakh only) in the form of BG/ Demand Draft of Nationalized / Scheduled Commercial Banks	The standard practice is typically 1% of the tender value; however, we propose a reduced EMD of INR 15,00,000 for your thoughtful consideration.	As per RFP
239	111	SECTION VI – TECHNICAL EVALUATION	Notification of Award and Signing the Contract (Pont No. 3)	3. Performance Bank Guarantee (PBG) for an amount of @5% of total work order value.	Request to reduce the PBG up to 2%. As per govt guideline no. F.9/4/2020-PPD Dated 30.12.2021, PBG should not be exceed from 3%. In recent all tenders, PBG is being asked as 2-3% only. Holding such a huge amount of bidder will add recurring interest in total project cost ultimately cost of the project is getting increased.	As per RFP
240		New Clause	New Clause	Additional clause	Request to add below clause to increase bid participation.: The Bidder is permitted to use the credentials of its ultimate parent, parent or its associate company/s of Indian origin for pre-qualification, technical qualification and any other qualification criteria purpose. In such case, the following additional documents are required to be submitted: For meeting the technical / financial / any other qualification criteria of this Tender document, the bidder should submit a letter of consent duly signed and stamped by the authorized signatory of concerned entity whose credentials it's submitting. The Indian bidding entity to this project shall submit a self-declaration certificate on a non-judicial stamp paper, stating of using the technical capability of ultimate parent company or associate company.	As per RFP
241	12	SECTION – I	Scope of Work - Legacy Data Migration	The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal. The Data provided to the SI shall be converted into desired format by the SI and migrated. Post migration the SI will be responsible for keeping the system up and running on 24*7 basis.	Request you to please let us know the size of egacy data and format for the same for better understanding and conceptualization	SI to ensure scalability and smoothness in operating the system irrespective of the data size.

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
242	22	SECTION I - Functional Requirement Specifications	Farmer Facilitation Module and Recording of Arrival / Exit Module Point A	It will feature Aadhar-OTP/ Number based OTP verification mechanism for signup and record the farmer's ID proof with photograph.	Do we need to do Aadhar Authentication? If yes, we need Aadhar Aunentication API. We are assuming the API will be given by the client. In Aadhar verification, we receives the verified/unverified response and no Aadhar info is save so, do we need to save the Aadhar Info of the Farmer? If yes, we need Aadhar Vault for the same. In case Aadhar save is required, we are assuming Aadhar Vault will be provided by the client.	Department to provide required APIs
243	22	SECTION I - Functional Requirement Specifications	Farmer Facilitation Module and Recording of Arrival / Exit Module Point B	The application will provide real-time updates on prevailing market rates and trends for each type of commodity to the farmer, sorted by mandis and districts.	From where the rates of commodities will be show cased to the Farmer? Are we going to integrate any API for the same or it will manual process? If we are integrating the API, we are assuming the finalized API will be provided by the client and we will integrat teh same. Do Farmer will able to view the commodity rate of the nearest APMC/Mandis and will able to change the APMC/Mandis?	Rates will be fed in to the system which will be visible to users on app and portal
244	23	SECTION I - Functional Requirement Specifications	Farmer Facilitation Module and Recording of Arrival / Exit Module Point D - Auctionong Process	The farmer will also receive an SMS/push notification regarding the match.	We are assuming the SMS gateway will be provided by the client and ESDS will integrate the same.	Department to provide the gateway, bidder shall carry out integration
245	23	SECTION I - Functional Requirement Specifications	Farmer Facilitation Module and Recording of Arrival / Exit Module Point D - Auctionong Process	In case of offline auction, the details will be reflected post-auction in the application.	Please let us know ore clarity on this, if auction has been initiate offline then, how it will be reflected on the system? Do the support team or any resource will do the data entry manually for the same?	Data will be entered in the system by Department
246	26	SECTION I - Functional Requirement Specifications	Farmer Facilitation Module and Recording of Arrival / Exit Module Entry Recording Sub module - Point 2	Bank Account Number and IFSC code.	Need clarification, the Bank details will be added by the Farmer then, do we need to do bank account verification via penny drop service? If yes, we need API for the same and we are assuming the API will be provided by the client and ESDS will integrate the same.	As per RFP
247	30	SECTION I - Functional Requirement Specifications	Upload Monthly Arrival Reports	The module should provide interface to the regional offices to upload commodity wise monthly arrival and price report for their respective mandis. the indicative list of field requires to capture are as under	As the mandi wise arrival or rate will be added manually, what if for any month or day no rate or arrival is added. So, it will be remain empty or previously added data will be visible? Are we expecting any prediction logic here like - based on historical date rate or arrival suggestions should be given by the same?	To be finalized during FRS finalization
248	31	SECTION I - Functional Requirement Specifications	Upload Monthly Arrival Reports	Should have the ability to generate trend analysis based on last year's data in terms of: Arrival Variation Price Variation Sale Variation Variation Between arrival and sale	The parameters for thesetrand will be hardcoded? We are assuming it will be hard coded	static/ Dynamic reporting to be provided
249	31	SECTION I - Functional Requirement Specifications	Weighing and Grading Management – Integrated with Digital submission of Forms R and Q	The module should be able to lead to generation of Form R. At the commission agent's end, details post weighing, assaying and grading of produce shall be fed into the application online.	Need clarification on the Form R and Q, Are these two form will be static or will vary as per commodity or mandis? What will be fields need to be considered to generate these forms?	Please refer to HPSAMB rules and ACTS on the official website
250	28	SECTION I - Functional Requirement Specifications	MIS Reports	Based on entry and exit gate details, the module should generate daily MIS reports such as those mentioned below: ☐ Commodity wise approximate produce arrival in each mandi ☐ Net Weight of each commodity sold out in mandi. ☐ Stock lying with each agent within mandi. ☐ Stock lying as Deposit awaiting sale with each agent. ☐ Stock lying with wholesaler within mandi ☐ Stock transfer to other Mandi ☐ Commodity wise Historical Trends of each Mandi	The reports expectd will be static or you need dynamic reports?	Both dynamic and static reports
251	35	SECTION I - Functional Requirement Specifications	Interlinking with other Module	eNAM Module	Do we need to integrated the eNAM application with the system? If yes, we need API for the same and the detailed documentation for the understanding? Request you to please let know scope fo what purpose we need integration of eNAM?	Yes
252	39	SECTION I - Functional Requirement Specifications	Other Payment Related Module	The module should support multiple modes of payment viz. NEFT/ RTGS/ UPI/ Debit Cards/ Credit Cards etc.	We need Payment Gateway integration for this and other activities mentioned in RFP, We are assuming the Payment Gateway will be provided by the client	Department to provide the gateway, bidder shall carry out integration

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
253	40	SECTION I - Functional Requirement Specifications	License Allotment and Management Module	This module pertains to issuance of licenses for establishment of private consumer market yards and sub-yards, direct purchase licenses and licenses for various market functionaries. License allotment to agents: This module pertains to issuance of license for traders/ commission agent/ labor as well as labor (Performing loading, unloading, cleaning, weighting etc. activities) within APMC notified area	The license will be auto generated from the system? How the auto renewal will be done? The system will be auto renew the licenses?	Clause is self explanatory
254	47	SECTION I - Functional Requirement Specifications	Other Functional Requirements	Human Resource Management System (HRMS) and Payroll System	API and API documentation will be required for the Integration? We are assuming the API will be provided by the client and ESDS will integrate the same.	Module to be developed by SI
255	59	SECTION I - Functional Requirement Specifications	Estate Management System - Vehicle Token and Tracking System (VTS)	The Vehicle Token and Tracking System (VTS) will be integrated with the Gate Entry and Exit Management System,	API and API documentation will be required for the Integration? We are assuming the API will be provided by the client and ESDS will integrate the same.	Module to be developed by SI
256	60	SECTION I - Functional Requirement Specifications	Estate Management System - Vehicle Token and Tracking System (VTS) - The GPS-based tracking system will enable:	Facility to auto-generate routes for vehicles based on origin and destination point. - Facility to track defined vs. actual movement of vehicles, capture deviations if any. - Facility to view vehicle movements real-time on digital maps and provide information on current location on demand. - Facility to view vehicle details of a particular vehicle on an interactive GIS Map supporting latitude, longitude location records generated by GPS device. This should include all possible types of map view like a roadmap, terrain, and other applicable views. - Facility for users to access and view position/location information on GIS maps near real-time through a web interface with historic data displayed on maps. - Facility for playing back the recorded details of the vehicle movement along the authorized route.	Google Paid API for Location is required? We are assuming the client will provide the API and we will integrate the same. For all the requirements the GPS should be always on for the user and need stable and good internet connectivity to fetch the location.	To be finalized during FRS finalization
257	61	SECTION I - Functional Requirement Specifications	Estate Management System - Engineering Project Management Module	Features of Engineering Project Management System	Request you to please let us the Engineering Project Management System mentioned in RFP is an integration or we need to develop the same? If any Project Management system needs to be integrated then, we need API and Documentation. The client need to provide API and ESDS will integrate that. If we need to develop the same them, detailed clarification is required on the same as the details provided are not sufficient to understand the entire feature.	SI need to develop the module
258	74	SECTION I - Functional Requirement Specifications	Estate Management System - Account Management Module	The module will track and maintain budget-related activities on a unified digital platform, involving the following sub-modules: Sr. No. Sub-Module A. Budget Management System B. FMS (Financial Management System): C. Disbursement Engine C. Accounting	Request you to please let us the Account Management System mentioned in RFP is an integration or we need to develop the same? If any Account Management system needs to be integrated then, we need API and Documentation. The client need to provide API and ESDS will integrate that. If we need to develop the same them, detailed clarification is required on the same as the details provided are not sufficient to understand the entire feature.	SI need to develop the module
259	75	SECTION I - Functional Requirement Specifications	AI Module	AI Module in Finance, HRMS, Helpdesk and Project Management	Need detailed requirement about AI and How to implement the AI in Finance Management, HRMS, Helpdesk and Project Management	To be finalized during FRS finalization
260	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Point - 6 - Similar Capability & Experience	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	Request you to amend this clause: Bidder should have 01 (One) Software development projects/ completed /ongoing (Go-live) pertaining to digitization of Agriculture domain /Agriculture Segment/Mandis/ market yards/ APMCs/Agriculture Department for any Government Department in India and PO copy should also allowed for submission (ongoing project should be considered)	No. of Software development projects completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
261	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Point - 3 - Net Worth	Specific Requirements : The net worth of the bidder in the three financial years should be positive. i.e., FY 2020-21, FY 2021-22, and FY 2022-23 Documents Required : Statutory Auditor Certificate	Kindly amend the clause as : Specific Requirements : The net worth of the bidder in the three financial years should be positive. i.e., FY 2020-21, FY 2021-22, and FY 2022-23 Documents Required : Statutory Auditor / Chartered Accountant Certificate	As per RFP
262	106	SECTION VI – TECHNICAL EVALUATION	Point 7	Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India.	Kindly amend the clause as : Bidder must have one (2) Completed or ongoing project of Helpdesk /Grievance Redressal Management system for any State or Centre Government Department during last 5 years in India	As per response at S.No 14 above

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
263	107	SECTION VI – TECHNICAL EVALUATION	Point - 6	No. of Software development projects completed /ongoing (Go live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in Indi	Request you to amend this clause: No. of Software development projects completed/ongoing (Go live) pertaining to digitization of Agriculture domain/Agriculture Segment /Mandis/ market yards/ APMCs/Agriculture Departmen for any Government Department in India and PO copy should also allowed for submission (ongoing project should be considered)	As per response at S.No 6 above
264		General Queries	NA	Content	Request you to let us know who will provide the content for the system? We are assuming it should be provided by client.	As per response at S.No 150 above
265		General Queries	NA	Type of Content	Who will provide all the type of content required for the system? We are assuming it should be from Client's end/	As per response at S.No 150 above
266		General Queries	NA	Chatbot	Do you need Chatbot to be implemented in the system?	Yes
267		General Queries	NA	SEO	Please let us know, SEO (Digital Marketing) will be the part of the maintenance or not? We are assuming it will not. Need your insights on this.	As per RFP
268		General Queries	NA	Payment, Email, SMS Gateway	Please let us know do you have preference in Gateways that needs to b used in the system.	Department to provide the gateway, bidder shall carry out integration
269		General Queries	NA	Firewall	Do you need Web application firewall? If yes, then any preference from your end regarding the technology and data base of the website?	As per RFP
270		General Queries	NA	Total User	Request you to let us know the expected numbers of the users for the system?	At present, the total number of employees are approximately 500 and lisencees are around 4000. The number of farmers and other stake holders are dynamic and SI shall ensure scalability.
271		General Queries	NA	Concurrent User	Request you to let us know the the expected numbers of the concurrent users for the system?	SI to ensure scalability and smoothness in operating the system irrespective of the data size.
272		General Queries	NA	SSL	Which type of SSL is expected? Wild card, Extended or Single domain?	As per RFP
273		General Queries	NA	Development	Any specific Technologies you have identified in which the web and mobile development? If any, let us know	As per RFP
274	17	1	A.1 User Profile : Farmer	The module will record the following details from the farmer in the application prior to entry in the mandi premises: ⌘ Name of farmer ⌘ Aadhaar of farmer	The requirement is related to storing the Aadhaar Number in the database? For that Aadhar Key Vault need to be provided by the HPSAMB. 'OR' on the spot biometric authentication needs to be done using Aadhaar auth.	Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
275	18	1	B.1 User Profile : Commission Agent	The module will record the following details from the commission agent in the application prior to the auctioning process: ⌘ Name of agent ⌘ Aadhaar of agent	What is the requirement of storing Aadhaar of agent in the system? It should be done through Aadhaar Key vault	Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
276	21	1.1	Farmer Facilitation Module and Recording of Arrival / Exit Module	It will analyze and study farmer-related data and aid in preparation of farmer-facilitation databases.	Whether there is any already Farmer Data Set available at HSAMB or any central Database of Farmers that will be used initially	No
277	22	1.1	C. Entry and Exit Management	The application will be integrated with the Entry and Exit Gate Management System	The module should be able to interlink with electronics weighbridge at the entry gate - Whether all the weighbridges are of same brand or different	SI to propose the solution
278	23	1.1	e. Payments	The farmer will receive push notification/SMS on receipt of the payment.	1. Who will bear the cost of SMS/SMS gateway 2. Whatsapp integration required? If yes, who will bear the cost? Tentative no. of SMS per month.	Department to bear the cost
279	25	1.1.1	System login	The module should have a mechanism for resetting and emailing the new password to the user's registered email ID, in case one forgets his password.	Who will bear the cost of email notifications?	Department to bear the cost
280	26	1.1.3	Entry Recording sub module	The application should manage queues at entry points to avoid congestion and ensure a smooth flow of vehicles. It should provide real-time information on queue status to APMC officers	Need more clarification, whether a separate queue management software required 'OR' gate pass management module will suffice the need	To be finalized during FRS finalization
281	35	1.2	1.2.3 Interlinking with another Module	The module should have integration with below modules: ⌘ Recording of Arrival / Exit Module ⌘ e-NAM ⌘ Mandi Fee Management Module ⌘ Licensees database	Please clarify about the requirement of e-Auction module under this section Also clarify the requirements of integration with Land Records Database	To be finalized during FRS finalization
282	49	1.5	5 Attendance Tracking	Provide a mobile attendance feature for clocking in/out or logging work hours	There is no mentioning of Attendance App Feature like GIS location based, in/out recording etc.	GIS location based mobile attendance feature is required
283	60	1.5.3	VTS-The GPS-based tracking system will enable:	The Vehicle Token and Tracking System (VTS) will be integrated with the Gate Entry and Exit Management System	Whether to use Open Apis for tracking or google api will be procured by Deptt and clarity required on the costing of Monthly expenditure of google apis.	Department to provide required APIs
284	81	1.10	Dashboard and Real-time Analytics	The system should allow the user to personalize the dashboard menu option. Each user of HPSAMB (Department user or Applicant/Registered User) should have a customized dashboard view on logging into Solution	Please clarify whether a HTML based dashboard with limited features would server the purpose. "OR" a Power BI/Tableu based dashboard is required for run time customisation. If yes then who will bear the cost of annual license	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
285	83	1.10	Information dissemination at Mandis	HPSAMB intends to provide information to the stakeholders in Mandis through potential technologies mentioned hereunder	It is assumed that all sort of hardware mentioned under this section shall be provided by HPSAMB	Department to bear the cost
286	95	2 General Functionalities	5. Acceptance Test	User Acceptance Test (UAT) would be conducted on completion of the following: 1) State Data Center operational. 2) 90% of the modules live. 3) Web portal operational	Need more clarification, Please give more detail on each of the mentioned points. This point is contradicting to payment terms. As per the payment terms table the UAT definition is different	As per RFP
287	96	3	Training and Capacity Building	Activities to be performed under application	Need more information, No of training sessions, batches, Tarineees per batch, Training material requirement, location of the training. Cost of travelling, stay and imparting the training etc.	Cost to be borne by the SI
288	97	SECTION II	MANPOWER REQUIREMENT	The system integrator must position at least the following full time dedicated manpower for carrying out various phases of the assignment. Deployment location of the resources will be determined by HPSAMB and shall be hindine on the SI	Whether the project need to governed from client location (HPSAMB) or bidder's development centre. All these members need to be deployed at HPSAMB provided location?	As per RFP
289	118	SECTION IX	EXIT MANAGEMENT	Cooperation and Provision of Information During the exit management period	Period of exit management is not mentioned in the RFP. Will it be beyond the period of O&M.	Exit Management plan on page 121 of RFP is self explanatory
290	126	SECTION IX	Legacy data migration	Shall run in parallel as instructed by HPSAMB	Please provide more information on the size, period and age of the data. If it is in hardcopy what is the condition of the data.	SI to ensure scalability and smoothness in operating the system irrespective of the data size.
291	126	SECTION IX	Penalty clauses		The penalty clauses are applicable after how much delay and there is no upper cap	As per response at S.No 164 above
292			Cloud and Infrastructure		Nowhere it is mentioned about the Cloud and Infrastructure. When the IMS to be deployed at SDC. Till then who will bear the cost of infra? Maintenance of Data Centre, Disaster recovery. Backups, and upkeep of the application.	Department will provid the hosting infrastructure
293	106	Section VI	Technical Evaluation, Point no.2	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh.	Request to amend this clause: The bidder shall commit to establishing an office in Himachal Pradesh subsequent to the contract award. The bidder must furnish a formal undertaking in this regard.	As per response at S.No 64 above
294	106	Section VI	Technical Evaluation, Point no.3	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder	Kindly consider removing the geographical restriction limited to Himachal Pradesh and extend the eligibility to include application software projects from other state governments and public sector undertakings (PSUs) in other states. This adjustment will ensure broader participation and provide fair opportunities for all potential bidders. Kindly amend the clause: Number of application software projects in Central/State Govt departments/PSUs completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder	As per response at S.No 11 above
295	107	Section VI	Technical Evaluation, Point no.5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years	We kindly request the consideration of ongoing projects as well as those whose award date may vary, ensuring inclusivity in the eligibility criteria for bidders. This adjustment will facilitate broader participation and provide fair opportunities for all potential applicants. Kindly amend the clause: The bidder must have application IT Software projects (Completed/ongoing) at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8	As per RFP
296	125		Payment Terms, Project Execution Timeline and Penalty	Pt. 3 - 20% of work order after evaluation and satisfaction of the duly constituted committee	These 2 points are contradicting with each other. Once the design and development is completed and it is evaluated by the duly constituted committee, then what will be done under UAT after deployment. It is requested to release 40% Payment on T+36	As per RFP
297	125			Pt. 4 - 20% of work order - Deployment & Go-Live of complete Application with all modules as mentioned in the RFP and as decided by client on successful UAT by client		As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
298	127		Source Code and IPR	The ownership of source code of the developed web portal and mobile application shall be assigned and transferred to HPSAMB with all ownership rights of the software/ source code and all related tangible and intangible material and documents for its unlimited, unrestricted use within the state of Himachal Pradesh at unlimited number of locations, machines, computers, gadgets etc.	In case of the pre-existing software to deployed, in that case this clause should be amended to "The ownership of customised source code of the web portal and mobile application developed for HPSAMB, shall be assigned and transferred to HPSAMB with all ownership rights of the software/ source code and all related tangible and intangible material and documents for its unlimited, unrestricted use within the state of Himachal Pradesh at unlimited number of locations, machines, computers, gadgets etc."	As per RFP
299	101	PQ Criteria- Sec. IV		Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	Please change turnover to 18 Crores. As per standard man-month price of software development resources in government sector the price of this project is around 5-6 crores only. So, accordingly turnover should be not more than 15 Crores unless some Big 4 consulting rates are factored in for estimated pricing of this project. The current condition may be favourable to few bidders and this will lead to disparity. So please change this clause as this seems restrictive.	As per RFP
300	101	PQ Criteria- Sec. IV		S.No.5- Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	Please change this clause to 1.5 crores in last 5 years in India only. Global projects are not asked in Government specific tenders elsewhere in India as well because the exp. of global mostly does not directly fit into government experiences in India.	As per RFP
301	101	PQ Criteria- Sec. IV		S.No.6- Similar Capability & Experience Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	Please remove this clause. This is software development project and any firm who has good solid development experience can develop for APMC as well. Not all APMC's have been venturing into such exhaustive software development projects. So, very few firms will be having this, thereby restricting the participation.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
302	106	Technical Evaluation- Sec. VI		S.No.3- Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. Criteria: <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks	Please modify this clause as below: Criteria: <=5 Cr = 0 Marks >5 Cr to <=10 Cr = 5 Marks >10 Cr to <=15 Cr = 7 Marks >15 Cr to <=20 Cr = 9 Marks >20 Cr to <=25 Cr = 10 Marks	As per RFP
303	106	Technical Evaluation- Sec. VI		S.No. 4- Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.	Please modify this clause and include other state government experience otherwise this bid will be restrictive to only limited bidders.	As per response at S.No 11 above
304	106	Technical Evaluation- Sec. VI		S.No. 5- The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 Years. Work Order and completion certificate	Please include ITeS here only IT software development is very specific. ITeS will cover software development also. Also, please allow to submit the phase completion certificate for ongoing projects.	As per RFP
305	107	Technical Evaluation- Sec. VI		S.No. 6- No. of Software development projects completed/ongoing (Go-Live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	Please remove this clause. Software development in APMC is very specific to few bidders only. This clause is seriously limiting the participation of not only us but would be to many prospective bidders who have very good software development capabilities.	As per response at S.No 6 above
306	107	Technical Evaluation- Sec. VI		S.No. 7- Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project - maximum 2 projects would be considered.	Please modify this clause as below: 1 Project – 1 Marks 2 Project- 2 Marks 3 Project- 3 Marks More than 4 Project- 5 Marks	As per response at S.No 14 above
307	Pg. 101	Section IV – PQ Criteria		The average annual turnover / receipts of the organization during the previous three financial years- Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	Please change this clause to 18 Crores as turnover clause is proportional to estimated price and as per our calculation estimated price on the basis of manpower provided is not more than 5 Crores. So, increasing turnover here is killing competition and seems to be favoring a specific firm by killing competition. So, please change this to 18 Crores.	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
308	Pg. 101	Section IV – PQ Criteria		Similar Capability & Experience Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	Please remove this clause as APMC experience is possessed by very few bidders. This will again lead to killing competition and there may be scenario that department receives only 2 bids and that way financial competition will be limited and department might end up receiving higher financial bid prices. Any software development firm who is developing softwares for other government can also develop software for APMC. So please remove this clause.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
309	Pg. 101	Section IV – PQ Criteria		The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	We employ over 120 full-time staff members. We have not deducted EPF for most employees as per their requests. Therefore, are we want to submit a Self-Declaration for over 100 full-time employees?	As Per RFP
310	Pg. 101	Section IV – PQ Criteria		Technical Capability & Experience Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where, a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	Please change this to "Value should not be less than Rs. 1.5 Crore till the date of submission of the bids." Government projects of software development are very less in last 3 years. Also, having all the tough conditions will not be good for Himachal State as bidder participation is already less in Himachal State due to geographic conditions.	As Per RFP
311	Pg. 106	Section VI – Technical Evaluation		Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. Criteria: <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	Please change this as below: <=5 Cr = 0 Marks >5 Cr to <=10 Cr = 5 Marks >10 Cr to <=20 Cr = 7 Marks >20 Cr to <=30 Cr = 9 Marks >30 Cr = 10 Marks The current marking structure seems to be favouring only couple of bidders and not the bidders who have technical capability. In current criteria 10% marks are awarded to only a bidder who has	As Per RFP
312	Pg. 106	Section VI – Technical Evaluation		The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 Years. Work Order and completion certificate	Please change this as below: Please include "ITeS" as against application software because SDLC is not only development, there are other associated components as well and in this RFP various other components are covered. So please include ITeS instead of application software development. Otherwise current clause with experience of 15 crores of app. dev. will be with only couple of bidders and that way it will be injustice to other bidders who have capability to execute this project but cant participate as per current clause. So please relax this. Also please include Phase completion certificate as large project are not completed in only 3 years.	As Per RFP
313	Pg. 106	Section VI – Technical Evaluation		Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.	Please change this to any government department in India. Why other states government department are not considered here. Only central and Himachal government is being focussed here. This clause is again a restrictive clause which is against competitive bidding idea. So request is to please change this to any state government in India as well	As per response at S.No 11 above
314	Pg. 107	Section VI – Technical Evaluation		Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project - maximum 2 projects would be considered.	Why directly 4 is asked ? We will suggest to change this to no. of project in which helpdesk experience is provided. Directly asking 4 seater exp. may be injustice to other bidders thereby going against to the idea of competitive bidding. So please change this to as below: 1 Project – 1 Marks 2 Projects- 3 Marks 3 Projects- 5 Marks	As per response at S.No 14 above
315	Pg. 107	Section VI – Technical Evaluation		No. of Software development projects completed/ongoing (Go-Live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	We will suggest this to remove this as APMC exp. is very limited. This clause will be again restrictive for a few bidders and then again they would be not meeting other criterias somewhere in the RFP. So Department will be left with only handful bidder which will again quite restrictive and not help open competitive bidding. So please remove this.	As per response at S.No 6 above
316	14	Scope of Work	'5.10	The IMS Application and web portal should be available in Hindi & English.	Requesting the department to clarify that the IMS and Web Portal Conversion in Hindi will be one time activity or it will be a continuous process for all the contents which are getting updated during the total contract period.	Content to be updated during O&M period
317	14	Scope of Work	'5.10	The IMS Application and web portal should be available in Hindi & English.	Please clarify about the user experience on Hindi pages related to search action.	As per RFP
318	14	Scope of Work	'5.10	The bidder shall provide the following resources for support. Deployment location of the resources will be determined by HPSAMB.	Requesting the department to consider Data Scientist also under resource requirement along with "Project Coordinator, Software Engineer/ Programmer, Mobile App developer, Helpdesk Support Officer"	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
319	68	1.6	1.6.1	Common Services including basic queries answers, form submission, complaint registration etc. should be easily available to the public via IVR (Voice & Mobile) and Chatbot applications.	We are assuming that IVR application mentioned here is referring to Voicebot platform. Please clarify if our assumption is correct.	As per RFP
320	68	1.6	1.6.1	Common Services including basic queries answers, form submission, complaint registration etc. should be easily available to the public via IVR (Voice & Mobile) and Chatbot applications.	Please clarify that the Chatbot application mentioned here is only for Web portal or is it also extended to the commonly used platforms like whatsapp.	As per RFP
321	NA	BOQ	BOQ	Item Description	Please clarify about the IVR application/Voicebot platform under BoQ	As per RFP
322	101	IV	2	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	We kindly request an amendment to the mentioned clause to modify the minimum annual average turnover requirement from 25 Crores to 20 Crores . This adjustment would enable broader participation and inclusion of competitive bidders who meet the specified criteria.	As per RFP
323	101	IV	5	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	We propose revising the minimum project value criterion to Rs. 2 Crore. This adjustment is aimed at facilitating broader participation from qualified bidders who have successfully executed projects of significant scale and complexity but may not meet the higher threshold specified in the original clause.	As per RFP
324	101	IV	6	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	We propose removing the requirement for projects specifically related to the digitization of Mandis/market yards/APMCs . This clause appears to favor a specific company, which contradicts the goal of fostering fair competition. This amendment aims to ensure vendor selection based on overall experience and capabilities in government digitization projects.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.
325	101	IV	9	The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	We have 150+ full-time employees, and all employees basic salaries are above Rs. 15,000 per month. According to the EPF Act, PF is not mandatory for basic salaries above Rs. 15,000 per month. Therefore, shall we submit a Self-Declaration for 100+ full-time employees?	As per applicable guidelines issued by Government of India and amendments from time to time
326	106	VI	4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	We propose removing the specification of "Himachal Pradesh" from the criteria for application software projects completed or ongoing in government departments. By removing this geographical limitation, we aim to encourage broader participation from qualified bidders who have experience in executing similar projects across various regions in India.	As per response at S.No 11 above
327	106	VI	5	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	The clause specifies "IT Software" projects, which may inadvertently exclude a broader range of IT-related projects falling under the umbrella of IT/ITeS. By substituting "IT Software" with "IT/ITeS," we aim to ensure that bidders with experience in a wider array of IT and IT-enabled services projects are considered eligible.	As per RFP
328	107	VI	6	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	We propose removing the requirement for projects specifically related to the digitization of Mandis/market yards/APMCs . This clause appears to favor a specific company, which contradicts the goal of fostering fair competition. This amendment aims to ensure vendor selection based on overall experience and capabilities in government digitization projects.	As per response at S.No 6 above
329	107	VI	8	The Bidder must have minimum 50 IT Professionals (BE/ B Tech/ MCA/ MBA) on its rolls as on 31st December 2023	The Bidder must have a minimum of 50 IT Professionals (BE/B Tech/MCA/MBA) on its rolls as of 31st December 2023. We request to change Marking criteria as per below: Scoring Mechanism: --Having more than 50 IT Professionals: 5 Marks --Having 25-50 IT Professionals: 3 Marks This scoring system acknowledges the varying sizes of organizations while still incentivizing bidders to maintain a substantial IT workforce. It allows for a more comprehensive assessment of bidder capacity and expertise, ensuring that both larger and smaller firms are fairly evaluated based on their resources and capabilities.	As per RFP
330	101	SECTION IV – PRE-QUALIFICATION CRITERIA	Similar Capability & Experience	Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	We request to please consider the automation projects also and amend the clause as under: Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) pertaining to digitization/ Automation of Mandis/ market yards/ APMCs/ Government organisation for any Government Department in India	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
331	106	SECTION VI – TECHNICAL EVALUATION	SECTION VI – TECHNICAL EVALUATION	Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh. Rent Agreement/ Registration Certificate and GST Registration Certificate in HP	We request to please allow the self certificate to open branch office in Himachal within 1 month of award of work and amend the clause as under: Branch Office: The bidder / agency / firm / software company shall have office/branch office situated in Himachal Pradesh. Self certificate to open branch office in Himachal Pradesh within 1 month of award of work and will submit the GST Registration Certificate in HP/Rent Agreement/ Registration Certificate and GST Registration Certificate in HP	As per response at S.No 64 above
332	106	SECTION VI – TECHNICAL EVALUATION	SECTION VI – TECHNICAL EVALUATION	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder. Total 5 marks 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	Asking the experience from Himachal Pradesh only is restricting many bidders to participate in bid we request to please consider the application software project experience from Central or State Govt. department of any state of India and amend the clause as under: Number of application software projects in Central or State Govt. departments completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder. Total 5 marks 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	As per response at S.No 11 above
333	106	SECTION VI – TECHNICAL EVALUATION	SECTION VI – TECHNICAL EVALUATION	No. of Software development projects completed/ongoing (Go- live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India. 5 marks for every relevant project - maximum 2 projects would be considered.	No. of Software development projects completed/ongoing (Go- live) pertaining to digitization/ Automation of Mandis/ market yards/ APMCs/ Government organisation for any Government Department in India. 5 marks for every relevant project - maximum 2 projects would be considered.	As per response at S.No 6 above
334	106	SECTION VI – TECHNICAL EVALUATION	SECTION VI – TECHNICAL EVALUATION	Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project - maximum 2 projects would be considered.	We request to also consider the IT Manpower support project in this clause and amend the clause as under: Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup/ IT Manpower Support for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project - maximum 2 projects would be considered.	As per response at S.No 14 above
335	106	SECTION VI – TECHNICAL EVALUATION	SECTION VI – TECHNICAL EVALUATION	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	We request to revise the marking criteria for turn over and amend the clause as under: Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <= 40 Cr = 7.5 Marks >40 Cr = 10 Marks	As per RFP
336	12	Scope of Work	4. Legacy Data Migration	The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal. The Data provided to the SI shall be converted into desired format by the SI and migrated. Post migration the SI will be responsible for keeping the system up and running on 24*7 basis	What is the size of data which needs to be migrated in new system? Request you to kindly provide the details of total no. of hard copies data that need to be digitized/Migrated (as per paper size wise i.e. A4/A3/A2 etc.)	SI to ensure scalability and smoothness in operating the system irrespective of the data size. SI also has to ensure to manually feed the data into the database as required.
337	12	Scope of Work	5. Deployment of IMS Application and Web Portal	Deployment of application in HP State Data Centre/ NIC Data Centre or as proposed by HPSAMB	Please confirm that department will provide all required infrastructure on State data centre which is required for hosting of application?	SI to suggest the infrastructure requirement and Department to provide the infrastructure

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
338	96	Scope of Work	Training and Capacity Building 3.	A special on-site training session also needs to be conducted for District level with HPSAMB Govt officials to use application readiness, usability, and handholding. No extra cost will be given by HPSAMB for trainings. Identify Tech support staff training requirements. Identify Operation support staff training requirements. Train tech support staff. Train operation support staff. Train head office staff. Train field staff.	Please provide the details of total number of users (district wise, filed wise, head office) for training and size of batches	At present, the total number of employees are approximately 500 and licences are around 4000. The number of farmers and other stake holders are dynamic and SI shall ensure scalability.
339	14	Scope of Work	10. Software Maintenance	The bidder shall provide the following resources for support. Deployment location of the resources will be determined by HPSAMB.	Please confirm these all resources are required onsite during support phase.	As per RFP
340	14	Scope of Work	11. Features of Mobile Application	Mobile app should have all the features & modules as mentioned below. The app will be available on the App Store for I-phone users and Play Store for android users	Please confirm department will provide the google account & Play store account membership for hosting the IOS and Android application	Department to provide the credentials for hosting mobile apps on iOS and Google playstore and bear the cost, however SI shall manage the deployment of application on both the stores
341	16	Scope of Work	12. Common Features of Web Portal & Mobile App	Integration with all modes of payment systems and payment gateways etc. to pay all sort of fees / charges for all type of users	API of social media platform, SMS gateway and Payment Gateway will be provided by department for integration. Please confirm	Department to provide the gateway, bidder shall carry out integration
342	63	Scope of Work	1.6 Grievance Management System	CRM enabled	What will be the total users for CRM application.	At present, the total number of employees are approximately 500 and licences are around 4000. The number of farmers and other stake holders are dynamic and SI shall ensure scalability.
343	97	Scope of Work	SECTION II – MANPOWER REQUIREMENT	The system integrator must position at least the following full time dedicated manpower for carrying out various phases of the assignment. Deployment location of the resources will be determined by HPSAMB and shall be binding on the SI.	Please confirm resources mentioned in Section II is required onsite during Implementation phase of project.	As per RFP
344	127	Source Code and IPR	Source Code and IPR	The ownership of source code of the developed web portal and mobile application shall be assigned and transferred to HPSAMB with all ownership rights of the software/ source code and all related tangible and intangible material and documents for its unlimited, unrestricted use within the state of Himachal Pradesh at unlimited number of locations, machines, computers, gadgets etc.	Kindly confirm! Bidder has to handover only customized source code, not the entire source code (in case of COTS solution, bidder will provide only SDK).	Bidder has to handover only customized source code, not the entire source code (in case of COTS solution)
345	101	SECTION IV – PRE-QUALIFICATION CRITERIA	6. Similar Capability & Experience	Bidder should have 01 (One) Software development projects/ completed /ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India.	Requesting authority to kindly amend the clause as per the below: "Bidder should have 01 (One) Software development projects/ completed/ ongoing (Go-live) pertaining to implementation of any agri-procurement system for any Government Department in India."	As per No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India RFP
346	106	SECTION VI – TECHNICAL EVALUATION	Point No.: 2	Branch Office: The bidder/ agency/ firm/ software company shall have office/ branch office situated in Himachal Pradesh.	Requesting to also accept undertaking for setting up offices in Himachal Pradesh within 30 days from getting the work-order.	As per response at S.No 64 above
347	106	SECTION VI – TECHNICAL EVALUATION	Point No.: 4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value	Requesting to kindly consider projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 10 years from the date of bid submission.	As per response at S.No 11 above
348	107	SECTION VI – TECHNICAL EVALUATION	Point No.: 6	No. of Software development projects completed/ ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India. 2.5 marks for every relevant project. - maximum 2 projects would be considered.	Requesting to kindly amend the clause as per the following: "No. of Software development projects completed/ ongoing go live) pertaining to implementation of any agri-procurement system for any Government Department in India."	As per response at S.No 6 above
349	102	SECTION IV – PRE-QUALIFICATION CRITERIA		JV/ Consortium shall not be allowed.	Requesting to allow JV/ Consortium for this tender.	As per RFP
350				Generic	Requesting to kindly share the No. of Total users and Concurrent Users of this application.	At present, the total number of employees are approximately 500 and licences are around 4000. The number of farmers and other stake holders are dynamic and SI shall ensure scalability.
351	61	SECTION – I	e) Helpdesk	Helpdesk	Please clarify that who will bear the hardware cost of helpdesk /Support.	SI to bear the cost, office space and furniture to be provided by Department
352	61	SECTION – I	d) The Command Centre	Data will be stored in the application and retrievable by authorized users from cloud-based servers.	a) Requesting authority to Kindly confirm if the hosting will be on cloud or On-Premise. b) As the per the RFP, it is clearly mentioned that hosting will be on data centre. Hence, how the bidder shall able to store the data on cloud based server?	Department will provide the hosting infrastructure
353						Department will provide the hosting infrastructure
354	12	SECTION – I Scope of Work	5. Deployment of IMS Application and Web Portal	Deployment of application in HP State Data Centre/ NIC Data Centre or as proposed by HPSAMB.	We assume that the hosting will be On – Premise and all the infrastructure required for hosting shall be provided by HPSAMB. Bidder have to only share the server sizing, Kindly Confirm.	Department will provide the hosting infrastructure

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
355			Generic	Helpdesk	We understand that HPSAMB shall bear the cost pertaining to PRI and toll free number. Kindly Confirm.	Department to bear the cost
356	16	SECTION – I	12. Common Features of Web Portal & Mobile App	SMS Gateway	We understand that the SMS and Email gateway cost will be borne by the client. Bidder will only bear the cost of integration.	Department to provide the gateway, bidder shall carry out integration
357	27	SECTION – I	1.1	1.1.3 Entry Recording Sub module	We assume that the boom barriers and Electronic Weighing Machine has been already installed at APMC. The successful bidder shall only responsible for integration. Kindly Confirm.	SI to only integrate infrastructure with the system
358	22	SECTION – I	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	The Farmer Facilitation module	Requesting to kindly clarify that Farmer mobile app will be on android or iOS or on both?	Both iOS and Android
359	40	SECTION – I	1.4 License Allotment and Management Module	License Allotment and Management Module	We assume that CA will get a digital license duly signed with a digital signature by concerned authority. Hence, we understand that Digital Signature will be provided by HPSAMB. Kindly Confirm?	HPSAMB to provide digital Signatures
360	47	SECTION – I	1.5 Other Functional Requirements	1.5.1 Human Resource Management System (HRMS)	Requesting to kindly clarify that Employee Mobile app will be on android or iOS or on both?	Both
361	57	SECTION – I	1.5.2 Estate Management System	d) Lease and Tenancy Management	Kindly confirm whether the Mobile app will be required for tenants and lease holders or not?	Same app to have all the provisions
362	60	SECTION – I	1.5.3 Vehicle Token and Tracking System (VTS)	The GPS-based tracking system will enable:	We understand that installing GPS devices in vehicles is not part of bidder's scope. GPS service provider will provide the required data. Kindly confirm.	GPS is not to be installed by the SI
363	59	SECTION – I	1.5.3 Vehicle Token and Tracking System (VTS)	Prior to the vehicle's exit, integration with the Gate Entry and Exit Management System will interlink this module with the QR code generation.	Kindly confirm if GPS service provider will share the data and information while integration.	To be finalized during FRS finalization
364	60	SECTION – I	1.5.3 Vehicle Token and Tracking System (VTS)	d) The Command Centre	We are assuming that the Hardware for Command control system, CCTV, LED TV and other equipment's will be provided by HPSAMB, Kindly confirm?	Department to provide the infrastructure
365	64	SECTION – I	1.6 Grievance Management System	Helpdesk Executive Case Handling : Helpline	We assume that the IVR calling system, Computers to helpdesk executives will be provided by HPSAMB, Kindly confirm.	Department to provide only office space and seating furniture
366	81	SECTION – I	1.10 Dashboard and Real-time Analytics	Real-Time Data Updates:	Requesting authority to kindly confirm if a 3rd party BI tool (Ex – Tableau, Power BI, Qlik etc) will be preferred for real time data analysis.	SI to propose the requirement
367	83-84	SECTION – I	1.10 Dashboard and Real-time Analytics	Information dissemination at Mandis	We assume that the LED Digital/Electronic Billboards and LED screens has been installed at mandis and need to integrate for data sharing. Kindly confirm?	SI to only integrate infrastructure with the system
368	92	SECTION – I	2. General Functionalities	3. Web portal functionalities	We understand that a CMS based dynamic website will be developed and the detail content will be shared by HPSAMB. Kindly confirm?	As per response at S.No 150 above
369	12	SECTION – I	Scope of Work	4. Legacy Data Migration	a) We assume that all the legacy data are in text format and no need of scanning the documents, letters and files. Kindly Confirm.	Data entry only
370		b) Kindly share the volume and format of data to be migrated into the proposed system.			As per RFP	
371	12	SECTION – I	Scope of Work	Legacy Data Migration- Existing legacy data for migration.	Kindly provide the more clarification on the process of migration.	To be finalized during FRS finalization
372	125	SECTION IX – EXIT MANAGEMENT	Payment Terms, Project Execution Timeline and Penalty	Milestone / Timeline-Detailed Functional requirement study, system requirements study, exit management plan and final acceptance of these by client	Requesting to kindly reduce the milestone timeline into smaller gap over time which will provide a sustainable cash flow for the bidder to financially sustain the project. Kindly consider the milestone: SRS approval – 30% of the work order value. Completion of development – 20% of the work order value. Go-live- 20% of the work order value. Legacy data- 5 % of the work order value. Training- 10 % of the work order value.	As per RFP
373	125	SECTION IX – EXIT MANAGEMENT	Payment Terms, Project Execution Timeline and Penalty	Operations & Maintenance and Helpdesk (Post Implementation support) - 0.0016% of the each quarterly payment.	Requesting to clarify the max. capping of penalty as there is no capping of the maximum penalty.	As per response at S.No 164 above
374	97	Section-II	Manpower Requirement	Deployment location of the resources will be determined by HPSAMB and shall be binding on the SI.	a) Requesting to provide the list of resources that shall be deployed onsite, which will help bidders to prepare a competitive bid.	As per RFP
375		b) Requesting to share the segregated details of the resources to be deployed on both onsite & off-site.			As per RFP	
376		c) Considering the attrition rate, we request to provide clarity on resource replacement.			SI to ensure that there is no stoppage in the work and milestone timelines are respected	
377		d) We request to allow the bidders to substitute resources, provided that they provide the client with 30 days' advance notice.			SI to ensure that there is no stoppage in the work and milestone timelines are respected	

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
378	111	Performance Bank Guarantee		The performance bank guarantee shall be valid till the end of six months after the period of end of contract. The PBG shall be valid till the end of six months after the period of end of contract.	As per Rule 171 (ii) the GFR Rules 2017 the validity of the BG is for a period of 60 days beyond the date of completion of all contractual obligation of the Service Provider including warranty obligation. Hence request to modify the clause.	Clause to be amended as: "The PBG shall be valid 60 (sixty) days beyond the date of completion of all contractual obligations of the SI, including warranty obligations"
379	112 and 124	Section	Arbitration and Resolution of Disputes	Arbitration and Resolution of Disputes	There is no information on selection of the arbitrator. If it is left to the court to decide under section 11 it will be time consuming and will attract financial implications. Hence we request kindly include the sub-clause into the Arbitration clause. The arbitrator shall be appointed jointly by both the parties. In the event that both parties are unable to jointly appoint an arbitrator within [specify time frame] of the notification of the dispute, either party may apply to the [specify relevant authority, e.g., High Court of Himachal Pradesh] to appoint an arbitrator on their behalf. The arbitrator appointed by the relevant authority shall then act as the sole arbitrator for the resolution of the dispute.	As per RFP
380				General	We understand that the cost of SSL certification shall be borne by the HPSAMB. Kindly confirm.	Department to bear the cost
381	16	SECTION – I	12. Common Features of Web Portal & Mobile App	<ul style="list-style-type: none"> Social media integration Integration with SMS gateway Integration with all modes of payment systems 	We assume that the API required for integration shall be provided by HPSAMB and service provider shall only be responsible for integration.	Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
382				Change Request	We understand that any requirement beyond the mentioned scope of work shall be consider as change request and separate costing will be done accordingly.	As per response at S.No 149 above
383	9	Letter of Invitation		Last Date and time for submission of Bids	Requesting to please provide at least 15 days for bid submission from the date of release of corrigendum.	Please refer corrigendum
384	101	SECTION IV – PRE-QUALIFICATION CRITERIA	2. The average annual turnover / receipts of the organization during the previous three financial years.	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores	Considering the scope of work and the value of bid, requesting to kindly change the minimum turnover criteria from 25 Crores to 50 Crores which will allow the potential bidders to participate in this bid.	As per RFP
385	106	SECTION VI – TECHNICAL EVALUATION	3. Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements.	<=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	Requesting authority of change the criteria as per below: <=25 Cr = 0 Marks >25 Cr to <=50 Cr = 2.5 Marks >50 Cr to <=75 Cr = 5 Marks >75 Cr to <=100 Cr = 7.5 Marks >100 Cr = 10 Marks	As per RFP
386	107	SECTION VI – TECHNICAL EVALUATION		The Bidder should have quality certifications as ISO 9001, ISO 27001/ 20000 & CMMI Level 3 or above.	Requesting client to consider CMMI L5 only instead of Level 3 or above, as elevating the requirement to CMMI Level 5 would align better with the project's scope and objectives.	As per RFP
387	9	3. Details on the bid submission date, time and address are provided below:	Bid Security (EMD)	Rs. 30,00,000/- (Rs. Thirty Lakh only) in the form of BG/ Demand Draft of Nationalized / Scheduled Commercial Banks, drawn in favour of "Managing Director, Managing Director, Himachal Pradesh State Agriculture Marketing Board"	We kindly request an exemption of EMD for MSME registered companies to encourage broader participation. This initiative aims to facilitate the inclusion of more companies, fostering a competitive and diverse bidding environment.	As per response at S.No 106 above
388	101	SECTION IV – PRE-QUALIFICATION CRITERIA	JV/ Consortium shall not be allowed.	The proposals meeting the above qualification criteria will be evaluated as per the Technical Evaluation criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals may be rejected.	We kindly request your consideration of allowing consortiums or Joint Ventures (JVs) comprising up to two members. This adjustment is proposed in light of the scope and requirements of the projects. By permitting consortiums or JVs of this size, the projects' needs can be better aligned, and their capabilities can be enhanced accordingly. Your flexibility in this matter would greatly benefit the successful execution of the projects.	As per RFP

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
389	106	SECTION VI – TECHNICAL EVALUATION	2. Branch Office:	<p>We are requesting to modify the below which will add more experience bidder to participate and turnover should be not a consent</p> <p>Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements.</p> <p><=10 Cr = 2.5 Marks >10 Cr to <=15 Cr = 5 Marks >15 Cr to <=25 Cr = 7.5 Marks >25 Cr to <=50 Cr = 10 Marks</p>	<p>We kindly request permission to permit the bidder to submit an undertaking, pledging to establish an office in Himachal Pradesh within one month of receiving the work order.</p>	As per response at S.No 64 above
390	106	SECTION VI – TECHNICAL EVALUATION	3. Average annual Turnover of bidder	<p>Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements.</p> <p><=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks</p>	<p>We are seeking a modification to the criteria outlined below to broaden the pool of experienced bidders eligible to participate. Turnover should not be considered as a constraint.</p> <p>The average annual turnover of the bidder from IT services & ITES, software development services for the last three years as of March 31, 2023, should be assessed. This assessment should exclude the cost of hardware procurement and third-party software license procurements.</p> <p>Turnover ≤ 10 Cr = 2.5 Marks Turnover > 10 Cr to ≤ 15 Cr = 5 Marks Turnover > 15 Cr to ≤ 25 Cr = 7.5 Marks Turnover > 25 Cr to ≤ 50 Cr = 10 Marks</p>	As per RFP
391	106	SECTION VI – TECHNICAL EVALUATION	4. Number of application software projects in Central or State Govt. departments in Himachal Pradesh	<p>Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.</p> <p>2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.</p>	<p>We acknowledge the significance of this high-level project and understand that experience in undertaking similar projects in Himachal Pradesh or any other part of India holds equal value. Therefore, we request that barriers not be imposed by considering only experience specific to Himachal Pradesh, we propose a modification to consider experience from across India.</p> <p>Number of application software projects in Central or State Govt. departments in India completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.</p> <p>2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.</p>	As per response at S.No 11 above
392	101	SECTION IV PRE-QUALIFICATION CRITERIA	2	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2020-21, FY 2021-22, and FY 2022-23, must be Minimum 25 Crores.	As per the RFP EMD value is given Rs. 30 lakhs, according to that the project value will be approx. Rs. 15 Crore. For 15 crore project value 25 Crore turnover is not justifiable. We would like to request you to kindly consider the minimum average turnover Rs. 10 crores.	As per RFP
393	101	SECTION IV PRE-QUALIFICATION CRITERIA	5	Bidder should have completed/ ongoing (Go Live) Software Development projects in India/Global for in the last 3 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	We would like to request you to kindly consider the project value minimum 1Cr.	As per RFP
394	101	SECTION IV PRE-QUALIFICATION CRITERIA	6	Bidder should have 01 (One) Software development projects/ completed/ ongoing (Go-live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India	Kindly eliminate this clause from Primary Qualification.	No. of Software development projects completed/ongoing (Golive) pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response
395	102	SECTION IV PRE- QUALIFICATION CRITERIA	11	i. The Bidder must have submitted Rs. 5000/- towards the cost of the Tender Document. ii. The Bidder must have furnished the EMD of Rs. 30,00,000/-	Our Firm / Company are an organization registered with National Small-Scale Industries Corporation Limited (NSIC) under single point registration scheme, Ref.no: NSIC/KOL/GP/RS/REGN/WB/C-419/12. The unit registered under Single Point Registration Scheme of NSIC are eligible to get benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012: • Issue of the Tender Sets free of Cost • Exemption from payment of Earnest Money Deposit Could be please be kind enough to consider the above clause for this tender. Govt. of India providing additional befit to MSMEs or Micro,Small and Medium Enterprises	As per response at S.No 106 above
396	106	SECTION VI TECHNICAL EVALUATION	2	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2023. It should not include cost of Hardware procurement & Third-party software license procurements. <=10 Cr = 0 Marks >10 Cr to <=15 Cr = 2.5 Marks >15 Cr to <=25 Cr = 5 Marks >25 Cr to <=50 Cr = 7.5 Marks	As we mentioned in point 1. We would like to request you, kind consider the average annual turnover <10 Cr = 0 Marks >=10 Cr to <=12 Cr = 2.5 Marks >12 Cr to <=15 Cr = 5 Marks >15 Cr to <=17 Cr = 7.5 Marks >=20 Cr = 10 Marks	As per RFP
397	106 & 107	SECTION VI TECHNICAL EVALUATION	5	The bidder must have application IT Software projects at least one project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project in India / Global for last 3 years.	We would like to request you to kindly consider at least one project of value not less than Rs. 4 Crore, or at least two (2) projects of value not less than 2 Crore each for IT Software projects in India / Global for last 5 years.	As per RFP
398	107	SECTION VI TECHNICAL EVALUATION	6	No. of Software development projects completed/ongoing (Go live) pertaining to digitization of Mandis/ market yards/ APMCs for any Government Department in India. 5 marks for every relevant project-maximum 2 projects would be considered.	This is very specific. So requesting you to kindly eliminate this clause. You may ask for the experience of development of customised MIS and GIS based application.	As per response at S.No 6 above
399	107	SECTION VI TECHNICAL EVALUATION	7	Bidder must have one (2) Completed project of Helpdesk with minimum 4-seater setup for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project- maximum 2 projects would be considered.	Kindly Change as: Bidder must have one Completed project of Helpdesk with minimum 2-seater setup for any State or Centre Government Department during last 5 years in India. 2.5 marks for every relevant project- maximum 2 projects would be considered.	As per response at S.No 14 above
400	12	SECTION – I Scope of Work	5	Deployment of IMS Application and Web Portal Bidder will nominate One (1) Project Coordinator with minimum 8+ year experience deputed onsite at the time SRS,FRS,Development,Training,Implementation period who will be single point of contact during the contract.	Kindly Change as: Bidder will nominate One (1) Project Coordinator with minimum 4+ year experience deputed onsite at the time SRS,FRS,Development,Training,Implementation period who will be single point of contact during the contract.	As per RFP
401	12	SECTION – I Scope of Work	5	Deployment of IMS Application and Web Portal Security Audit of the application from CERT-In/ CERT-In Empaneled vendors	Who will be responsible for security audit of the application? Kindly confirm.	Asd per RFP
402	16	SECTION – I Scope of Work	12	Common Features of Web Portal & Mobile App 5. SMS Gateway Integration with SMS gateway.	Please mention who will provide the SMS gateway?	Department to provide the gateway, bidder shall carry out integration
403	16	SECTION – I Scope of Work	12	Common Features of Web Portal & Mobile App 6. Payment Gateway Integration with all modes of payment systems and payment gateways etc. to pay all sort of fees / charges for all type of users	Please mention who will provide the Payment gateway?	Department to provide the gateway, bidder shall carry out integration
404	97	SECTION II MANPOWER REQUIREMENT		The system integrator must position at least the following full time dedicated manpower for carrying out various phases of the assignment. Deployment location of the resources will be determined by HPSAMB and shall be binding on the SI.	If the team of experts will be deployed to onsite, the project's cost will increase unnecessarily.We would like to request you to kindly consider the deployment of a project coordinator in onsite only. This will be cost effective for the department without compromising the quality.	As per RFP
405	83	SECTION – I Scope of Work	1.1	Dashboard and Real-time Analytics Geographic Mapping: Incorporate maps for visualizing geographical data and regional performance. Include heatmaps or ninpoints to represent concentrations or variations	Please mention in which GIS platform the application needs to developed. Who will provide the GIS data. Google Map API is required for this application	Department to provide the GIS APIs
406	106	SECTION VI TECHNICAL EVALUATION	2	Branch Office: The bidder / agency /firm / software company shall have office/branch office situated in Himachal Pradesh. Rent Agreement/ Registration Certificate and GST Registration Certificate in HP. Kindly confirm.	We understood bidder should have a office/branch office in Himachal Pradesh and as a proof bidder need to submit Rent Agreement/ Registration Certificate and GST Registration Certificate in HP. Kindly confirm.	As per response at S.No 64 above

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Sr. No.	Page No	Section	Sub-section	Details	Clarification Required	Response			
407	106	SECTION VI TECHNICAL EVALUATION	4	Number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live) in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing (go live) for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder. 2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	We would like to request you to kindly consider the number of application software projects in Central or State Govt. departments in Himachal Pradesh completed/ ongoing (Go-live)/development stage in the last 5 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.	As per response at S.No 11 above			
408				Details	Clarification Required (Proposed Amendment)	Refer Corrigendum			
		Report/ Milestones	Timeline (in weeks)	Payment Schedule	Penalty	Report/ Milestones	Timeline (in weeks)	Payment Schedule	Penalty
		Award of Contract/ LOI	T	NII	NII	Award of Contract/ LOI	T	NII	NII
		Detailed Functional requirement study, system requirements study, exit management plan and final acceptance of these by client	T+8	15 % of the work order shall be released.	1.5% of the milestone payment	Mobilization Advance	T+1	10% of the work order	NII
		IMS Web Portal & Mobile Application Development, including any upgradation proposed by bidder	T+36	20% of work order after evaluation and satisfaction of the duly constituted committee	1.5% of the milestone payment	Detailed Functional requirement study, system requirements study, exit management plan and final acceptance of these by client	T+8	15 % of the work order shall be released.	1.5% of the milestone payment
		Deployment & Go-Live of complete Application with all modules as mentioned in the RFP and as decided by client on successful UAT by client	T+40	20% of work order	1.5% of the milestone payment	IMS Web Portal & Mobile Application Development, including any upgradation proposed by bidder	T+36	20% of work order after evaluation and satisfaction of the duly constituted committee	1.5% of the milestone payment
		Legacy data migration	Shall run in parallel as instructed by HPSAMB	5% of work order	1% of the milestone payment	Deployment & Go-Live of complete Application with all modules as mentioned in the RFP and as decided by client on successful UAT by client	T+40	15% of work order	1.5% of the milestone payment
		System integrator shall provide training service for the stake holders & department users. User manuals, training manuals, audio-videos for various purposes related to the system. These entire documents/ audio-videos must be got approved from the Client.	After go live, as proposed by HPSAMB	10% of work order	2.5% of the milestone payment	Legacy data migration	Shall run in parallel as instructed by HPSAMB	5% of work order	1% of the milestone payment
		Operations & Maintenance and Helpdesk (Post Implementation support)	For 3 years from the date of Go-live	30% of the payment to be made in 36 months (payment to be released on Quarterly basis)	0.0016% of each quarterly payment.	System integrator shall provide training service for the stake holders & department users. User manuals, training manuals, audio-videos for various purposes related to the system. These entire documents/ audio-videos must be got approved from the Client.	After go live, as proposed by HPSAMB	5% of work order	2.5% of the milestone payment
		Operations & Maintenance and Helpdesk (Post Implementation support)	For 3 years from the date of Go-live	30% of the payment to be made in 36 months (payment to be released on Quarterly basis)	0.0016% of each quarterly payment.				