HIMACHAL PRADESH STATE ELECTRONICS DEVELOPMENT CORPORATION LIMITED

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Corrigendum-VII

(Tender No. HPSEDC/Dig-HPSAMB/2K24-15070)

HPSEDC published e-tender for Design, Development, Implementation and Maintenance of Integrated Management System for HPSAMB bearing tender No: HPSEDC/Dig-HPSAMB/2K24-15070 on 24/01/2025.

Based on the queries received from the bidders, the changes/ modifications/ clarifications/ specifications in the tender Section(s)/ Clause(s) are incorporated in the tender document by issuing Corrigendum and is attached as **Annexure-A**.

Revised Eligibility and Technical Criteria are attached as **Annexure B**.

Last date for bid submission is extended from 27/05/2025 to 27/06/2025 till 2.30 PM and same will be opened on 28/06/2025 at 2.30PM.

Note: The Tender Fee must be submitted via Demand Draft DD/RTGS/NEFT. The Earnest Money Deposit (EMD) may be submitted through Demand Draft DD/RTGS/NEFT/FDR/BG.

Data Controller, HPSEDC

Design, Development, Implementation and Maintenance of Integrated Management System for HPSAMB

S. No.	Page No.	Section	Sub Section	Details	Clarification required	Clarifications/Revised clause may be read as
1	17	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	Can you please define the quantum of data to be migrated ? Kindly provide us the tech stack of existing system and the preferrable tech stack of envisaged system ?	**Clarification** Data on the existing portal is present in the data base while the physical data is present in hard copies/physical files and the same is to be converted into desired format as per the requirement of the application. The bidder shall suggest the technology stack (preferably open source)in their proposal.
2	17	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.	Please clarify if bidder has flexibility to deploy resources in onsite-offsite model during implementation as well as support phase.	As per RFP
3	17	Scope of Work	5. Deployment of IMS Application and Web Portal	Security Audit of the application from CERT-In/ CERT-In Empaneled vendors	How many security audit need to be done every year as in standard practice security audit will be done once in a year	**Clarification** Security audit of the application will be done by HPSDC before Go-Live of the application and the Initial costs of the audit before go -live shall be borne by the bidder.
4	18	Scope of Work	10. Software Maintenance	The bidder shall provide unlimited support through Telephone/Email/Video Conferencing / Installation Visit as required.	Please elaborate the term "Unlimited Support"?	**Clarification** The bidder shall provide 24*7 support
5	19	Scope of Work	10. Software Maintenance	e) Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components must be replaced, shall be the responsibility of the bidder.	Will the responsibility for third-party licenses or hardware components fall under the Systems Integrator (SI)?*	As per RFP

6	19	Scope of Work	11. Features of Mobile Application - Touch Login	Finger print authentication users	Who will provide API for authentication for one touch calling and OTP	**Clarification** The bidder shall suggest and bear the initial costs of the API Integration. If there are recurring costs for API licenses, then department shall bear the costs perpetually.
7	20	Scope of Work	11. Features of Mobile Application - HPSAMB Dashboard	HPSAMB Dashboard	Please specify no.of estimated KPIs for the dashboard	**Clarification** To be finalized during the FRS/SRS preparation.
8	21	Scope of Work	General (3rd party integrations)	General (3rd party integrations)	Please specify No. of estimated third party integration other than whatsapp, bar code and payment gateway	**Clarification** To be finalized during the FRS/SRS preparation.
9	23	Functional Requirement Specifications	A.1 User Profile	Registration details matched with ID Proof of farmer/seller recorded during signup in the application.	"Is there aadhar integration" who will do the validation and estimated no of logins?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
10	24	Functional Requirement Specifications	C.1 Reports to be generated/Details to be reflected:	Reports to be generated/Details to be reflected	Can you please provide the no. of estimated logins for farmers, apmc and accomodity ? And also the concurrency expected	**Clarification** To be Finalized during the FRS/SRS documentation Phase
11	27	Functional Requirement Specifications	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	Local-language translation of the prompts will be provided at relevant points for ease of access	Will mobile app also be multi-lingual or bilingual and Responsibility of transalation will be in scope of SI?	**Clarification** should be at least bilingual to accommodate diverse user groups effectively.
12	29& 30	Functional Requirement Specifications	The Arrival / Exit Recording module	Other departmental users such as Police Department, Excise Department for generation of entry / exit details MIS reports for each mandi	Kindly provide list of API's that need to be integrated with?	**Clarification** To be finalized during the FRS/SRS preparation.
13	77	Functional Requirement Specifications	1.8 Temporary GPS tracking for fleet management	Temporary GPS tracking for fleet management	Currently, Is there any GPS tracker or fleet management module is in place ? Who will provide the hardware devices for the same ?	**Clarification** SI to develop the module, devices will be provided by the Department.
14	101	Training and Capacity Building	General	General	Pls specify the nos. of locations for end- user training and expected nos. of trainer ?	**Clarification** Approximately 500 officials and 5000 stakeholders will need to be trained. Training should be conducted offline at the district headquarters.

15	102	SECTION II – TEAM REQUIREMENT (CV)	SECTION II – TEAM REQUIREMENT (CV)	SECTION II – TEAM REQUIREMENT (CV)	The RFP requests CVs for 13 employees. Could this project be conducted in both offline and online modes? Additionally, will the responsibility for the number of personnel lie with the Systems Integrator (SI)?"	As per RFP
16	110	SECTION VI – TECHNICAL EVALUATION	5 - Experience in Himachal Pradesh	Experience in software development projects for any state government department / board / corporation of Himachal Pradesh within the last 5 years: - One (1) mark will be awarded for each project	As this tender lies in an open bidding restricting experience solely to projects in Himachal Pradesh may limit participation to specific vendors, thereby reducing competitive bidding. We propose the following changes: 1.Expand the clause to include Pan-India projects associated with state government departments/boards/corporations, including those in Himachal Pradesh, even if the work order was issued by the Central Government. 2.Allow experience in other states to also be considered, with appropriate weightage given to ensure fair evaluation. This modification ensures that the bid remains national in character, fostering wider competition and participation from experienced vendors across the country. Such inclusivity would align with the broader objectives of ensuring value, quality, and scalability in the awarded solution.	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
17	128	Payment Terms, Project Execution Timeline and Penalty	Payment Terms, Project Execution Timeline and Penalty	The timeline for project execution is 10 months	Considering vast scope of development, can the project timeline be increased to 12 months ?	As per RFP

18	65	1.5.3 Vehicle Token and Tracking System (VTS)	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. ☐ The Command Centre will have access to the fleet management software which will provide the option to deactivate the SIM card within the GPS tracker, post x number of days.	We understand that the GPS devices shall be provided by the department.	**Clarification** SI to develop the module, devices will be provided by the Department.
19	65	1.5.3 Vehicle Token and Tracking System (VTS)	The GPS-based tracking system will enable:	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.	We assume that the GIS Layer for roadmap, terrain, and other applicable views will be provider by the Department.	**Clarification** Department to provide the GIS APIs

	17	Scope of Work	4. Legacy Data Migration	The existing data available online and in hard copies will be converted into database andmigrated to new developed application and web portal. The Data provided to the SI shallbe converted into desired format by the SI and migrated. Post migration the SI will beresponsible 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?	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copy/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of data.
20						
21		General		Email & SMS/Whatsapp integation	Who will provide and borne the cost? How many SMS/Whatsapp msg. required in the whole period.	**Clarification** Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
22		General	Hardware Required	Like Barcode Scanners, CCTV, LED, GPS device, Sim Card, Projector, Solar-powered LED displays etc.	We assume that all the hardware required will be provided by the department and the service and replancement of the hardware will be responsibility of the hardware suppliers.	**Clarification** The bidder shall recommend the necessary hardware based on the software's scope of work. The user department will be responsible for providing required hardware.
23		Letter of Invitation	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, drawn in favor of "Managing Director, HPSEDC, Shimla"	As per the GFR Rule 170(i) and Rule 171(i), Bidder can also submit bid security/EMD in form of **Insurance Surety Bonds**,. (Ref Attached GFR Copy). Requesting your kind office to please amend the clasue as: Rs. 30,00,000/- (Rs. Thirty Lakh only) in the form of BG/ Demand Draft /**Insurance Surety Bonds** of Nationalized / Scheduled Commercial Banks, drawn in favour of "Managing Director, HPSEDC, Shimla"	AS PER RFP

24	17	SECTION – I	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.	We request the HPSEDC to provide details on data that needs to be migrated.	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copy/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of data.
25	17	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 no hardware regarding deployment needs to be purchased by the bidder, only server sizing is required to be provide in the technical response. Please clarify.	YES
26	18	SECTION – I	Scope of Work 6. Training	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	1) We request the HPSEDC to provide details on number of officials that needs to be trained. 2) How many sessions are required and if all the training sessions are mandatory to be conducted on offline mode.	**Clarification** Approximately 500 officials and 5000 stakeholders will need to be trained. Training should be conducted offline at the district headquarters.
27	65	SECTION – I	1.5 Other Functional Requirements 1.5.3 Vehicle Token and Tracking System (VTS) 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.	We assume that no GPS tracking device or SIM cards needs to be installed by the bidder, only Vehicle Token and Tracking System (VTS) needs to be developed as a part of the IMS application.	**Clarification** SI to develop the module, devices will be provided by the Department

28	105	SECTION IV –	PRE-QUALIFICATION CRITERIA	7.Certification CMMI 3 or above, ISO 9001:2015 and ISO 27001:2013	Considering the comprehensive scope of the IMS project, which includes design, development, implementation, maintenance, security, and integration with multiple modules, we request HPSEDC to include CMMI Level 5 certification in the pre-qualification criteria. This will ensure that only highly capable bidders with proven expertise in delivering large-scale, process-driven, and high-quality IT solutions participate in the bidding process. We request an amendment to the clause as follows: 7.Certification CMMI 3 **CMMI 5** or above, ISO 9001:2015 and ISO 27001:2013	AS PER RFP
29	110	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 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	To ensure participation from financially strong and capable bidders with proven execution capacity, we request HPSEDC to modify the average annual turnover scoring criteria. This will help attract bidders with the necessary financial stability and resources to successfully implement and maintain the IMS solution across all Market Committees in Himachal Pradesh.requesting to modify the average annual turnover scoring criteria as below: - >40 Cr to <=45 Cr **75 Cr** = 5 Marks >45 Cr **75 Cr** to <=50 Cr **100 Cr**= 7.5 Marks >50 Cr **100 Cr** = 10 Marks	AS PER RFP

30	110	SECTION VI	TECHNICAL EVALUATION	5- Experience in software development projects for any state government department/ board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	Restricting the experience requirement to Himachal Pradesh excludes many participants with relevant experience in other parts of India and creates a 5-mark difference in the QCBS evaluation. Kindly relax this clause and amend it as follows: Experience in software development projects for any state government department/ board/ corporation of Himachal Pradesh **India** within the last 5 Years: - One (1) mark will be awarded for each project	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
31	111	SECTION VI	TECHNICAL EVALUATION	**10- Team Requirement CV (as per Section – II)** Project Manager Sr. Software Developer Jr. Software Developer Android app Developer iOS app Developer Business Analyst Quality Analyst Project Coordinator Database Administrator Delivery Manager **Max Marks: 10**	SECTION II – TEAM REQUIREMENT (CV) table shows total requirement of 12 Resources, Whereas the marks allocated in this Section are Maximum 10 marks. We understand that at bid submission stage only 10 CVs are required to submit against each mentioned position in SECTION VI – TECHNICAL EVALUATION Table Point 10. Additionally **Jr. Software Developer** profile is to be read as Similar as **Software Developer** in SECTION II – TEAM REQUIREMENT (CV) table Please confirm the Same.	AS PER RFP

32				The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on 31st December 2023 (ECR copy should be submit) 150 & above 5 Marks 100 to 150 Nos. 3 Marks Less than 100 Nos. 0	The clause currently requires bidders to provide manpower strength as of 31st December 2023. Given that the bid submission is in 2025, this data may not reflect the current capabilities of bidders. To ensure a fair evaluation and invite strong and capable bidders, we request HPSEDC to amend the clause to consider the latest available manpower strength as of the bid submission date.: Requesting to amend the caluse as: The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on ~~31st December 2023~~ **Bid submission date** (ECR copy should be submit) ~~150~~ **250** & above: 5 Marks 100 to ~~150~~ **250** Nos.: 3 Marks Less than 100 Nos.: 0	**Revised Clause** The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as of bid submission date (ECR copy should be submit) 150 & above 5 Marks 100 to 150 Nos. 3 Marks Less than 100 Nos. 0 Marks
33	72,	General	MIS 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	We are assuming that all the required APIs for System integration will be provided by HPSEDC.	**Clarification** To be finalized during the FRS/SRS documentation phase.
34	44	General	Other Payments Management Module	The module should track the status of payment and delays, providing reminders in set intervals to be decided in mutual agreement with HPSAMB. The notifications' SMS/ WhatsApp should be triggered after R form is generated and sent to the farmer.	We request HPSEDC to provide samples of R form	**Clarification** Refer to the Website for Forms: https://hpsamb.org/

35	36	General	Weighing and Grading Management – Integrated with Digital submission of Forms R and Q	The module should be able to generate QR codes twice in the process – once after farmer's signup and the creation of Unique Application ID, and thereafter when the agent has completed filling the Q Form online. They will ensure transparency and smoothen the process of entry and exit management.	We request HPSEDC to provide samples of form R & Q	**Clarification** Refer to the Website for Forms: https://hpsamb.org/
36	17	General	SECTION – I Background and Objective	The objective of the RPF is to onboard SI to design, develop, implement, and maintain IMS for HPSAMB to bring transparency and efficiency in the operations of HPSAMB, its field offices and all Market Committees in the State of Himachal Pradesh.	We understand that the IMS solution will be implemented across all Market Committees in the State of Himachal Pradesh. Kindly confirm whether this includes all Mandis present in the state or if there are any exclusions. Additionally, please provide the total number of Mandis where the system will be deployed	**Clarification** The IMS Solution will be implemented across all market companies and Mandis in Himachal Pradesh. Currently, there are 79 Mandis, with more to be added over time.
37	17	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 request the HPSEDC to provide an estimation of concurrent and total users of the IMS for accurate server sizing.	**Clarification** To be finalized during the FRS/SRS documentation phase.
38	17	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.	What is the language in which the legacy data is available? Can you please share the tentative size of the legacy data and bifurcation on how much data would be in hard copy format and how much data is available online?	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copy/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of data.
39	21	Section - 12	Common Features of Web Portal & Mobile App	SMS Gateway and Payment Gateway	We understand that the SMS and Payment Gateway would be provided by the department and SI will not have to bear the cost. Please Confirm.	**Clarification** Department to provide the gateway, bidder shall carry out integration

40	17	Section - I (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.	1. What are the applications from which data is to be migrated? 2. What is the volume of structured/unstructured data to be migrated? 3. What is the count and size of records to be digitized?	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copy/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of data.
41	18	Section - I (Scope of Work)	8. Support & Maintenance	Activities to be performed under support & maintenance are as follows: Maintenance of application software's, databases, and licenses Database backup and data maintenance Application server and Database monitoring	1. Will HPSEDC/SDC provide Tools/utilities backup devices ow SI will have to procure those tools? 2. Monitoring tools will be provided by HPSEDC/SDC? 3. Are there any existing licenses of such tools with the department which can be reused for these activities?	SDC
42	35	Section - I (Scope of Work)	1.1.9 Upload Monthly Arrival Report	The module should provide interface to the regional offices to upload commodity wise monthly arrival and price report for their respective mandis	If there is pre-defined format for such reports, please share it.	**Clarification** To be finalized during the FRS/SRS documentation phase.
43	64	Section - I (Scope of Work)	1.5.3 Vehicle Token and Tracking System (VTS)	Details such as the vehicle number plate, driver details and type of vehicle will be captured at the entry gate, The vehicle's entry and exit time shall be captured by the module as it is integrated with the Gate Entry and Exit Management System.	Are ANPR enabled cameras available at Entry/Exit gates?	**Clarification** SI to develop the module, devices will be provided by the Department

44	65	Section - I (Scope of Work)	1.5.3 Vehicle Token and Tracking System (VTS)	At the exit, a wired GPS-enabled tracker shall be attached to large vehicles 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 The Command Centre will have access to the fleet management software	1. We are assuming GPS Enabled trackers will be provisioned by HPSEDC, please confirm. 2. Will VTS mobile appl be provisioned by HPSEDC? 3. Fleet Management software is available, or it will be provisioned by HPSEDC?	**Clarification** 1 - SI to develop the module, devices will be provided by the Department 2,3 - To be finalized during the FRS/SRS documentation phase.
45	65	Section - I (Scope of Work)	1.5.3 Vehicle Token and Tracking System (VTS)	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.	Can bidder propose Open Source solution?	**Clarification** Tech stack to be proposed by bidder preferably open source
46	69	Section - I (Scope of Work)	1.6 Grievance Management System	CRM enabled. Integration of Dialer with Grievance management 100 % voice recording	1. Is Dialer solution provisioned by HPSEDC? What about the IVR infra, will department procure the IVR solution? 2. What is the CRM solution to be integrated? 3. Will HPSEDC/SDC provide storage for voice recording?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
47	69	Section - I (Scope of Work)	1.6 Grievance Management System	SMS gateway for citizens as well as for the departmental Nodal officers Email gateway for citizens as well as for the departmental Nodal officers.	Will HPSEDC/SDC provide SMS and eMail gateway and bidder will integrate application with them?	**Clarification** Department to provide the gateway, bidder shall carry out integration

48	73	Section - I (Scope of Work)	1.6.1 Help-Desk:	An Integrated Unified Users care center Setup to enable Users for reaching out to the authorities via any communication channel.	Will HPSEDC provide infrastructure i.e. seating space, telephone connection etc, to setup the user care center?	**Clarification** Department to provide only office space and seating furniture
49	89	Section - I (Scope of Work)	1.10 Dashboard and Real-time Analytics	Information dissemination at Mandis Solar-powered LED displays LED Digital/Electronic Billboards Projection mapping	We are assuming LED Displays/Projectors will be procured and installed by HPSEDC. What are the technical specification for integrating them will application	**Clarification** The bidder shall recommend the necessary hardware based on the software's scope of work. The user department will be responsible for providing the required hardware.
50	28	Section - I (Scope of Work)	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	Payments - The application will be integrated with e-payment gateways.	We are assuming HPSEDC will provision Payment Gateway and bidder will have to integrate application with it. Pl confirm.	**Clarification** Department to provide the gateway, bidder shall carry out integration
51	110	Section Vi- Technical Evaluation		Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	5 IT projects within the state of Himachal Pradesh is extremely restrictive criteria, request you to modify and allow projects across the country.	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
52	110	Section Vi- Technical Evaluation		No. of Software development projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.	In order to ensure higher participation, instead of allocating 5 marks for one project and maximum 10 marks for 2 projects, request you to allocate 10 marks for one project.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department

53	101	Training and Capacity Buidling			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 specify total how many staff members need to be trained. Also since district level training has been mooted, how many days of training need to be imparted at those locations?	**Clarification** Approximately 500 officials and 5000 stakeholders will need to be trained. Training should be conducted offline at the district headquarters.
54		General				Does the department have any preference between custom built solution vs COTS product? Can the SI propose COTS product?	**Clarification** The bidder may suggest COTS Product. However the license cost if any, should be perpetual and no extra cost shall be payable to the bidder/ OEM.
55		General				Will the department be fine to accept solutions using open source products?	YES
56		General				We would prefer to work in hybrid mode, some key resources will be deployed at department premises and rest will operate from our development centers in various cities, will department be fine with this setup?	AS PER RFP
57	106	JV/ Consortium			JV/ Consortium shall not be allowed.	Keeping in mind the multiple tracks of the development - ERP, Mandi Automation, Surveillance and Tracking, a multi player consortium approach in this bid may deliver better outcome, hence request you to allow consortium with at least one partner. Request you also to clarify whether Sub-contracting would be allowed in this program.	AS PER RFP
58	105	IV	5		Technical Capability & Experience Bidder should have completed / ongoing Software Development projects in the last 4 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 consider:** Bidder should have completed / ongoing Software Development or eGovernance or IT, ITES projects, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	AS PER RFP

	105	IV		6	Similar Capability & Experience Bidder should have 01 (One) **Software development** projects for completed/ ongoing **pertaining** to **digitization** of Mandis/ market yards/ APMCs/Agriculture for any State/Center Government Department in India	**Request to consider:** Bidder should have 01 (One) Software development project completed **or** ongoing **related** to Mandis/ market yards/ APMCs/Agriculture/**Co-operative banks or Societies** in India.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
59							
60	106	IV		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.	**Request to consider:** The bidder must have at least 100 **project based employees in any one year during the last 4 years** as on the date of submission of bid.	AS PER RFP
61	106	IV		10	Fee iii. 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.	**Request to clarify:** Referring to MSME we understand that Micro, Small and Medium are eligible for exemption of tender document fee and EMD.	AS PER RFP
62	110	VI		3	Number of application software projects in Central or State Govt. departments in India completed/ ongoing in the last 4 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.	**Request to consider:** Number of application software projects in Central or State Govt. departments **or PSU** in India completed/ ongoing 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 RFP

63	110	VI		4	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 **for last 3 years.**	**Request to consider:** The bidder must have **IT or ITES** 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.	AS PER RFP
64	110	VI		5	Experience in software development projects for any state government department/board/corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	**Request to consider:** Experience in software development projects for any state government department/board/**PSU**/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
65	110	VI		6	No. of Software development projects completed / ongoing 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.	**Request to consider:** No. of Software development projects completed / ongoing pertaining to digitization of Mandis/market yards/ APMCs/ Agriculture/**Co-operative banks or Societies** in India. **2 marks** for every relevant project - maximum **5 projects** would be considered.	AS PER RFP
66	111	VI		7	Bidder must have two (2) Completed project of Helpdesk for any State or Centre Government Department **during last 5 years** in India.	**Request to consider:** Bidder must have two (2) Completed/**Ongoing** project of Helpdesk for any State or Centre Government Department in India.	AS PER RFP
67	111	VI		8	The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/MBA) on its rolls as on 31st December 2023. 150 & above 5 Marks 100 to 150 Nos. 3 Marks Less than 100 Nos. 0	**Request to consider:** The bidder must have at least 100 **project based employees in any one year during the last 4 years from** the date of submission of bid. 150 & above 5 Marks 100 to 150 Nos. 3 Marks Less than 100 Nos. 0	**Revised Clause** The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as of bid submission date (ECR copy should be submit) 150 & above 5 Marks 100 to 150 Nos. 3 Marks Less than 100 Nos. 0 Marks

	105	Section-IV- Pre-Qualification Criteria	The average annual turnover / receipts of the organization during the previous three financial years.	Annual average Turnover of the bidder during any of the last three financial years i.e.: FY 2021-22, FY 2022-23, and FY 2023-24 must be minimum 40 Crores.	Since this is a prestigious and high-value project, we hereby suggest to raise the requirement for annual average turnover of the bidder during the last three financial years to INR 100 Crores	AS PER RFP
68						
69	105	Section-IV- Pre-Qualification Criteria	Technical Capability & Experience	Bidder should have completed / ongoing Software Development projects in the last 4 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.	Considering the size of this project, we suggest to keep this requirement in synergy with the value of this project. For this purpose, we hereby recommend to modify the clause as below:- * The bidder should have completed / ongoing Software Development projects in the last 5 years from the date of submission of bids as per the below mentioned:- 1 Project of INR 12 Cr. OR 2 Projects of INR 8 Cr. OR 3 Projects of INR 6 Cr.	AS PER RFP
70	105	Section-IV- Pre-Qualification Criteria	Certification	CMMI 3 or above, ISO 9001:2015 and ISO 27001:2013	Considering the size, prestige and mission criticality of this project; We hereby suggest to upgrade the certification requirement to CMMi Level-5 along with ISO 9001:2015 & ISO 27001:2013	AS PER RFP

				Existing Clause	Suggested Change	Remarks
71	110	SECTION VI – TECHNICAL EVALUATION	Sr. No. 2	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	Corresponding to our suggestion on turnover requirement of eligibliity criteria; we hereby suggest to modify the clause as below:- Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >100 Cr to <=125 Cr = 5 Marks >125 Cr to <=150 Cr = 7.5 Marks >150 Cr = 10 Marks	AS PER RFP
72	110	SECTION VI – TECHNICAL EVALUATION	Sr. No. 4	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 for last 3 years.	We request you to moify the clause as:- 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 for last 5 years.	AS PER RFP
73	110	SECTION VI – TECHNICAL EVALUATION	Sr. No. 5	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	We request you to modify the clause as below:- Experience in executing any IT/ITeS projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
74	16	Scope of Work			What is the expected source of real-time market price data (e.g., integration with government APIs, private data providers, or mandi-level manual entry)?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

	16	Scope of Work			How will QR code-based authentication work at mandi gates? Should QR codes be pre-generated or generated on arrival?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
75						
76	16	Scope of Work			Is the Auctions module supposed to support both online and offline auctions simultaneously?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
77	16	Scope of Work			How will the system handle unsold produce post-auction (e.g., re-auction, storage, return to farmer)?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
78	16	Scope of Work			How should the module interlink with the Auction Management Module to track fees based on successful bids?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
79	16	Scope of Work			Is the system supposed to have a GIS-based location mapping for properties within a mandi?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
80	16	Scope of Work			Is the system supposed to track historical changes in ownership, leases, and modifications to properties?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
81	16	Scope of Work			Will there be an automated bidder selection mechanism based on predefined criteria (e.g., highest bid, past compliance history)?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
82	16	Scope of Work			How will the refund process work for unsuccessful bidders or terminated leases?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
83	16	Scope of Work			What types of lease agreements should be supported (fixed-term, renewable, short-term, long-term)?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

84	16	Scope of Work			Should lease agreements be digitally signed and stored within the system?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
85	16	Scope of Work			How will lease renewal and termination workflows be managed (e.g., auto-renewal, manual approval, tenant notifications)?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
86	16	Scope of Work			Will the system be able to track real-time availability of guesthouses and display a booking calendar?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
87	16	Scope of Work			Will the system support different map views (satellite, terrain, roadmap)?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
88	16	Scope of Work			Will there be an emergency escalation mechanism if a vehicle goes off route?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
89	16	Scope of Work			Will the support tickets be auto-assigned based on department and priority, or should manual assignment be allowed?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
90	16	Scope of Work			Is the system supposed to support multi-channel complaint registration (IVR, SMS, email, chatbot, web portal, mobile app)?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
91	Page No. 105	SECTION IV – PRE-QUALIFICATION CRITERIA		Bidder should have completed / ongoing Software Development projects in the last 4 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 hereby request to kindly change the criteria as below:** Bidder should have completed / ongoing Software Development projects **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

92	Page No. 105	SECTION IV – PRE-QUALIFICATION CRITERIA		Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any State/Center Government Department in India	**We hereby request to kindly change the criteria as below:** Bidder should have 01 (One) Software/**Website** development projects for completed/ ongoing pertaining to Mandis/ market yards/ APMCs/Agriculture for any State/Center Government Department in India	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
93	Page No. 110	SECTION VI – TECHNICAL EVALUATION		Number of application software projects in Central or State Govt. departments in India completed/ ongoing in the last 4 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 hereby request to kindly change the criteria as below:** Number of application software projects in Central or State Govt. departments in India completed/ ongoing in th**e 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 RFP
94	Page No. 110	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 for last 3 years.	**We hereby request to kindly change the criteria as below:** 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 for **last 5 years**.	AS PER RFP
95	Page No. 110	SECTION VI – TECHNICAL EVALUATION		Experience in software development projects for any state government department/board/corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	**We hereby request to kindly change the criteria as below:** Experience in software/**Website** development projects for any state government department/board/corporation of Himachal Pradesh within the **last 7 Years**: - One (1) mark will be awarded for each project	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project

	96	106	Section IV	10. Fees	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/-	Could you kindly provide the bank details of the tender inviting authority? These details are required by the banks for processing the EMD in BG format.	**Clarification** Please refer to the HPSEDC website for bank details. https://hpsedc.in/
97	21	Section - I	12. Common Features of Web Portal & Mobile App	5. SMS Gateway : Integration with SMS gateway.	Kindly confirm whether the department will be providing the required SMS Gateway for the project.	**Clarification** Department to provide the gateway, bidder shall carry out integration
98	21	Section - I	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	Could you confirm whether the department will be providing the required Payment Gateway for this project?	**Clarification** Department to provide the gateway, bidder shall carry out integration
99	17	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. 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.	1) What is the total volume of data to be migrated to the proposed new system? 2) For hard copy data migration, does the scope include only scanning and storing files, or does it also require digitization through data entry? 3) Approximately how many sheets of data are expected to be migrated to the new system?does the existing system support API integration?	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copie/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of Data.
100	37	Section - I	1.2 Auction Management Module		Could you please confirm if our understanding is correct that the auction process will be conducted offline, with its details to be recorded in the proposed new system?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
101	62	Section - I	1.5.2 Estate Management System	b) E-auctioning of property/assets	Could you confirm if the proposed system includes provisions for conducting e-Auctions? We would appreciate it if you could provide further details on this aspect.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

102	64	Section - I	1.5.3 Vehicle Token and Tracking System (VTS)		1) Could you please specify the entity responsible for the supply, installation, and ongoing maintenance of the Vehicle Tracking Devices and the associated system? 2) Kindly confirm who will bear the cost of the GPS devices, SIM cards, and map licenses required for tracking the vehicles.	**Clarification** SI to develop the module, devices will be provided by the Department. The required APIs will be given by the existing GPS vendor or the department.
103	65	Section - I	1.5.3 Vehicle Token and Tracking System (VTS)	c) Post-exit vehicle tracking : 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.	Could you please confirm the expected validity of the battery-powered GPS trackers that will be attached to the existing vehicles? This information will help us ensure seamless integration with the VTS mobile application.	**Clarification** SI to develop the module, devices will be provided by the Department.
104	65	Section - I	1.5.3 Vehicle Token and Tracking System (VTS)	c) Post-exit vehicle tracking : The Command Centre will have access to the fleet management software which will provide the option to deactivate the SIM card within the GPS tracker, post x number of days.	Could you please confirm the specific number of days (x) after which the SIM card within the GPS tracker can be deactivated via the fleet management software?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
105	66	Section - I	1.5.3 Vehicle Token and Tracking System (VTS)	d) The Command Centre : The Centre will be able to track volume of vehicles etc. through dashboards and be connected to CCTV cameras and other apparatus for vehicle tracking positioned in the physical space of the mandi.	Could you please confirm if our understanding is correct that the scope does not include the CCTV system and the setup of the Command Control Centre?	**Clarification** SI to develop the module, devices will be provided by the Department.

	66	Section - I	1.5.3 Vehicle Token and Tracking System (VTS)	e) Helpdesk	Could you please confirm whether the department will be providing the necessary helpdesk management and CRM tools as part of the RFP requirements?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
106						
107	105	Section IV	PRE-QUALIFICATION CRITERIA	2. Specific Requirements: Annual average Turnover of the bidder during any last three financial years i.e.: FY 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 Crores.	We kindly request an exemption for MSMEs from the turnover criteria outlined in the RFP	AS PER RFP
108	105	Section IV	PRE-QUALIFICATION CRITERIA	3. Specific Requirements: The net worth of the bidder in the three financial years should be positive. i.e., FY 2021-22, FY 2022-23, and FY 2023-24	We kindly request an exemption for MSMEs from the positive net worth criteria outlined in the RFP	AS PER RFP
109	105	Section IV	PRE-QUALIFICATION CRITERIA	4. Specific Requirements: 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.	Could you please clarify whether the eligibility criteria require the bidder to have executed a project valued at ₹1 crore, with manpower deployment as part of the scope?	AS PER RFP

	105	Section IV	PRE-QUALIFICATION CRITERIA	6. Specific Requirements: Bidder should have 01 (One) Software development projects for completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Center Government Department in India	We kindly request you to permit the demonstration of IT solution implementation in State Warehouse Corporations and Central Warehouse Corporations as part of the evaluation process. This will provide valuable insights into the solution's effectiveness and suitability for the required scope.	AS PER RFP
110						
111	NA	NA	NA	General Query	Could you please provide the estimated number of users expected to utilize the proposed system? Additionally, we would appreciate a breakdown of how many will be internal users and how many will be external users.	**Clarification** Approximately 500 officials and 5000 stakeholders will need to be trained.
112	NA	NA	NA	General Query	Could you kindly provide details on the number of concurrent users expected on the system? Your input on this will be greatly appreciated.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
113	NA	NA	NA	General Query	Kindly confirm whether the SSL certificate will be provided by the department, as per our understanding. We appreciate your clarification on this matter.	**Clarification** Department to bear the cost
114	NA	NA	NA	General Query	Kindly confirm whether the necessary APIs for the third-party systems will be provided by the department, as this is our assumption.	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
115	NA	NA	NA	General Query	Could you please confirm the number of seats required for the call centre application intended to manage the help desk support centre? This information will help us ensure an optimal solution tailored to your needs.	AS PER RFP

116	NA	NA	NA	General Query	Could you please confirm if the department will be providing the necessary space, computing resources, and internet connectivity for helpdesk support? Kindly let us know if our understanding is correct.	**Clarification** Department to provide only office space and seating furniture
117	80	Section - 1	1.9 Accounts Management System	B. FMS (Financial Management System): Proposed Functional Modules: TDS Module GST Module Labor Cess Module	Will the system be required to integrate with any external online applications or government portals to automatically fetch TDS, GST, and Labor Cess values based on the latest regulatory updates?If integration is required, please specify the preferred data sources and whether API access is available for real-time data retrieval. or will these values be manually entered and maintained within the system's master data?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
118	40	Section - 1	1.2 Auction Management Module	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	Could you please confirm the designated party responsible for providing the required APIs and necessary support for integration with the specified modules?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
119	20	Section - 1	11. Features of Mobile Application	11. HPSAMB Dashboard; HPSAMB defined users should be able to see its dashboard on the application	Kindly confirm whether a basic dashboard will suffice, or if advanced BI tools such as Power BI or Tableau are required. Additionally, if BI tools are necessary, please specify who will be responsible for procuring the licenses and managing ongoing maintenance.	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
120	22	Section - 1	Roles & Responsibilities – Details to be reflected in the application.	A. Farmer A.1 User Profile Aadhaar of farmer	Kindly confirm if the system will require Aadhaar verification. If so, please specify the responsible party for providing and managing the necessary API integrations.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.

121	23	Section - I	Roles & Responsibilities – Details to be reflected in the application.	A.2 Reports to be generated/Details to be reflected: Commodity-wise daily rates – district and mandi-wise	Please confirm whether commodity-wise daily rates will be manually entered or if the system should retrieve this data from an existing online source. If integration is required, kindly specify whether the external system provides an API for seamless data exchange.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
122	28	Section - I	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	e. Payments • The application will be integrated with e-payment gateways.	Kindly confirm whether the existing e-payment gateway supports API integration	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
123	31	Section - I	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	1.1.3 Entry Recording Sub module 7. The module should have integration with an SMS gateway and WhatsApp providing real time data and information to the users. The module should provide SMS/ WhatsApp facility to the farmer regarding updates about current market price of respective commodity brought in by the farmer.	Kindly specify the preferred SMS/WhatsApp gateway provider and confirm the designated party responsible for managing access and integration.	**Clarification** Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
124	32	Section - I	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	1.1.3 Entry Recording Sub module 8. Electronic weighing Machine will be used for capturing the weight at the entry gate.	Could you confirm whether the electronic weighing machines at the entry gate support API integration for real-time data capture?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

	32	Section - I	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	1.1.3 Entry Recording Sub module 11. The gate opening shall be through multiple boom barriers so that in case of failure of one boom barrier, other boom barriers can be used. Entry of the vehicle shall be only posting the entry gate slip (physical/ digital copy with QR code) is issued by the APMC through the module.	Could you confirm whether the proposed system will need to integrate with the boom barrier for automated gate operations?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
125						
126	37	Section - I	1.2 Auction Management Module	The Auction Management Module is required for automation and standardization of the complete process of sale, including auctions	Could you please confirm whether HPSAMB is currently utilizing an existing auction management system, or if the selected vendor will be required to develop this functionality from the ground up?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
127	38	Section - I	1.2 Auction Management Module	1.2.2 Sales Recording 1. The module shall have the facility to create and update master for commodity wise grades. 2. The module shall have the facility to create and update master for commodity wise minimum support price.	Could you confirm whether the MSP data will be managed manually within the system or sourced from an existing system via integration? If integration is required, please specify whether the external system supports API access.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
128	43	Section - I	1.3 Mandi Fee & Other Payments Management Module	1.3.3 Fee Payment	Could you kindly confirm whether HPSAMB currently utilizes an existing payment gateway for fee collection? If so, does it offer API integration capabilities? If not, would HPSAMB be able to recommend a preferred provider, or will the vendor selection process be required on our end?	**Clarification** Department to provide the gateway, bidder shall carry out integration

						Clarification
129	56	Section - 1	1.5 Other Functional Requirements	Language and Accessibility:	Please specify the languages that should be supported under the multilingual requirement.	**Clarification** should be at least bilingual to accommodate diverse user groups effectively.
130	56	Section - 1	1.5 Other Functional Requirements	Offline Mode: - Enable essential features to work in offline mode. - Synchronize data once the device is back online.	Could you please confirm if offline functionality will be required for the proposed solution? If so, which specific modules or features should support offline access? Additionally, do mobile users need the ability to perform offline data entry and subsequent synchronization?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
131	56	Section - 1	1.5 Other Functional Requirements	7. Document Management System (DMS) The DMS will provide an online platform for storing the organization's paper-based documents, including agreements, circulars and notifications and other electronic contents with proper indexing and meta-data for their easy retrieval, as and when required.	Could you kindly confirm if HPSAMB currently utilizes any Document Management System (DMS)? Additionally, will the proposed solution require integration with an existing DMS? If so, we would appreciate it if you could provide specific details regarding the system in use.	**Clarification** Currently HPSAMB do not use any Document Management System.
132	57	Section - 1	1.5 Other Functional Requirements	7. Document Management System (DMS) A. Workflow Management and Office Notes Creation The proposed solution should provide a facility to create Office Notes and send in a workflow for approval.	Could you please clarify whether workflows will be predefined, or if they need to be dynamically configurable at the time of note creation?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase and shall be complied with necessary govt rules and by laws.
133	60	Section - 1	1.5 Other Functional Requirements	10. Payroll generation and processing Automatic integration with Holidays	Could you kindly confirm if HPSAMB currently utilizes a system for holiday management? Additionally, we would appreciate details on whether the system supports API integration capabilities.	**Clarification** Currently HPSAMB do not use any system for Holiday Management.

	65	Section - 1	1.5 Other Functional Requirements	1.5.3 Vehicle Token and Tracking System (VTS)	Please confirm if GPS tracking functionality is required for the project. If so, kindly specify the provider or data source for the GPS service. Additionally, please clarify if the GPS solution should integrate with ArcGIS or any other specific mapping service.	**Clarification** SI to develop the module, devices will be provided by the Department. The required APIs will be given by the existing GPS vendor or the department.
134						
135	65	Section - 1	1.5 Other Functional Requirements	1.5.3 Vehicle Token and Tracking System (VTS) 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.	Should the GPS tracking features be compatible with ArcGIS for mapping and monitoring, or are there specific alternative mapping systems or integration requirements that need to be considered for post-exit vehicle tracking? Additionally, are there any regulatory or compliance standards that the mapping system must adhere to?	**Clarification** SI to develop the module, devices will be provided by the Department. The required APIs will be given by the existing GPS vendor or the department.

136	65	Section - I	1.5 Other Functional Requirements	1.5.3 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.	Will the GPS-based tracking system require automated route generation for vehicles based on predefined origin and destination points? If so, should the system consider factors such as real-time traffic conditions, road restrictions, and alternative route optimizations? Additionally, are there any specific mapping or navigation platforms (e.g., ArcGIS, Google Maps, OpenStreetMap) that the system must integrate with to facilitate route planning and optimization?	**Clarification** SI to develop the module, devices will be provided by the Department. The required APIs will be given by the existing GPS vendor or the department.
137	90	Section - I	1.11 AI Module	Finance Management System (FMS) Module: -Expense Tracking and Categorization: AI algorithms can automate the categorization and tracking of expenses by intelligently recognizing and assigning categories to transactions. -Predictive Analytics for Budgeting: AI-powered predictive analytics can analyze historical financial data to forecast future expenses, aiding in more accurate budgeting and financial planning. -Automated Invoice Processing: AI can automate the extraction and processing of information from invoices, reducing manual data entry and minimizing errors in financial records.	1) Will the AI-driven expense tracking and categorization require integration with external banking or accounting systems for real-time transaction data retrieval? 2) What level of automation is expected in predictive analytics for budgeting—should AI generate budget forecasts autonomously, or will it act as a recommendation tool? 3) Should the automated invoice processing module integrate with third-party invoicing software or OCR-based solutions for data extraction?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

138	90	Section - I	1.11 AI Module	Human Resource Management System (HRMS) Module: Talent Acquisition: AI helps in automated resume screening, candidate matching, and even chatbot-driven initial interviews. Employee Engagement: AI-driven surveys and sentiment analysis can provide insights into employee satisfaction and engagement.	1) For AI-driven talent acquisition, should the system integrate with job portals or internal databases for resume screening and candidate matching? 2) Will employee engagement analysis require integration with existing HR engagement tools, or should AI-driven surveys be built within the system?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
139	91	Section - I	1.11 AI Module	Engineering Module for Lease and Rental Management: Risk Management: AI algorithms can assess potential risks in lease agreements and suggest mitigation strategies.	Will risk assessment involve external regulatory compliance checks, or will it be based on internal policy frameworks?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
140	91	Section - I	1.11 AI Module	Geographic Tagging and End-to-End Logistics Module: Route Optimization: AI can optimize logistics routes based on real-time traffic data, reducing delivery times and costs. Geospatial Analysis: AI can provide insights into geographic trends, helping in strategic decision-making.	Google Paid API for Location is required? We are assuming the client will provide the API and we will integate 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 locatio	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
141	105	Pre-Qualification 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 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 Crores.	Amend the annual average turnover requirement from ₹40 **Crores** to ₹25 **Crores** for the financial years 2021-22, 2022-23, and 2023-24.	AS PER RFP

	110	Technical Evaluation	Point 2	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	Kindly amend as following: Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. **>25 Cr to <=30 Cr = 5 Marks** **>30 Cr to <=35 Cr = 7.5 Marks** **>35 Cr = 10 Marks**	AS PER RFP
142						
143	110	Technical Evaluation	Point 5	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	Kindly broaden the criteria to include software development projects for **any State/Central Government Department/Board/Corporation** within India. 3-5 Projects: 2 marks 5 or More Projects: 5 marks **OR** Please remove the specified clause. Additionally, increase the marks for point no. 6 from 10 to 15 (an increase of 5 marks). For the APMC experience, please assign 7.5 marks to each of the two projects."	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
144	110	Technical Evaluation	Point 4	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 for last 3 years.	Can a project that was awarded in 2019 but executed in the subsequent three years be considered eligible for the experience criteria? If not, we kindly request the eligibility period be extended to five years from the three years.	AS PER RFP
145	110	Technical Evaluation	Point 6	No. of Software development projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.	Please change the marking for point no. 6 from 10 marks to 15 marks. The two projects under APMC should each carry 7.5 marks.	AS PER RFP

146	17	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.	Is there any volume of Hard copies available to assess. 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.)	**Clarification** The physical data is present in hard copie/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of data. paper size- This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
147	17	Deployment of IMS Application and Web Portal	Point 5	Bidder will nominate One (1) Project Coordinator with minimum 8+ year experience deputed onsite at the time SRS, FRS, Development, Training,	As per our assumption,only Project Coordinator will be deputed onsite and rest desired team in SECTION II – TEAM REQUIREMENT (Page No 102) will work Offsite only. Kindly Clarify	AS PER RFP
148	17	Training	Point 6	Activities to be performed under application training are as follows	Kindly clarify whether Training can be provided in online mode or only in offline mode. Further, it can be provided through any LMS tool.	**Clarification** Training should be conducted offline at the district headquarters.
149	18	10. Software Maintenance		c) All patches and upgrades from OEMs (if any) shall be implemented by the bidder ensuring customization done in the solution as per the requirements are applied.	As per the scope mentioned, we assume that there will be no development apart from the scope after go-live or in O&M phase. Kindly clarify, if there will be any situation arises which can't be forecasted yet where the major/new module requirement is needed then what will be the Change Request Factors Mechanism. It may be addressed through Change Management process with mutually agreed effort estimation. Kindly confirm the same.	AS PER RFP
150	18	Support & Maintenance	Point Number 8	Maintenance of application software's, databases, and licenses	Kindly clarify whether database licenses will be provided by SDC or we need to procure the same	**Clarification** SI to provide database and licenses with technical support during the Currency of the project
151	19	11. Features of Mobile Application	Point Number 3	Touch login services using fingerprint authenticationshall be available to access various services in a mobile application	As ios platform uses facelock so touch may not be feasible. Kindly allow m-pin or OTP	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

152	22	1. Functional Requirement Specifications	Sub Point Number 5	Roles & Responsibilities -- Details to be reflected in the application The module will record the following details from the farmer in the application prior to entry in the mandi premises	As mentioned, there is a need to record of Aadhaar number in some profiles. Kindly clarify whether it is mandatory or to implement Aadhaar Vault mechanism which require a lot of prior compliances.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
153	28	1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module	Sub Point Number e	The application will be integrated with e-payment gateways.	We need to integrate with single payment gateway or multiple, further kindly give clarity whether there will a state pool account or multiple APMC accounts to which we need to integrate payment gateway.	**Clarification** Single Payment Gateway integration for Multiple Accounts
154	30	1. Functional Requirement Specifications	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	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
155	32	1. Functional Requirement Specifications	Point-8 Entry Recording sub module	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	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
156	36	1.1.12 Feedback mechanism through SMS/ Pop-up notifications and QR codes		The module should be able to send automated SMS/notifications to the farmers	Kindly clarify who will bear the SMS cost and SMS gateway is to be provided by SI or by the client	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

157	40	SECTION I - Functional Requirement Specifications	1.2.3 Interlinking with other Module	eNAM Module integration	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 us know scope fo what purpose we need integration of eNAM?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
158	40	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 databa	Kindly clarifiy the requirements of integration is with only mentioned modules or there are otherout departmental modules like land records/food & civil supplies etc.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
159	64 & 77	Vehicle Token and Tracking System & 1.8 Temporary GPS tracking for fleet management	Post exit vehicle tracking	The GPS-based tracking system will enable:Facility to auto-generate routes for vehicles based on origin and destination point.b. Preconditions GPS tracker chips with SIM cards are installed in vehicles.	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	**Clarification** SI to develop the module, devices will be provided by the Department. The required APIs will be given by the existing GPS vendor or the department.

160	65	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.	Google Paid API for Location is required? We are assuming the client will provide the API and we will integate 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.	**Clarification** SI to develop the module, devices will be provided by the Department. The required APIs will be given by the existing GPS vendor or the department.
161	74	1.7 Chatbot Application			As per our assumption, it will be a web based bot and not WhatsApp chat bot.If whatsapp chat bot is required then kindly clarify the cost bearing by SI or Department	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
162	87	1.10 Dashboard and Real-time Analytics			As per our assumption, it will be a webbased dashboard.If there is a need of any Business Intelligence dashboard then kindly clarify, who will bear the licensing cost and further it will require different skill set as well that is not mentioned in SECTION II – TEAM REQUIREMENT Page No 102	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

163	90	SECTION I – Functional Requirement Specifications	1.11 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. Further, it will require different set of expertise which is not mentioned in SECTION II – TEAM REQUIREMENT (Page No 102)	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
164	102	SECTION II – TEAM REQUIREMENT (CV)			Please confirm any resources mentioned in Section II is required onsite after Go-Live or O&M phase of project.	AS PER RFP
165	102	SECTION II – TEAM REQUIREMENT (CV)			As the hosting part will be handled by the SDC team so we assume that there will be one technical resource who will be dedicated to this project as there are many day to day activities need to be handled/run at the server end. If there will be no such type of technical resource then our kind request to add a resource like server manager/devops for day to day coordination with the SDC Team.	AS PER RFP
166	128	Payment Terms, Project Execution Timeline and Penalty	Point No:2	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 % the work order value. Training- 10 % of the work order value.	AS PER RFP

167		General Queries	General	Exisiting Technology stack	Kindly confirm whether there is any preferred technology stack to be used by SI.	**Clarification** Tech stack to be proposed by bidder preferably open source
168		General Queries	Concurrent User		Request you to let us know the the expected numbers of the concurrent users for the system?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
169	105	SECTION IV – PRE-QUALIFICATION CRITERIA	Similar Capability & Experience	Bidder should have 01 (One) Software developmentprojects for completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Center Government Department in India	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	AS PER RFP
170	110	SECTION VI – TECHNICAL EVALUATION	SECTION VI – TECHNICAL EVALUATION Point, 4	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	This clause imposes excessive restrictions on bidders, limiting participation. We request that it be revised to be more inclusive and generic.	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
171	110	SECTION VI – TECHNICAL EVALUATION	SECTION VI – TECHNICAL EVALUATION Point, 6	No. of Software development projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India. **Max Marks- 10 marks** Criteria - 5 marks for every relevant project - maximum 2 projects would be considered.	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 **Max Marks- 10 marks** Criteria - 5 marks for every relevant project - maximum 2 projects would be considered.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department

	105	Section 4: Pre Qualification	Legal Entity	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.	Since this is a long term project which will run for decades. Therefore, only those established companies should be allowed to participate which have 20+ years of existence. **Therefore, we request department to kindly amend the clause as** " **The bidder should be Company registered under the Indian Companies Act, 1956 and should be in operation** since last 20 years **as on date of submission of bid."**	AS PER RFP
172						
173	105	Section 4: Pre Qualification	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 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 Crores.	Since this project is vast in size, only those companies having high turn over and financial stability should be allowed in order to ensure smooth completion of the project within stipulated time. **Therefore, we request department to kindly amend the clause as** "**Annual average Turnover of the bidder during last three financial years i.e.: FY 2021-22, FY 2022-23, and FY 2023-24, must be** Minimum 150 **Crores."**	AS PER RFP
174	105	Section 4: Pre Qualification	Technical Capability & Experience	Bidder should have completed / ongoing Software Development projects in the last 4 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.	Since the current project is for providing E-governance to users (ie Govt to Farmer etc, therefore experience of E governance project + Software Development should be considered instead of only software development. **Therefore, we request department to kindly amend the clause as** "**Bidder should have completed / ongoing E-Governance Project which includes Software Development in the last 4 years from the date of submission of bids, where Value should not be less than 20 Cr till the date of submission of the bids."**	AS PER RFP

| 175 | 105 | Section 4: Pre Qualification | Similar Capability & Experience | Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Center Government Department in India | Software development experience has already been considered in point 5. Also the current project is for providing E-governance to users (ie Govt to Farmer etc, therefore experience of E governance related project pertaining to Agriculture should also be considered instead of only software development. **Therefore, we request department to kindly amend the clause as:** **Bidder should have 01 (One)** E-Governance related Project **completed/ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/ Center Government Department/ PSU in India.** | AS PER RFP |
| 176 | 105 | Section 4: Pre Qualification | Certification | CMMI 3 or above, ISO 9001:2015 and ISO 27001:2013 | Prestigious projects like this should not be executed by companies below CMMI Level 5. The CMMI certificate should be verifiable on PARS portal of CMMI INSTITUTE. Since payments etc are also invoved therefore PCI-DSS should be included. ISO 15489 for Document/ Data management & Digitization should also be included. **Therefore, we request department to kindly amend the clause as:** SEI CMMI 5 or above, ISO 9001:2015 and **ISO 27001:2013,** PCI DSS, ISO 15489 | AS PER RFP |

	106	Section 4: Pre Qualification	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.	For such large E Governance projects, 200+ people will get employed in every project. So 1000 employees is very nominal number. Smaller companies with 100 employees will not be able to handle such large projects. **Therefore, we request department to kindly amend the clause as: The bidder must have at least 1000 full-time employees in its payroll as on date of submission of bid.**	AS PER RFP
177						
178	110	Section 6: Technical Evaluation	1	No. of years of existence of company, (as on date of bid submission) For <=5 years, 0 Marks One mark for each completed year >5	Since this is a long term project which will run for decades. Therefore, only those established companies should be given preference which have 20+ years of existence. **Therefore, we request department to kindly amend the marking criteria as:** For <=20 years, 0 Marks 21 - 30 Years: 2 Marks More than 30: 5 Marks	AS PER RFP
179	110	Section 6: Technical Evaluation	2	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	Since this project is vast in size, only those companies having high turn over and financial stability should be allowed in order to ensure smooth completion of the project within stipulated time. **Therefore, we request department to kindly amend the marking criteria as:** >150 Cr to <=200 Cr = 5 Marks >200 Cr to <=250 Cr = 7.5 Marks >300 Cr = 10 Marks	AS PER RFP

	110	Section 6: Technical Evaluation	3	Number of application software projects in Central or State Govt. departments in India completed/ ongoing in the last 4 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value.	Since the current project is for providing E-governance to users (ie Govt to Farmer etc), therefore experience of E governance project + Application Software should be considered instead of only Application Software Projects. **Therefore, we request department to kindly amend the marking criteria as: Number of** E- governance project which includes **application software projects in Central or State Govt. departments in India completed/ ongoing in the last 4 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum** Rs 25 Crore **in value.**	AS PER RFP
180						
181	110	Section 6: Technical Evaluation	4	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 for last 3 years.	Since the current project is for providing E-governance to users (ie Govt to Farmer etc, therefore experience of E governance project + Software Development should be considered instead of only software development. **Therefore, we request department to kindly amend the marking criteria as: The bidder must have** E - governance projects which includes **application IT Software projects at least one (1) project of value not less than** Rs. 30 Crore, **or at least two (2) projects of value not less than 25 Crore each project for last 3 years.**	AS PER RFP

	110	Section 6: Technical Evaluation	5	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: One (1) mark will be awarded for each project each	This clause will restrict many bidders from participation as this requires specific experience of HP. Therefore, we request you to consider ANY STATE./ PVT ORGANIZATION. **Therefore, we request department to kindly amend the marking criteria as:** **Experience in** E- governance project which includes software development **for any state government department/board/ corporation of Himachal Pradesh** or ANY STATE/ PVT ORGANIZATION .	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
182						
183	110	Section 6: Technical Evaluation	6	No. of Software development projects completed / ongoing pertaining to digitization of Mandis' market yards/ APMCs/Agriculture for any Government Department in India.	Software development experience has already been considered in point 5. Also the current project is for providing E-governance to users (ie Govt to Farmer etc, therefore experience of E governance related project pertaining to Agriculture should also be considered instead of only software development. Also kindly allow PSU/ LARGE PVT ORGANISATION. **Therefore, we request department to kindly amend the marking criteria as:** **No. of** E-governance RELATED projects **completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department/**PSU/ LARGE PVT ORGANISATION **in India.**	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
184	111	Section 6: Technical Evaluation	8	The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on 31st December 2023	Appears like a mis print. Kindly consider 31 st December 2024. **Therefore, we request department to kindly amend the marking criteria as:** **The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on** 31st December 2024.	**Revised Clause** The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as of bid submission date (ECR copy should be submit) 150 & above5 Marks 100 to 150 Nos.3 Marks Less than 100 Nos. 0 Marks

	105	SECTION IV – PRE-QUALIFICATION CRITERIA	Point No. 6-Similar Capability & Experience	Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Center Government Department in India	Request to change the clause as below : Bidder should have 01 (One) Software development project for completed/ ongoing pertaining to digitization for any State/Center Government Department in India.	
185						AS PER RFP
186	105	IV	4. 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.	With reference to the clause, we are requesting you to consider the project in last 7 years.	AS PER RFP
187	105	IV	5. Technical Capability & Experience	Bidder should have completed / ongoing Software Development projects in the last 4 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.	With reference to the clause, we are requesting to consider SAP projects.	AS PER RFP
188	105	IV	6. Similar Capability & Experience	Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Center Government Department in India	With reference to the clause, we are requesting to consider SAP projects.	AS PER RFP
189	110	VI	4	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 for last 3 years.	With reference to the clause, we are requesting to consider SAP projects.	AS PER RFP

190	110	VI		5	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	With reference to the clause, we are requesting to consider SAP projects.	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
191	Page No. - 110	Section VI – Technical Evaluation		Sr. No - 02	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	For Enhance Local Business Growth, Promote Fair Competition and Encourage Regional & Niche Players, we are requesting to the department kindly amend this clause as per below: >30 Cr to <=35 Cr = 5 Marks >35 Cr to <=40 Cr = 7.5 Marks >40 Cr = 10 Marks	AS PER RFP
192	Page No. - 110	Section VI – Technical Evaluation		Sr. No - 04	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 for last 3 years.	We are requesting to the department kindly amend this clause for lowering the project cost requirement helps local businesses and new entrants gain opportunities, boosting the regional economy and employment. Amend as per below : **The bidder must have application in 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 5 Crore each project for last 3 years.**	AS PER RFP

193	Page No. - 110	Section VI – Technical Evaluation	Sr. No - 05	Experience in software development projects for any state government department/board/corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	We are requesting to the department kindly amend this clause as per mentioned below: - Experience in software development project for any state government department /board /corporation of Himachal Pradesh within the last 5 Years. - One (1) mark will be awarded for each project OR - **Five (5) mark will be awarded for single project of value not less than 1 Crore for Himachal Pradesh within the last 5 Years.**	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
194	52	1.5	1.5.1	Human Resources Management System (HRMS) and Pay roll System	Clarification Request for Number of Users of HPSAMB for Payroll and HRMS system to be Operative, this will support us for quotation	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
195	79	1.9	A,B,C,D	Account Management System	Request for clarify no of users are going to use at different Modules A,B,C, D and different locations types: Corporate office, Head office, Master Yard and Sub Yard	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
196	64	1.5	1.5.3	Vehicle Token and Tracking System (VTS)	Request for Clarify as we need to procure SIMs and GPS devices for Vehicle for tracking system and operate for duration of the project - need to know approx number of vehicles	**Clarification** SI to develop the module, devices will be provided by the Department
197	61	I			Please share the link to latest HP APMC act	**Clarification** Refer to the Website for HPAPMC Act - https://hpsamb.org/
198	17	I	Scope of work 4		Legacy data migration - Is it master data or transactional data is also part of it. How many years of data is being planned for? Kindly quantify this activity? If the legacy data is in manual form, who is expected to digitise it?	**Clarification** SI is responsible for digitization of data. Data on the existing portal is present in the data base while The physical data is present in hard copie/Physical files and the same is to be converted into desired format as per the requirement of the application.

199	17		I	Scope of work 5	Deployment of IMS Application and Web Portal	What technologies/ tech stack are supported by HP data centre. Any technology preferences?	**Clarification** Tech stack to be proposed by bidder preferably open source
200	20		I	Scope of work 11	Scalability	Count of current APMC yards, sub yards? Of these how many are functioning? What are the approx number of current market functionaries and transactions reported in the last 2 years. What is the expected growth in future?	**Clarification** Currently, there are 79 Mandis, with more to be added over time.
201	20		I	Scope of work 8	Standards - "Mobile Application shall be in conformance to standards related to interoperability, data standards, security standards"	Any specific standards you want the SI to adhere to? Pl provide details	**Clarification** Should comply with govt Policies
202	21		I	Scope of work 12	12 2. Platform support - Should support windows, android & iOS platforms	Is it expected to provide Windows mobile application as well?	AS PER RFP
203	22		I	A1	User profile -farmer - Aadhar number	Aadhar number verification needs Aadhar API integration. We are assuming HP SAMB will get appropriate permissions for API usage.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
204	23		I	A1	User profile farmer -	Do we need to verify to Aadhar, mobile number, bank number for correctness. Example Given a bank account number, Integrate with a service provider to verify correctness of Bank account number. Alternate options like Penny drop can be used to verify. In similar lines for mobile number as well.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
205	27		I	A1	Local languages	Local languages should be supported in Himachal pradesh Should the app support Hindi & English only? Kindly confirm	**Clarification** should be at least bilingual to accommodate diverse user groups effectively.
206	27		I	A1	Aadhar verification	What happens if Aadhar verification doesnt respond in a timely manner (OTP not received by user)? is this a mandatory integration?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.

207	27	I			Standards	Is there any standardization done for commodities to match standards like HS code? Any other plans for standardisation by HPSAMB?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
208	27	I			Point b -	Other than APMC transactions, What are the real time sources of prevailing market rates and trends?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
209	106	IV	-			This project needs diverse experience like s/w development, field implementation and operations management. Not all companies will have this kind of expertise. Kindly consider consortium option for this project	AS PER RFP
210	27	I			Farmer registration	Is it expected that farmer needs to register every time he gets the commodity to market. Is farmer registration unique for each market or is it a state level registration?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
211	27	I			Farmer registration	In the registration process for farmer, there is a mention of Village, district, etc., Who will provide district, village information or shall we take the information provided in Aadhar	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
212	27	I			Farmer registration - Vehicle	Is there any validation to be done for vehicle details ? How should this be done for interstate vehicles?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
213	28	I			Point C	Should data be encrypted and stored in QR code ? if yes, what is the encryption technique to be used?	**Clarification** Encryption is required and Should comply with govt Policies

214	28	I				Pl specify the configuration & capabilities of devices (mobile phones and tablets) to be used for accessing this application? Will the staff use the same device as farmers and traders? Whereever required, QR code printing should be done? Are we expected to integrate with different printers? if yes, please mentioned details and provide relevant links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
215	128, 102	II	-			In Payment Terms, Project Execution Timeline and Penalty section, delivery time lines for the project are mentioned. In SECTION II – TEAM REQUIREMENT (CV), you are requesting CVs of the team members. With the scope that is mentioned, it is not practical to deliver entire scope with 12 resources you mentioned. Since this is not a Time and Material project, Request you to remove the team requirements section from RFQ.	AS PER RFP
216	28	I		Payments		Payments - APMC is a marketplace model where there are multiple sellers and multiple buyers. Assumption HP APMC will find a suitable payment gateway provider for this? Who will receive the amount once the payment is done? How are the settlements going to be managed and who will do it?	**Clarification** Department to provide the gateway, bidder shall carry out integration The settlements management shall be finalized during FRS documentation Phase.
217	28	I		Reporting		There are mutiple reporting requirements mentoined in RFP. Is there any preference on reporting tool to be considered. How should licencing costs be managed	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
218	46	I		Automated document verification and validation processes.		What integrations should be supported for "Automated document verification and validation processes." Pl provide details and links	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.

219	52	I		1.5.1 - HRMS and payroll -	Can these be managed outside through a parallel system? These are not directly related to APMC trade 5. Employee Self-Service Management System 7. Document Management System (DMS) 10. Payroll processing 11. Leave and Attendance management	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
220	57	I		7. Document Management System (DMS) -	Is there a need for document versioning? Any specifics on 3rd party tools to use for document repository.	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
221	105	IV	-		Kalgudi Digital Pvt ltd is a 100% subsidary of Vasudhaika software Pvt ltd. Vasudhaika has successfully implemented APMC projects in mutiple states. Request you to consider Vasudhaika (parent company's) experience in mandi project be considered as Kalgudi's experience.	AS PER RFP
222	69	I		Grievance management	There is a mention about call management and CRM. Is there any 3rd party integration we should consider for this. pl share the details and associated links	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
223	73	I		1.6.1 point 5 -	chatbot - Any 3rd party integrations we need to support?	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
224	74	I		9. Helpdesk Executive will be deployed during O&M phase.	How many help desk staff to be provided? Should this be budgeted in the proposal or paid directly byHP-APMC head office?	AS PER RFP
225	121	IX			Do HP APMC need permit functionality?	AS PER RFP
226	64	I			Do we need to have app for the checkposts so that checkpost staff will verify the documents generated in the application?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

227	78	1				Are we going to have app for the drivers to track their locations?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
228	19	1			Section 10.e -	Software is to be installed on the data center owned by HP govt. How will the hardware replacements be the bidder's responsibility in case of failure?	**Clarification** The User department shall provide the replacement hardware. SI should ensure its proper integration with the software.
229					Notifications	Notifications will be enabled in the application. Operational costs will be paid by HP SAMB. Please confirm	**Clarification** Department to bear the cost
230	66	1			Engineering Project Management System: Planning, new projects, resources, risk management	Can these be managed outside through a parallel system? These are not directly related to APMC trade Engineering Project Management System: Planning, new projects, resources, risk management	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
231	82	1			3. Vouchers Management Module & 4. Reconciliation Module	For 3. Vouchers Management Module & 4. Reconciliation Module -Do we need to do bank account integration	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
232	8	1			security and audit	Who is going to pay for the security audit certification?	**Clarification** Security audit of the application will be done by HPSDC before Go-Live of the application and the Initial costs of the audit before go -live shall be borne by the bidder.
233	90	1			1.11 AI Module -	For every AI implementation, HP govt should provide historic training data for AI	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

234	35	I		1.1.9 1.	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 Question - Why do we need to have upload functionality when we are having entry and exit gates functionality.?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
235					There are too many unknowns in the RFP which need to be understood for giving reasonable proposal. Please extend the deadline for bid submission by 30 days	**Clarification** Would be clarified in the corrigendum
236	101	I		Training	Can the training be provided for various stakeholders be physical or online / remote?	**Clarification** Training should be conducted offline at the district headquarters.
237	101	I			We assume Operation support staff, and field staff will be provided by HP SAMB. please confirm	AS PER RFP
238	128	IX	-		We went through the scope mentioned in RFP and understand multiple modules to be delivered within 28 weeks. Request you to consider a phase wise delivery approach where module wise timelines are proposed which extends well beyond 28 weeks	AS PER RFP
239	19	11. Features of Mobile Application		The app will be available on the App Store for I-phone users and Play Store for android users.	Who shall bear the cost of mobile app hosting charges at Gooel play store and app store for contract duration	**Clarification** 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
240	20	11. Features of Mobile Application	Notifications	☐ User will get various notification/OTP on registered Mobile Number & Email Id	Our understanding is that SMS and Email gateway will be provided by department. Kindly confirm	**Clarification** Department to provide the gateway, bidder shall carry out integration
241	21	12. Common Features of Web Portal & Mobile App	SMS Gateway	Integration with SMS gateway.	Our understanding is that SMS gateway will be provided by department. Kindly confirm	**Clarification** Department to provide the gateway, bidder shall carry out integration

	21	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	Our understanding is that Payment gateway will be provided by department. Kindly confirm	**Clarification** Department to provide the gateway, bidder shall carry out integration
242						
243	73	1.6.1 Help-Desk:		1.6.1 Help-Desk:	Our understanding IT infrastructure like Desktop/PC, Connectivity, Ticketing tool, IVRS system etc and Non IT infra like seating space, telephone connectivity etc for set up the helpdesk will be provided by department. Kindly confirm	**Clarification** Department to provide only office space and seating furniture
244	73	1.6.1 Help-Desk:		5. 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.	Our understanding si that IVRS solution will be provided by department. Kindly confirm	**AS PER RFP**
245	74	1.6.1 Help-Desk:		8. The team should work in general shift that is 9 Am to 17:30 PM six days a week (Monday-Saturday) except national holidays.	It is mentioned total no. of heldpesk executives to be deployed is 4. Our understanding is that all 4 resources will be working in 9AM to 17.30PM shift from Monday to Saturday except national holidays.	AS PER RFP
246	77	1.8 Temporary GPS tracking for fleet management		b. Preconditions □ GPS tracker chips with SIM cards are installed in vehicles	Our understanding is that GPS tracker with SIM cards will be provided by department. Kindly confirm	YES
247	101	3. Training and Capacity Building		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.	Kindly confirm below 1. No of locations where training to be conducted 2. Total no. of users to be trained per location 3. Batch size 4. Total duration of each traning 5. Any refresher training during O&M phase 6. Duratio of refresher training	**Clarification** Approximately 500 officials and 5000 stakeholders will need to be trained. Training should be conducted offline at the district headquarters.

248	102	102 SECTION II – TEAM REQUIREMENT (CV)		102 SECTION II – TEAM REQUIREMENT (CV)	Our understanding is that bidder is expected to deploy these resources as part of implementtaion and O&M phase. Kindly confirm If so, please confirm whether all these resources have to be deployed onsite or only project coordinator as per RFP clause "5. Deployment of IMS Application and Web Portal"	AS PER RFP
249	90	Ai Module		Data Availability and Integration	How much Historical data is available for Training the model	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
250	91	Cold Storage Management			Our undersratdning is the Scope is only related to Inventory Management and does not cover any scope related to Cold Sotroage Facility maanagement , please confirm	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
251	74	Chatbot Application			Is there requirement to integrate Chatbot with IVR	AS PER RFP
252	64 & 77	1.5.3 & 1.8			The requirements mentioned in 1.5.3 & 1.8 are for the same scenario or these are different scenarios of GPS tracking?	AS PER RFP
253	64	1.5.3	c	At the exit, a wired GPS-enabled tracker shall be attached to large vehicles	Will the GPS trackers be provided by HPSEDC or these are to be provided by the bidder as part of the BoQ?	**Clarification** SI to develop the module, devices will be provided by the Department
254	77	1.8	b	GPS tracker chips with SIM cards are installed in vehicles.	Who will provide the SIM cards for GPS trackers? Is there a preferred network provider or protocol (4G/5G/LTE/LTE-M) for connectivity?	**Clarification** SI to develop the module, devices will be provided by the Department
255	64	1.5.3	c	At the exit, a wired GPS-enabled tracker shall be attached to large vehicles	If the GPS trackers are provided by HPSEDC, pls provide the make-model	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

256	64	1.5.3		c	At the exit, a wired GPS-enabled tracker shall be attached to large vehicles	If the GPS trackers are provided by Bidder, pls provide the required accuracy and acceptable error rate.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
257	78	1.8		c	The system captures and displays real-time location information on the monitoring dashboard.	The real-time location will have extensive impact on battery of GPS. Recommended approach should be to get on-demand location whenever required and/or periodic locations with interval of around 15-30 mins and in case of deviations from the pre-destined routes.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
258	14	EMD (Sl. No. 3)				ITI is a public sector company with vast experience in delivering national level infra projects. Being a publich sector company, we always get a exemption for EMD. , request you to exempt us from EMD requirement for ITI	AS PER RFP
259	15	Last Date of Submission of Bid				May be extended by a month i.e 25/03/2025	**Clarification** Would be clarified in the corrigendum
260	106	JV/Consortium				This project needs diverse experience like s/w development, field implementation and operations management. Not all companies will have this kind of expertise. Kindly consider consortium option for this project	AS PER RFP
261	128, 102	Technical				In Payment Terms, Project Execution Timeline and Penalty section, delivery time lines for the project are mentioned. In SECTION II – TEAM REQUIREMENT (CV), you are requesting CVs of the team members. With the scope that is mentioned, it is not practical to deliver entire scope with 12 resources you mentioned. Since this is not a Time and Material project, Request you to remove the team requirements section from RFQ.	AS PER RFP

262		Technical			Kalgudi Digital Pvt Ltd is our potential consortium partner. Kalgudi Digital Pvt ltd is a 100% subsidary of Vasudhaika software Pvt ltd. Vasudhaika has successfully implemented APMC projects in mutiple states. Request you to consider Vasudhaika (parent company's) experience in mandi project be considered for the consortium.	AS PER RFP
263		Technical			We went through the scope mentioned in RFP and understand multiple modules to be delivered within 28 weeks. This timeline is too short to give a comprehensive solution for the scope mentioned. Request you to consider a phase wise delivery approach where module wise timelines are proposed which extends well beyond 28 weeks	AS PER RFP
264		Technical			Can you provide clarification on the eligibility criteria for bidders, specifically regarding the minimum annual turnover requirements, and whether any exemptions apply to startups	AS PER RFP
265		Technical			The RFP states that Joint Ventures and Consortiums are restricted. Can you elaborate on the rationale behind this restriction, and would any exceptions be considered under specific circumstances?	AS PER RFP
266		Technical			How does the system plan to integrate with national and state-level platforms like eNAM, PM-KISAN, and d-Krishi?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
267	17	Technical			Legacy data migration - Is there any transactional data also part of it. Any quantification around this? who will digitize? How many years of data we are talking	**Clarification** SI is responsible for digitization of data.

268	17	Technical			Deployment of IMS Application and Web Portal - What technologies/ tech stack are supported by HP data centre. Any technology preferences	**Clarification** Tech stack to be proposed by bidder preferably open source
269	20	Technical			Scalability - Count of APMCs,s ub yards, market functionaries and\ transactions reported in the last 2 years	**Clarification** Currently, there are 79 Mandis, with more to be added over time.
270	20	Technical			Standards - "Mobile Application shall be in conformance to standards related to interoperability, data standards, security standards* Any specific standards you want us to adhere to?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
271	21	Technical			12 2. Platform support - Should support windows, android & iOS platforms Is it expected to provide Windows mobile application as well?	AS PER RFP
272	22	Technical			User profile -farmer - Aadhar number usage will be done as per SI requirement	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
273	23	Technical			User profile farmer - Do we need to verify to Aadhar, mobile number, bank number...	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
274	27	Technical			what local languages should be supported in Himachal pradesh - Hindi only? Should the app support Hindi & English?	**Clarification** should be at least bilingual to accommodate diverse user groups effectively.
275	27	Technical			what happens if Aadhar verification is going to fail or doesnt respond in a timely manner? is this a mandatory integration?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
276	27	Technical			Is there any standardization done for commodities to match standards like HS code?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

	27	Technical			Point b - Other than APMC transactions, What are the real time sources of prevailing market rates and trends	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
277						
278	27	Technical			Is farmer expected to remember Unique ID generated during registration. Is it expected that farmer needs to register every time he gets the commodity to market. is farmer registration unique for each market or state level	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
279	27	Technical			What is the source of district, village information who will provide?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
280	27	Technical			Is there any validation to be done for vehicle details ? How should this be done for interstate vehicles?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
281	28	Technical			Point c - should data be encrypted and stored in QR code ? if yes, what is the encryption technique to be used?	**Clarification** Encryption is required and Should comply with govt Policies
282	28	Technical			Pl specify the configuration of mobile devices to be used for this application? Will the staff use the same device as farmers and traders? Whereever required, QR code printing should be done? are we expected to integrate with different printers? if yes, please mentioned details and provide relevant links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
283	28	Technical			Who will provide the payment gateway? Who will receive the amount once the payment is done? How the settlements should happen?	**Clarification** Department to provide the gateway, bidder shall carry out integration

	28	Technical			Payments – This is a marketplace model where there are multiple sellers and multiple buyers. Assumption HP APMC will find a suitable payment gateway provider for this? How are the settlements going to be managed? should we consider this as task in operations	**Clarification** Department to provide the gateway, bidder shall carry out integration
284						
285	28	Technical			Any recommended tools for reporting we should considered. How should licencing costs be managed	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
286	29	Technical			1.1.1 - system login : - Is there any integration with other department ERPs for SSO integration?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
287	31	Technical			SMS and Whatsapp service providers will be identified by Department and operational costs involved in managing the SMS and whatsapp will be handled by department directly? Pl confirim.	**Clarification** Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
288	32	Technical			point - 8 - pl specify electronic weighing scale configurations & integration links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
289	32	Technical			point 11 - Should be integrate boom barrier as well? if so, provide the details and links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
290	36	Technical			1.1.11 are we supposed to integrate with any grading tool/device. Provide details and links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
291	46	Technical			.What integrations should be supported for "Automated document verification and validation processes." Pl provide details and links	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.

292	52	Technical			1.5.1 - HRMS and payroll - Can these be managed outside through a parallel system? These are not directly related to APMC trade 5. Employee Self-Service Management System 7. Document Management System (DMS) 10. Payroll processing 11. Leave and Attendance management	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
293	57	Technical			7. Document Management System (DMS) - Is there a need for managing any versioning of this? Any specifics on 3rd party tools to use for document repository. Ex - Microsoft sharepoint or similar	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
294	61	Technical			Give the link to latest HP APMC act	**Clarification** Refer to the Website for HP APMC Act - https://hpsamb.org/
295	65	Technical			Who owns the vehicles that are getting tracked	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
296	65	Technical			Post-exit vehicle tracking - Can we assume, weak integration between APMC s/w and GPS-based tracking system. This will be based on some unique data point like exit gate slip? Also vehicle tracking within APMC premises will be managed directly in GPS management software Is the consent from vehicle required	Clarification This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
297	69	Technical			Grievance management, there is a mention about call management and CRM. Is there any 3rd party integration we should consider for this. pl share the details and associated links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

298	73	Technical			1.6.1 point 5 - chatbot - Any 3rd party integrations we need to support?	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
299		Technical			How the lots will be managed? Do we need to merge multiple lots and also need to split them?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
300		Technical			Tender: Is it going to open tender or close tender?	This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
301	74	Technical			9. Helpdesk Executive will be deployed during O&M phase. How many help desk staff to be provided? Should this be budgeted in the proposal or paid directly byHP-APMC head office?	AS PER RFP
302		Technical			Do HP APMC need permit functionality?	
303		Technical			Do we need to have app for the checkposts so that the people in the checkposts will verify the documents generated in our application?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
304		Technical			Are we going to have app for the drivers to track their locations?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
305		Technical			Section 4: Legacy data - What is this data? What is online data?	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copy/Physical files and the same is to be converted into desired format as per the requirement of the application. The bidder shall suggest the tech stack (preferably open source)in their proposal.
306		Technical			Section 9 and 10: Application support and Maintenance - what is the duration of this maintenance?	AS PER RFP

307		Technical				Section 10.e - Software is to be installed on the data center owned by HP govt. How will the hardware replacements be the bidder's responsibility in case of failure?	**Clarification** The User department shall provide the replacement hardware. SI should ensure its proper integration with the software.
308		Technical				Section 11: Notifications - who will pay for the notifications(SMS/Whatsapp) vendor? Bidder or Govt of HP?	**Clarification** Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
309		Technical				Functional requirements - Can we save Aadhar for farmers? I think it is against the law.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
310		Technical				HRMS - Asking for a comprehensive HRMS module. Do we need to provide this? (Not the question to HP, question for internal)	Clarification This will be discussed and finalized by the user department during the FRS/SRS phase.
311		Technical				Engineering Project Management System: - This section is asking for complete project management module (Planning, new projects, resources, risk management etc). Are we in for this as well?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
312		Technical				Development effort - 6 developers are mentioned. Why do they mention how many resources are working on this. Is this a Time & Material project?	AS PER RFP
313	79	Technical				A. Budget Management System - Murali to comment on this (Murali: i think it is as similar as what we have as Budget and planning in current APMC application)	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
314	82	Technical				For 3. Vouchers Management Module & 4. Reconciliation Module -Do we need to do bank account integration (Murali : Not exactly i think we need to provide functionality for bank reconsiliation and realization, we already have in APMC application)	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.

315		Technical			who is going to pay for the security audit certification (it costs arround a lakh)?	**Clarification** Security audit of the application will be done by HPSDC before Go-Live of the application and the Initial costs of the audit before go -live shall be borne by the bidder.
316	90	Technical			1.11 AI Module - For every AI implementation, HP govt should provide historic training data for AI	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
317		Technical			1.1.9 1. 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 Question - Why do we need to have upload functionality when we are having entry and exit gates functionality.?	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
318		Technical			Is there any possibility of an extension of the tender submission deadline?	**Clarification** Would be clarified in the corrigendum
319		Technical			Will the project require on-site (physical) services, such as system deployment, training, or maintenance, or will it be managed entirely through remote/digital operations?	
320	64	Technical			VTS - Section 1.5.3. a - How token number can enable live tracking inside the Mandi - Will there be surveillance cameras?	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
321	17	Scope of Work	Legacy Data Migration	Hard Copies of Legacy Data	Do SI need to scan and transform the Hard Copies of Data for Uploading into App/DMS?	YES
322	17	Scope of Work	Legacy Data Migration	Details on data formats and volume to be migrated	What is the estimated size and format of the legacy data? How many Hard Copy documents? Is there a requirement for data cleansing?	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copy/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of data.

323	17	Security Requirements	Security Audit	Security audit to be conducted by CERT-In empaneled vendors	Is the bidder required to bear the cost of security audits, or will HPSAMB facilitate it?	**Clarification** Security audit of the application will be done by HPSDC before Go-Live of the application and the Initial costs of the audit before go -live shall be borne by the bidder.
324	18	Training	Training Requirements	Training scope for tech support and operations staff	How many sessions are expected, and will Tech support taken over by SI or HPSAMB?	
325	18	Software Maintenance	Unlimited Support	Bidder shall provide unlimited support	Do we need to provide Monthly changes of support ? What is the defined Support hours?	**Clarification** The bidder shall provide 24*7 Support
326	21	Mobile Application	Features of Mobile Application	Integration of fingerprint authentication and push notifications	Are there specific security additional guidelines for mobile app authentication?	**Clarification** Should comply with govt Policies
327	21	Common Features of Web Portal & Mobile App	SMS Gateway	Integration with SMS gateway	Do we need to procure SMS/Whatsapp Gateway or there is any SMS/Whatsapp APIs already in place?	**Clarification** Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
328	21	Payment Gateway	Mandi Fee & Other Payments Management	Digital payment integration with multiple modes	Are there specific payment gateways to be integrated (e.g., Razorpay, PayU, SBI Collect)?	**Clarification** Department to provide the gateway, bidder shall carry out integration
329	21	Security Features	Data Encryption	Compliance with OWASP and CERT-In guidelines	Is end-to-end encryption required for data at rest and in transit?	**Clarification** Encryption is required and Should comply with govt Policies
330	27	Functional Requirement Specifications	Farmer Facilitation Module	Real-time market rate updates for farmers	Will APIs for real-time market rates be provided by HPSAMB, or should the bidder develop them?	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
331	28	Auction Management	Online Auction Process	Integration with e-NAM and offline auction management	Should the auction system be integrated with a third-party API, or will it be an independent module?	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
332	32	Exit Management	Exit Pass Process	QR code-based exit management system	Should the QR codes be dynamically generated everytime or pre-allocated at once?	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
333	37	MIS Reports	Reporting Requirements	Generation of real-time MIS reports and dashboards	Are there preferred BI tools or reporting platforms to be used for dashboard creation?	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.

334	45	Payment Module	Penalty Calculations	Penalty system for delayed payments beyond defined timelines to Mandi Agents	Are the penalty rates dynamic, or will they be predefined in the system configuration?	**AS PER RFP**
335	53	User Management	Role-Based Access Control	Access control for different user roles across modules	Should the RBAC system support multi-tenancy or hierarchical role structures? For ex. Agents & Sub Agents Heirarchy	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
336	56	Document Management System	Integration with IMS	DMS integration with licensing and HR modules	Is it necessary to integrate DMS with MS Office tool? What if independent DMS system can address all the requirements?	**Clarification** To be finalized by the user department during the FRS/SRS documentation phase.
337	68	Grievance Management System	Feedback & Surveys	Collection of feedback via SMS and push notifications and dialer setup	Should the feedback system be multilingual to support diverse user groups? Do you need any specific number of multi-lingual FTE's for handling calling?	**Clarification** should be at least bilingual to accommodate diverse user groups effectively.
338	146	Application Support	SLA & Uptime Requirements	Uptime of Reports	Since Reports/Forms reponse time SLA depends on multiple Paramters such as underlying Infra and User bandwidth. How will HPSAMB decide why reponse time is low?	**AS PER RFP**
339	Page 105	IV Pre-Qualification	Point 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 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 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 25 Crores." Rationale: Reducing the turnover criteria to ₹25 Crores for FY 2020-21, FY 2021-22, and FY 2022-23 will encourage wider participation from experienced mid-sized firms while maintaining competitive financial capability. Many firms with substantial expertise in similar projects may be excluded due to the high turnover threshold.	**AS PER RFP**

340	Page 105	IV Pre-Qualification	Point 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.	Bidder must have deployed Technical Manpower's at least one (1) project of value not less than Rs. 06 Crore, or at least two (2) projects of value not less than Rs. 04 Crore each project for any State or Centre Government Department during the last 5 years. Rationale: The existing criteria disproportionately favor large organizations, limiting fair competition. Increasing the project value threshold ensures that bidders have substantial experience managing large-scale manpower deployment, which is crucial for project success.	AS PER RFP
341	Page 105	IV Pre-Qualification	Point No. 5	Technical Capability & Experience Bidder should have completed / ongoing Software Development projects in the last 4 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 suggest to modify this clause as below: Bidder should have completed / ongoing one Software Development projects in the last 4 years from the date of submission of bids, where. a. Value should not be less than Rs. 2 Crore till the date of submission of the bids. Rationale: 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. If you have some other logics, kindly share for our understanding as well.	AS PER RFP

| 342 | Page 105 | IV Pre-Qualification | Point 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 | We suggest to change this clause as.

Bidder should have 01 (One) Software development projects/ completed/ongoing (Go-live) for pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture Co-operative Societies for any Government Department in India

Rationale: Expanding the eligibility to any government software development project will ensure fair competition while still maintaining the required experience. Restricting it to Mandis/APMCs significantly limits participation, as relevant IT capabilities can be demonstrated through various large-scale government projects. | **Revised Clause**
No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India.

Supporting Documents: Completion Certificate along with Go-live certificate from department |

343	Page 106	IV Pre-Qualification	Point No. 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. Copy of the latest EPF combined challan cum return (ECR) showing the number of Subscribers.	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. Copy of the latest ESI challan. Rationale: As per the minimum wage criteria, EPF is not mandatory for employees earning more than ₹15,000 per month, and a significant portion of our workforce falls into this category. Since many skilled professionals opt for alternate social security benefits, making ECR mandatory creates an unnecessary restriction and excludes many eligible firms. ESI challan serves as a more inclusive and widely accepted verification document, ensuring fair participation for organizations with a valid workforce, regardless of salary structure.	AS PER RFP

| 344 | Page 110 | Pre-TECHNICAL EV | Point No. 2 | Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements.

Criteria:
>40 Cr to <=45 Cr = 5 Marks
>45 Cr to <=50 Cr = 7.5 Marks
>50 Cr = 10 Marks | Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements.

Criteria:
>25 Cr to <=30 Cr = 5 Marks
>30 Cr to <=35 Cr = 7.5 Marks
>35 Cr = 10 Marks

Rationale:
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.

If you have some other logics, kindly share for our understanding as well. | AS PER RFP |

345	Page 110	Pre-TECHNICAL EV.	Point No. 4	The bidder must have application IT Soft	The bidder must have application IT/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 for last 3 years. Rationale: Including IT/ITeS projects acknowledges the evolving nature of technology solutions and expands the scope to companies with relevant expertise. This modification ensures that competent bidders with relevant digital transformation experience are not excluded.	AS PER RFP
346	Page 110	Pre-TECHNICAL EV.	Point No. 5	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh as on the last date of bid submission. - One (1) mark will be awarded for each project Rationale: Changing the time-bound requirement to "as on the last date of bid submission" ensures fair evaluation by considering all relevant projects completed up to the bid submission date, instead of arbitrarily restricting the timeline to the past five years.	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project

347	Page 110 Pre-TECHNICAL EV.	Point No. 6	No. of Software development projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India	We suggest to change this clause as. No. of IT/ITES projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture Co-Operative societies for any Government Department in India Rationale: Expanding the scope from just "digitization of Mandis/market yards/APMCs/Agriculture" to include "Co-operative societies" ensures that bidders with relevant digital transformation expertise in the agricultural sector are not excluded, promoting wider participation.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
348	Page 111 Pre-TECHNICAL EV.	Point No. 7	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.	We suggest to modify this clause as below: "Bidder must have Completed project of Helpdesk for any State or Centre Government Department during last 7 years in India. As per below": - 1 Project – 2 Marks 2 Projects- 4 Marks 3rd Project- Additional 1 Mark Rationale: Extending the eligibility period from 5 years to 7 years ensures a larger pool of experienced bidders, promoting fair competition. The revised marking system (1 project = 2 marks, 2 projects = 4 marks, 3rd project = additional 1 mark) rewards bidders with extensive experience without restricting competition.	AS PER RFP

| 349 | Page 111 | Pre-TECHNICAL EV. | Point No. 8 | The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/MBA) on its rolls as on 31st December 2023 (ECR copy should be submit) | The Bidder must have minimum 100 Manpower as on 31st December 2023 (ESI Challan copy should be submit)

Rationale: As per the minimum wage criteria, EPF is not mandatory for employees earning more than ₹15,000 per month, and a significant portion of our workforce falls into this category. Since many skilled professionals opt for alternate social security benefits, making ECR mandatory creates an unnecessary restriction and excludes many eligible firms. ESI challan serves as a more inclusive and widely accepted verification document, ensuring fair participation for organizations with a valid workforce, regardless of salary structure. | **Revised Clause**
The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as of bid submission date
(ECR copy should be submit)
150 & above 5 Marks
100 to 150 Nos. 3 Marks
Less than 100 Nos. 0 Marks |
| 350 | | | | | EMD exemption is requested for Central Public Sector Undertaking (CPSUs)
Bank details like IFSC , Bank details are requested for creation of customer in ERP for various formalities.Kindly provide the same. | AS PER RFP |

351	110	VI - Technical Evaluation	4	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 for last 3 years	"The requirement to demonstrate high-value IT software projects completed in the last three years may not adequately represent the range of skills and knowledge accumulated over time. In order to adequately reflect the intricacies and schedules of large-scale projects, we suggest extending the eligibility term to seven years in order to assure a more inclusive appraisal. A longer eligibility period would make it possible for organizations with a lot of expertise and a solid track record to take part, increasing competition and guaranteeing that only the most eligible applicants are taken into account. To allow for wider engagement, we respectfully ask that you take this adjustment into consideration.	AS PER RFP
352	110	VI - Technical Evaluation	5	Experience in software development projects for any state government department/board/corporation of Himachal Pradesh within the last 5 years: - One (1) mark will be awarded for each project	"We ask that the eligibility criteria include experience in software development or IT manpower for software development for any state government department, board, or corporation of Himachal Pradesh within the last five years, given our vast experience in providing software development and IT manpower solutions across various government departments nationwide. This change would guarantee a fair opportunity for all eligible participants and recognize the wide range of experience among bidders. This modification would guarantee a fair and inclusive review process while more accurately reflecting the range of expertise and skills of bidders.	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project

353	16		Scope of Work	Technical Points	•Can you provide details on the expected number of users (farmers, market committees, staff, etc.) who will be using the IMS? •What are the key challenges currently faced in the manual/legacy system that the new IMS should address? •How will the Aadhaar verification mechanism work if the farmer does not have an Aadhaar-linked mobile number? •What type of dashboards will be available for different user roles? •Will the existing infrastructure (hardware, servers, databases) be reused, or does the SI need to propose new infrastructure requirements? •Will the integration with payment gateways and SMS gateways be managed by HPSAMB, or should the SI propose the vendors? •How many users are expected to be trained, and in what locations? Should the training be conducted in-person, online, or a combination of both?	**Clarification** Department to provide the gateway, bidder shall carry out integration Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP. The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS phase.
354	110	VI - Technical Evaluation	4	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 for last 3 years	We acknowledge the requirement for IT Software projects of high value within the last three years. However, given the extended timelines of such projects, we request that the eligibility period be revised to **Seven years.**	AS PER RFP
356	110	VI - Technical Evaluation	5	Experience in software development projects for any state government department/board/corporation of Himachal Pradesh within the last 5 Years:- One (1) mark will be awarded for each project	Since we have a presence across India and vast expertise working with various government departments in the country hence requesting you to include Experience in **Software Development/IT Manpower for Software Development**	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project

357	110	VI - Technical Evaluation	6	No. of Software development projects completed /ongoing pertaining to digitization of Mandis/market yards/ APMCs/Agriculture for any Government Department in India.	We would like to request a change in the criteria for Software development projects completed/ongoing. Instead of limiting it to digitization of Mandis/market yards/APMCs/Agriculture, we propose including projects related to **digitization of Mandis, market yards, APMCs, Agriculture, websites, or portals for any Government Department in India.** Additionally, we are eager to participate in this project, especially since we are currently working on the ENAM 2.0 project with the SFAC in Delhi, which has further enhanced our expertise in this domain.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
358	105	Section IV- Pre Qualification Criteria (Sr. No. 2)		Annual Average Turnover of the Bidder during any last three Financial Years , i.e. FY 2021-22, FY 2022-23 and FY 2023-24 must be minimum 40 Crores	The criteria of Annual Average turnover for MSMEs and Local Companies empanelled with HPSEDC may kindly be relaxed from ₹ 40 Cr to ₹ 20 Cr to promote local companies.	AS PER RFP
359	105	Section IV- Pre Qualification Criteria (Sr. No. 5)		Bidder should have completed/ ongoing Software Development Projects in the Last 4 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 criteria of Software Development Projects Work Order Value of ₹ 5 Cr. for MSMEs and Local Companies empanelled with HPSEDC may kindly be exempted or may be relaxed upto ₹ 20 Lacs	AS PER RFP
360	105	Section IV- Pre Qualification Criteria (Sr. No. 6)		Bidder should have 01 (One) Software Development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Centre Government Department in India	MSMEs and Local Companies empanelled with HPSEDC may kindly be exempted	AS PER RFP

361					1. Can the Average annual Turnover of bidder be reduced to 10 CR?	AS PER RFP
362					2. What is the network infrastructure and architecture available to support the solutions?	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS phase.
363					3. What is the Agenda for the Technical Presentation?	AS PER RFP
364	Page No. 105	Section IV – Pre-Qualification Criteria:	ause No. 1>> Legal En	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.	**With reference to this clause we request to amend the clause as below.** I. The bidder should be Company registered under the Indian Companies Act, 1956/2013 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 RFP
365	Page No. 105	Section IV – Pre-Qualification Criteria:	Clause 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 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 Crores.	With reference to this clause we request to amend the clause as below. Annual average Turnover of the bidder during any last three financial years i.e.: FY 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 25 Crores.	AS PER RFP
366	Page No. 105	Section IV – Pre-Qualification Criteria:	Clause No. 5 >> Technical Capability & Experience	Bidder should have completed / ongoing Software Development projects in the last 4 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.	With reference to this clause we request to amend the clause as below. Bidder should have completed / ongoing Software Development projects in the last 4 years from the date of submission of bids, where a. Value should not be less than Rs. 2.5 Crore till the date of submission of the bids.	AS PER RFP

				Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Central Government Department in India	With reference to this clause we request to amend the clause as below. Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any Private/State/Central Government Department in India	AS PER RFP
367	Page No. 105	Section IV – Pre-Qualification Criteria:	Clause No. 6 >> Similar Capability & Experience			
368	Page No. 106	Section IV – Pre-Qualification Criteria:		JV/ Consortium shall not be allowed	With reference to this clause, we request you to kindly allow Consortium/JV to participate in the bid	AS PER RFP
369	Page No. 110	Section VI – TECHNICAL EVALUATION :	Clause No. 1	No. of years of existence of company, (as on date of bid submission) For <=5 years, 0 Marks One mark for each completed year >5	With reference to this clause We request an amendment to this clause to allow companies incorporated for 5 years to receive full marks. This adjustment would foster fair competition between newly incorporated companies and provide employers with the opportunity for more competitive bids	AS PER RFP
370	Page No. 110	Section VI – TECHNICAL EVALUATION :	Clause No. 2	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	With reference to this clause we request to amend the clause as below. Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >25 Cr to <=30 Cr = 5 Marks >30 Cr to <=35 Cr = 7.5 Marks >35 Cr = 10 Marks	AS PER RFP

371	Page No. 110	Section VI – TECHNICAL EVALUATION :	Clause No. 4	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 for last 3 years.	With reference to this clause we request to amend the clause as below. The bidder must have application IT Software (deployed Technical Manpower's) 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 for last 3 years	AS PER RFP
372	Page No. 110	Section VI – TECHNICAL EVALUATION :	Clause No. 5	Experience in software development projects for any state government department/ board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project : Max Marks – 5	With reference to this clause, we request to amend the clause as below. Experience in software development projects for any state government department/board/pan India/private within the last 5 Years: - One (1) mark will be awarded for each project: Max Marks – 5	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
373	Page No. 110	Section VI – TECHNICAL EVALUATION :	Clause No. 6	No. of Software development projects completed / ongoing 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.: 10 marks	With reference to this clause, we request to amend the clause as below. No. of Software development projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department/ Private in India. 5 marks for every relevant project - maximum 2 projects would be considered.: 10 marks	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department

374	Page No. 110	Section VI – TECHNICAL EVALUATION :	Clause No. 7	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.	With reference to this clause we request to amend the clause as below. Bidder must have two (2) Completed project of Helpdesk for any State or Centre Government Department/Private during last 5 years in India. 2.5 marks for every relevant project - maximum 2 projects would be considered.	AS PER RFP
375	105	VI - Technical Evaluation	Similar Capability & Experience	Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any State/Center Government Department in India	Request: Software development similar type of projects in any other domain would be allowed. Justification: Software development in any area requires similar experience and expertise, a well conveyed requirement from any client including agriculture, shall enable to frame the development in specific need by department. So this will welcome more participation to arrive on the desired application.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department

376	110	VI, Technical Evaluation	Particulars Point No. 5	Experience in software development projects for any state government department/ board/ corporation of Himachal Pradesh within the last 5 Years: One (1) mark will be awarded for each project. Total Marks: 5 Marks	Request: Experience of software development in PAN India would be allowed. Justification: Software development, irrespective of the area shall allow more and more competent bidders from any part of India. Asking for Himachal Pradesh experience will narrow down the competition. However, Serving in any state does not make difference for the software development industry.	**Revised Clause** Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
377	110	VI, Technical Evaluation	Particulars Point No. 6	No. of Software development projects completed /ongoing 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.	Request: Software development similar type of projects in any other domain would be allowed. Justification: Software development in any area requires similar experience and expertise, a well conveyed requirement from any client including agriculture, shall enable to frame the development in specific need by department. So this will welcome more participation to arrive on the desired application.	AS PER RFP
378	111	VI, Technical Evaluation	Particulars Point No. 7	Bidder must have two (2) Completed project of Helpdesk for any State or Centre Government Department during last 5 years in India.	Helpdesk support is inevitable part of any IT/ ITES/ Software development-based projects. We believe that same is expected in this clause. If it means by separate call centre/helpdesk then allowing consortium shall serve the demand, since call center support organizations may not be necessarily in to software development.	AS PER RFP

379	111	VI, Technical Evaluation	Particulars Point No. 8	The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/MBA) on its rolls as on 31.12.2023 (ECR copy should be submit) 150 & above – 5 Marks 100 to 150 Nos - 3 Marks Less than 100 Nos. – 0 Marks	Request: Overall, 100 /100 Plus Technical/Technical manpower would be asked. Justification: Manpower with the relevant qualification and experience would ensure the capability of bidder. Restricting with such clause shall minimize the participation. ON getting onboard for the project deployment of Technical Manpower can be possible as per the requirement.	AS PER RFP

				JV/ Consortium shall not be allowed		
380	105	IV-Pre Qualification Criteria			Request: Please allow consortium to fulfil the condition jointly. Reason/Justification: More than 90% of the bids allow consortium overall, especially in complex projects with different components welcome consortium bids for on-boarding experts of distinct areas. The bid comprises of various components. Varied components in single Tender/Project with condition of single bidder minimizes the participation as well as competition as one single bidder can-not have all credentials/experience. Allowing consortium with owing the responsibility by lead bidder is the best alternative for such bids. Tripura Govt boasts MSME, the most promising sector in today's economy. Allowing them to become part of big prestigious projects by the way of consortium shall enable them to contribute in nation building and to become part of growth as well. MSME's do the project management with more economy as compared to	AS PER RFP
381	110	SECTION VI – TECHNICAL EVALUATION Point No. 4		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 for last 3 years.	Request to amend the clause as "The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 7 Crore, or at least two (2) projects of value not less than 3 Crore each project for last 3 years from the period April,2021 to March,2024.	AS PER RFP

382	110	SECTION VI – TECHNICAL EVALUATION Point No. 5		Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	Request to please remove the clause for a healthy competition	
383	111	SECTION VI – TECHNICAL EVALUATION Point No. 7		Bidder must have two (2) Completed project of Helpdesk for any State or Centre Government Department during last 5 years in India.	Request to amend the clause as " The bidder must have two completed/ongoing projects under Operations and Maintenance phase including deployment of Helpdesk Resources for any State or Centre Government Department during last 5 years in India.	AS PER RFP
384	105	SECTION IV – PRE-QUALIFICATION CRITERIA Point No. 7		Certification: CMMI 3 or above, ISO 9001:2015 and ISO 27001:2013	Request to kindly allow us to submit latest ISO 27001:2022 certificate and consider the same for evaluation	AS PER RFP
385	14	General Query		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, HPSEDC, Shimla"	Please provide BG format; so that we can submit the EMD in form of Bank Guarantee as the format is currently not present in the RFP.	**Clarification** Attached Annexure in Corrigendum
386	106	IV	-		This project needs diverse experience like s/w development, field implementation and operations management. Not all companies will have this kind of expertise. Kindly consider consortium option for this project	AS PER RFP

387	128, 102	II	-		In Payment Terms, Project Execution Timeline and Penalty section, delivery time lines for the project are mentioned. In SECTION II – TEAM REQUIREMENT (CV), you are requesting CVs of the team members. With the scope that is mentioned, it is not practical to deliver entire scope with 12 resources you mentioned. Since this is not a Time and Material project, Request you to remove the team requirements section from RFQ.	AS PER RFP
388	105	IV	-		Kalgudi Digital Pvt ltd is a 100% subsidary of Vasudhaika software Pvt ltd. Vasudhaika has successfully implemented APMC projects in mutiple states. Request you to consider Vasudhaika (parent company's) experience in mandi project be considered as Kalgudi's experience.	AS PER RFP
389	128	IX	-		We went through the scope mentioned in RFP and understand multiple modules to be delivered within 28 weeks. This timeline is too short to give a comprehensive solution for the scope mentioned. Request you to consider a phase wise delivery approach where module wise timelines are proposed which extends well beyond 28 weeks	AS PER RFP
390	17	I	Scope of work 4		Legacy data migration - Is it master data or transactional data is also part of it. How many years of data is being planned for? Kindly quantify this activity? If the legacy data is in manual form, who is expected to digitise it?	**Clarification** SI is responsible for digitization of data. Data on the existing portal is present in the data base while The physical data is present in hard copie/Physical files and the same is to be converted into desired format as per the requirement of the application.
391	17	I	Scope of work 5	Deployment of IMS Application and Web Portal	What technologies/ tech stack are supported by HP data centre. Any technology preferences?	**Clarification** Tech stack to be proposed by bidder preferably open source

392	20	- 1	Scope of work 11	Scalability	Count of current APMC yards, sub yards? Of these how many are functioning? What are the approx number of current market functionaries and transactions reported in the last 2 years. What is the expected growth in future?	**Clarification** Currently, there are 79 Mandis, with more to be added over time.
393	20	1	Scope of work 8	Standards - "Mobile Application shall be in conformance to standards related to interoperability, data standards, security standards"	Any specific standards you want the SI to adhere to? Pl provide details	**Clarification** Should comply with govt Policies
394	21	1	Scope of work 12	12 2. Platform support - Should support windows, android & iOS platforms	Is it expected to provide Windows mobile application as well?	AS PER RFP
395	22	1	A1	User profile -farmer - Aadhar number	Aadhar number verification needs Aadhar API integration. We are assuming HP SAMB will get appropriate permissions for API usage.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
396	23	1	A1	User profile farmer -	Do we need to verify to Aadhar, mobile number, bank number for correctness. Example Given a bank account number, Integrate with a service provider to verify correctness of Bank account number. Alternate options like Penny drop can be used to verify. In similar lines for mobile number as well.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
397	27	1	1.1	Local languages	Local languages should be supported in Himachal pradesh Should the app support Hindi & English only? Kindly confirm	**Clarification** should be at least bilingual to accommodate diverse user groups effectively.
398	27	1	1.1	Aadhar verification	What happens if Aadhar verification doesnt respond in a timely manner (OTP not received by user)? is this a mandatory integration?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
399	27	1	1.1	Standards	Is there any standardization done for commodities to match standards like HS code? Any other plans for standardisation by HPSAMB?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

					Point b -	Other than APMC transactions, What are the real time sources of prevailing market rates and trends?	Clarification This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
400	27	1		1.1			
401	27	1		1.1	Farmer registration	Is it expected that farmer needs to register every time he gets the commodity to market. Is farmer registration unique for each market or is it a state level registration?	AS PER RFP
402	27	1		1.1	Farmer registration	In the registration process for farmer, there is a mention of Village, district, etc., Who will provide district, village information or shall we take the information provided in Aadhar	Clarification This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
403	27	1		1.1	Farmer registration - Vehicle	Is there any validation to be done for vehicle details ? How should this be done for interstate vehicles?	Clarification This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
404	28	1		1.1	Point C	Should data be encrypted and stored in QR code ? if yes, what is the encryption technique to be used?	Clarification Encryption is required and Should comply with govt Policies
405	28	1		1.1		Pl specify the configuration & capabilities of devices (mobile phones and tablets) to be used for accessing this application? Will the staff use the same device as farmers and traders? Whereever required, QR code printing should be done? Are we expected to integrate with different printers? if yes, please mentioned details and provide relevant links	Clarification This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

406	28	I	1.1	Payments	Payments - APMC is a marketplace model where there are multiple sellers and multiple buyers. Assumption HP APMC will find a suitable payment gateway provider for this? Who will receive the amount once the payment is done? How are the settlements going to be managed and who will do it?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
407	28	I	1.1	Reporting	There are mutiple reporting requirements mentoined in RFP. Is there any preference on reporting tool to be considered. How should licencing costs be managed	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
408	29	I	1.1.1	1.1.1 - system login	Is there any integration with other department systems for SSO integration?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
409	31	I	1.1.3		SMS and Whatsapp service providers will be identified by Department and operational costs involved in managing the SMS and whatsapp will be handled by department directly? Pl confirim.	**Clarification** Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
410	32	I	1.1.3	Point 8	Please specify electronic weighing scale configurations & integration links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
411	32	I	1.1.3	Point 11 -	Should we integrate boom barrier as well? if so, provide the details and links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
412	36	I	1.1.11	1.1.11	Are we supposed to integrate with any grading tool/device. Provide details and links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

413	46	I		1.4	Automated document verification and validation processes.	What integrations should be supported for "Automated document verification and validation processes." Pl provide details and links	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
414	52	I		1.5.1	1.5.1 - HRMS and payroll -	Can these be managed outside through a parallel system? These are not directly related to APMC trade 5. Employee Self-Service Management System 7. Document Management System (DMS) 10. Payroll processing 11. Leave and Attendance management	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
415	57	I		1.5.1 (7)	7. Document Management System (DMS) -	Is there a need for document versioning? Any specifics on 3rd party tools to use for document repository. Ex - Microsoft sharepoint or similar	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
416	61	I		1.5.2		Please share the link to latest HP APMC act	**Clarification** Refer to the Website for HPAPMC Act - https://hpsamb.org/
417	65	I		1.5.3 (C)		Who owns the vehicles that are expected to be tracked	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
418	65	I		1.5.3 (C)	Post-exit vehicle tracking -	Can we assume, weak integration exists between APMC s/w and GPS-based tracking system. This will be based on some unique data point like exit gate slip? Also vehicle tracking within APMC premises will be managed directly in GPS management software Is the consent from vehcile required	Clarification This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
419	69	I		1.6	Grievance management	There is a mention about call management and CRM. Is there any 3rd party integration we should consider for this. pl share the details and associated links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

420	73	I	1.6.1	1.6.1 point 5 -	chatbot - Any 3rd party integrations we need to support?	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
421	94	I	1.12		How the lots will be managed? Do we need to merge multiple lots and also need to split them?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
422					Tender: Is it going to open tender or close tender?	AS PER RFP
423	74	I	1.6.1	9. Helpdesk Executive will be deployed during O&M phase.	How many help desk staff to be provided? Should this be budgeted in the proposal or paid directly byHP-APMC head office?	AS PER RFP
424	121	IX			Do HP APMC need permit functionality?	AS PER RFP
425	64	I	1.5.3		Do we need to have app for the checkposts so that checkpost staff will verify the documents generated in the application?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
426	78	I	1.5.3		Are we going to have app for the drivers to track their locations?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
427	19	I	11	Section 10.e -	Software is to be installed on the data center owned by HP govt. How will the hardware replacements be the bidder's responsibility in case of failure?	**Clarification** The User department shall provide the replacement hardware. SI should ensure its proper integration with the software.
428				Notifications	Notifications will be enabled in the application. Operational costs will be paid by HP SAMB. Please confirm	**Clarification** Department to bear the cost
429	66	I	1.5.4	Engineering Project Management System: Planning, new projects, resources, risk management	Can these be managed outside through a parallel system? These are not directly related to APMC trade Engineering Project Management System: Planning, new projects, resources, risk management	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
430	82	I	1.9 (11)	3. Vouchers Management Module & 4. Reconciliation Module	For 3. Vouchers Management Module & 4. Reconciliation Module -Do we need to do bank account integration	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

					security and audit	Who is going to pay for the security audit certification?	**Clarification**
431	8	I					Security audit of the application will be done by HPSDC before Go-Live of the application and the Initial costs of the audit before go -live shall be borne by the bidder.
432	90	I		1.11	1.11 AI Module -	For every AI implementation, HP govt should provide historic training data for AI	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
433	35	I		1.1.9.1	1.1.9 1.	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 Question - Why do we need to have upload functionality when we are having entry and exit gates functionality.?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
434						There are too many unknowns in the RFP which need to be understood for giving reasonable proposal. Please extend the deadline for bid submission by 30 days	**Clarification** Would be clarified in the corrigendum
435	101	I		3	Training	Can the training be provided for various stakeholders be physical or online / remote?	**Clarification** Training should be conducted offline at the district headquarters.
436	64	I		1.5.3.	VTS - Section 1.5.3. a	VTS - Section 1.5.3. a - How token number can enable live tracking inside the Mandi - Will there be surveillance cameras?	AS PER RFP
437	101	I		3		We assume Operation support staff, and field staff will be provided by HP SAMB. please confirm	AS PER RFP

						Revised Clause
438	105	Section IV - Pre-Qualification Criteria	Similar Capability & Experience	Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Center Government Department in India	Bidder should have experience in Implementing one Software development projects for completed/On-Going pertainng to any domain/ e-Goverance projects for any state/central government/PSU/Corporation department in India	No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
439	105	Section IV - Pre-Qualification Criteria	Certification	CMMI 3 or above, ISO 9001:2015 and ISO 27001:2013	CMMI Level Version 5, ISO 9001:2015 and ISO 27001:2013	AS PER RFP
440	106	Section IV - Pre-Qualification Criteria	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.	The bidder must have at least 1000 full-time employees in its payroll as on date of submission of bid.	AS PER RFP
441	110	Section VI - Technical Evaluation	S. No. 5	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	We request you to change this clause to "Experience in software development projects for any state government department/board/ corporation of any state in India within the last 10 Years: - One (1) mark will be awarded for each project "	Revised Clause Experience in software development projects for any state government department/board/ corporation in India within the last 5 Years: - One (1) mark will be awarded for each project
442	110	Section VI - Technical Evaluation	S. No. 6	No. of Software development projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India	We request you to change this clause to "Implemented one Software development projects for completed/On-Going pertainng to any domain/ e-Goverance projects for any state/central government/PSU/Corporation department in India"	Revised Clause No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department

443	111	Section VI - Technical Evaluation	S. No. 8	The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on 31st December 2023 (ECR copy should be submit) Less than 100 Nos 0 Marks 100 & 150 Nos 3 Marks 150 & above 5 Marks	We request you to change this clause to "The Bidder must have minimum 1000 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on 31st December 2023 (ECR copy should be submit) " Less than 1000 Nos 0 Marks 1000 to 1250 Nos 3 Marks 1250 & above 5 Marks	**Revised Clause** The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as of bid submission date (ECR copy should be submit) 150 & above5 Marks 100 to 150 Nos.3 Marks Less than 100 Nos. 0 Marks
444					This project needs a diverse experience like s/w development, field implementation, and operations management. Not all companies will have this kind of expertise. Kindly consider the consortium option for this project	AS PER RFP
445					In the Payment Terms, Project Execution Timeline, and Penalty section, delivery timelines for the project are mentioned. In SECTION II – TEAM REQUIREMENT (CV), you are requesting the CVs of the team members. With the scope that is mentioned, it is not practical to deliver the entire scope with the 12 resources you mentioned. Since this is not a Time and Material project, Request you to remove the team requirements section from RFQ.	AS PER RFP
446					Kalgudi Digital Pvt ltd is a 100% subsidary of Vasudhaika software Pvt ltd. Vasudhaika has successfully implemented APMC projects in mutiple states. Request you to consider Vasudhaika (parent company's) experience in the mandi project as Kalgudi's experience.	AS PER RFP

447					4. We went through the scope mentioned in RFP and understand multiple modules to be delivered within 28 weeks. This timeline is too short to give a comprehensive solution for the scope mentioned. Request you to consider a phase-wise delivery approach where module-wise timelines are proposed which extends well beyond 28 weeks.	AS PER RFP
448					5. Legacy data migration - Is it master data or transactional data is also part of it. How many years of data we are talking? Any quantification around this? who will digitize?	**Clarification** SI is responsible for digitization of data. Data on the existing portal is present in the data base while The physical data is present in hard copie/Physical files and the same is to be converted into desired format as per the requirement of the application.
449					6. Deployment of IMS Application and Web Portal - What technologies/ tech stack are supported by the HP data center? Any technology preferences	**Clarification** Tech stack to be proposed by bidder preferably open source
450					7. Scalability - Count of APMC yards, sub yards, market functionaries and transactions reported in the last 2 years. What is the potential growth in the future?	**Clarification** Currently, there are 79 Mandis, with more to be added over time.
451					8. Standards - Mobile Application shall be in conformance to standards related to interoperability, data standards, security.	**Clarification** Should comply with govt Policies
452					9. Any specific standards you want us to adhere to? Pl provide details	AS PER RFP
453					10. Platform support - Should support Windows, android & iOS platforms	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
454					11. Is it expected to provide a Windows mobile application as well?	AS PER RFP
455					12. User profile -farmer - Aadhar number verification needs Aadhar API integration. We are assuming HP SAMB will get appropriate permissions for API usage.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.

456						13. User profile farmer - Do we need to verify Aadhar, mobile number, and bank number for correctness? Example - Given a bank account number, Integrate with a service provider to verify the correctness of the Bank account number. Alternate options like Penny drop can be used to verify. In similar lines for mobile numbers as well.	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
457						14. Local languages should be supported in Himachal pradesh Should the app support Hindi & English only? Kindly confirm	**Clarification** should be at least bilingual to accommodate diverse user groups effectively.
458						15. What happens if Aadhar verification doesn't respond in a timely manner (OTP not received by user)? Is this a mandatory integration?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
459						16. Is there any standardization done for commodities to match standards like the HS code?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
460						17. Point b - Other than APMC transactions, What are the real-time sources of prevailing market rates and trends	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
461						18. Is it expected that a farmer needs to register every time he gets the commodity to market?	AS PER RFP
462						19. Is farmer registration unique for each market or state level"	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
463						20. Who will provide district, and village information?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

464					21. Is there any validation to be done for vehicle details? How should this be done for interstate vehicles?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
465					22. Point c - Should data be encrypted and stored in a QR code? if yes, what is the encryption technique to be used?	**Clarification** Encryption is required and Should comply with govt Policies
466					23. Pl specify the configuration & capabilities of devices (mobile phones and tablets) to be used for accessing this application.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
467					24. Will the staff use the same device as farmers and traders? Wherever required, QR code printing should be done.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
468					25. Are we expected to integrate with different printers? if yes, please mention details and provide relevant links"	AS PER RFP
469					26. Payments - APMC is a marketplace model where there are multiple sellers and multiple buyers.	**Clarification** Department to provide the gateway, bidder shall carry out integration
470					27. Assumption HP APMC will find a suitable payment gateway provider for this?	**Clarification** Department to provide the gateway, bidder shall carry out integration
471					28. Who will receive the amount once the payment is done?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
472					29. How are the settlements going to be managed? should we consider this as task in operations"	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
473					30. There are mutiple reporting requirements mentoined in RFP. Is there any preference on reporting tool to be considered. How should licencing costs be managed	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

474					31. System login: - Is there any integration with other department systems for SSO integration?	**Clarification** Department will provide Aadhar data vault facility. The SI is required to integrate single sign on facility developed by the DDTG HP.
475					32. SMS and WhatsApp service providers will be identified by Department and operational costs involved in managing the SMS and whatsapp will be handled by department directly. Pl confirim.	**Clarification** Department to provide required APIs for SMS gateway and payment systems. In case of social media integration Department will share account details only.
476					33. Please specify electronic weighing scale configurations & integration links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
477					Should we integrate boom barrier as well? if so, provide the details and links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
478					Are we supposed to integrate with any grading tool/device? Provide details and links	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
479					What integrations should be supported for "Automated document verification and validation processes. Pl provide details and links	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
480					HRMS and payroll - Can these be managed outside through a parallel system? These are not directly related to APMC trade.	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
481					Document Management System (DMS) - Is there a need for document versioning? Any specifics on 3rd party tools to use for the document repository? Ex - Microsoft SharePoint or similar	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
482					Please share the link to the latest HP APMC act	**Clarification** Refer to the Website for HPAPMC Act - https://hpsamb.org/

483					Who owns the vehicles that are getting tracked	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
484					Post-exit vehicle tracking - Can we assume, weak integration exists between APMC s/w and GPS-based tracking system?	Clarification This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
485					This will be based on some unique data point like an exit gate slip?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
486					Also, vehicle tracking within APMC premises will be managed directly in GPS management software	**Clarification** The bidder is expected to analyze the requirements and provide recommendations during the FRS/SRS documentation phase.
487					Is the consent from vehicle required"	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
488					Grievance management, there is a mention of call management and CRM. Is there any 3rd party integration we should consider for this? pl share the details and associated links	AS PER RFP
489					chatbot - Any 3rd party integrations we need to support?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
490					How will the lots be managed? Is there a need to merge multiple lots or to split them?	AS PER RFP
491					Will the tender process be an open tender or a closed tender?	AS PER RFP
492					Regarding the deployment of a Helpdesk Executive during the O&M phase, how many help desk staff are required, and should this be budgeted in the proposal or paid directly by the HP-APMC head office?	AS PER RFP

					Does the HP APMC require permit functionality?	AS PER RFP
493							
494						Is there a requirement for an application at the check posts for document verification?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
495						Do we need to develop an application for drivers to track their locations?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
496						What constitutes the legacy data, and how is it different from online data?	**Clarification** Data on the existing portal is present in the data base while The physical data is present in hard copy/Physical files and the same is to be converted into desired format as per the requirement of the application. SI is responsible for digitization of data.
497						What is the duration of the application support and maintenance period?	**AS PER RFP**
498						When installing software at the HP government's data center, how will hardware replacement responsibilities be managed by the bidder in the event of failure?	**Clarification** The User department shall provide the replacement hardware. SI should ensure its proper integration with the software.
499						Who is responsible for covering the costs of notification services (SMS/WhatsApp), the bidder or the Government of HP?	**Clarification** Department to bear the cost
500						Are we permitted to store Aadhar information for farmers, considering legal restrictions?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
501						Is there a requirement to provide a comprehensive HRMS module?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.

					Query	Response
502					Does the Engineering Project Management System section request a full project management module, including planning, new projects, resources, and risk management? Are we expected to deliver this?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
503					Why does the development effort specify six developers? Is this indicative of a Time & Material project?	AS PER RFP
504					Regarding the Budget Management System, is it similar to the existing Budget and Planning module in the current APMC application?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
505					For the Vouchers Management Module & Reconciliation Module, is bank account integration necessary?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS phase.
506					Who will be responsible for the costs associated with the security audit certification?	**Clarification** Security audit of the application will be done by HPSDC before Go-Live of the application and the Initial costs of the audit before go -live shall be borne by the bidder.
507					For AI module implementation, will the HP government provide historical training data?	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
508					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	**Clarification** This will be discussed and finalized by the user department during the FRS/SRS documentation phase.
509					Why do we need to have upload functionality when we are having entry and exit gates functionality?	AS PER RFP
510					Is there any possibility of an extension of the tender submission deadline?	**Clarification** Would be clarified in the corrigendum

511					Will the project require on-site (physical) services, such as system deployment, training, or maintenance, or will it be managed entirely through remote/digital operations?	**Clarification** Training should be conducted offline at the district headquarters.
512					How token number can enable live tracking inside the Mandi - Will there be surveillance cameras?	AS PER RFP
513		SECTION IV – PRE-QUALIFICATION CRITERIA Point No. 6 Similar Capability & Experience		Bidder should have 01 (One) Software development project completed/ongoing pertaining to digitization of Mandis/market yards/APMCs/Agriculture for any State/Central Government Department in India	Bidder should have 01 (One) Software development project completed/ongoing pertaining to digitization of Mandis/market yards/APMCs/Agriculture for any State/Central Government Department in India or should have experience of developing an ERP project for any State/Central Government Department in India.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
514		SECTION VI – TECHNICAL EVALUATION		No. of Software development projects completed/ongoing pertaining to digitization of Mandis/market yards/APMCs/Agriculture for any Government Department in India.	No. of Software development projects completed/ongoing pertaining to digitization of Mandis/market yards/APMCs/Agriculture for any Government Department in India or should have experience of developing an ERP project for any State/Central Government Department in India.	**Revised Clause** No. of Software development projects completed pertaining to digitization of Mandis/market yards/ APMCs/Agriculture/Horticulture for any Government Department in India. Supporting Documents: Completion Certificate along with Go-live certificate from department
515	105	SECTION IV – PRE-QUALIFICATION CRITERIA	Basic Requirement Sl No 2	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 Crores.	Requesting to amend this clause and accept the below mentioned criteria Annual average Turnover of the bidder during any last three financial years i.e.: FY 2021-22, FY 2022-23, and FY 2023-24, must be Minimum **30 Crores**.	AS PER RFP

516	106	SECTION IV – PRE-QUALIFICATION CRITERIA	Basic Requirement Sr No 10	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/- OR iii. 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.	In the HP tender eprocurement site the exmeption is not allowed. Please check	AS PER RFP
517	110	SECTION VI – TECHNICAL EVALUATION	Sr No 2	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements. >40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	Requesting to amend this marking as : >30 Cr to <=35 Cr = 5 Marks >35 Cr to <=40 Cr = 7.5 Marks >40 Cr = 10 Marks	AS PER RFP

SECTION IV – PRE-QUALIFICATION CRITERIA

S.No	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	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.	I.Certificate of Incorporation II.GST Registration Certificate
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 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 Crores.	Audited Balance sheets from company Statutory Auditor/ CA Certificate & financial data of the last three years.
3	Net Worth	The net worth of the bidder in the three financial years should be positive. i.e., FY 2021-22, FY 2022-23, and FY 2023-24	Audited Balance sheets from company Statutory Auditor/ CA Certificate & financial data of the last three years.
4	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.	Copy of Work Order along with Contract/Agreement.
5	Technical Capability & Experience	Bidder should have completed Software Development projects 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.	Certificate of Completion / Part Completion (If the project is under AMC) along with Go-Live Certificate.
6	Similar Capability & Experience	Bidder should have 01 (One) Software development projects completed pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture/Horticulture for any State/Center Government Department in India	Certificate of Completion / Part Completion (If the project is under AMC) along with Go-Live Certificate.
7	Certification	CMMI 3 or above, ISO 9001:2015 and ISO 27001:2013	Copy of Valid Certificates
8	Blacklisting	The Bidder should not have been blacklisted or in fraud list by/off Govt. of India/State Government/ Central PSU / Multilateral / bilateral agencies / and regulators, etc. at the time of bid submission date.	Declaration regarding clean track record. (as per Form 8)

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.	Copy of the latest EPF combined challan cum return (ECR) showing the number of Subscribers.
10	EMD & Tender Fee	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/- OR iii.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.	DD/FDR/BG/MSME DD / EMD may be submitted through RTGS in HPSEDC A/c: (State bank of India Khalini, Shimla-2 Account no. 55069383586 IFSC Code-SBIN 0051132) Receipt/Copy of the demand draft/RTGS should be uploaded.
11	Mandatory Undertaking	Bidder should: - not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; Comply with the code of integrity as specified in the bidding document.	Declaration as per Form 7.

| 12 | Acceptance of Terms and Conditions. | An Undertaking accepting terms and conditions of the tender document. | Declaration as per Form 9 by an authorized signatory to the effect that all conditions contained in the Tender Document is acceptable to the Bidder |

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.

SECTION VI – TECHNICAL EVALUATION

The Technical Bid will be examined by the evaluation committee based on responsiveness to the scope of work, applying the broad evaluation criteria and points system specified below. The Technical Evaluation Committee, at its sole discretion, would evolve a further benchmark-scoring pattern within the allocated marks for each line item indicated in the table below.

S.No	Particulars	Documents Required	Criteria	Max Marks
1	No. of years of existence of company, (as on date of bid submission)	Supporting documents like Certificate of Incorporation.	For <=5 years, 0 Marks 1 Mark for each completed year > 5	5
2	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31ˢᵗ March 2024. It should not include cost of Hardware procurement & Third-party software license procurements.	Audited financial statements for the financial years to be attached / CA Certificate	₹40–50 Cr: 6 marks ₹50–70 Cr: 8 marks > ₹70 Cr: 10 marks	10
3	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. Technical Manpower should include the following roles/ similar roles 1. Project Manager/Project Coordinator/Delivery Manager 2. Software Developer/ Andriod app developer/ IOS app developer 3. Business Analyst/ Quality Analyst 4. Database Administrator	Copy of work order along with contract / agreement	1 project ≥ ₹1 Cr: 10 marks 2 projects ≥ ₹80 Lakhs each(10 marks)	10

4	The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on bid submission date.(ECR copy should be submit)	ECR Copy should be submitted	Less than 100Nos. - 0 Marks100 to 150 Nos. - 3 Marks150 & Above - 5 Marks	5
5	Bidder should have completed Software Development projects 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.	Documents Required: Certificate of Completion / Part Completion (If the project is under AMC) along with Go-Live Certificate	4 marks for each project. (Maximum of 5 projects would be considered)	20
6	No. of Software development projects completed pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture/ Horticulture for any Government Department in India.	Documents Required: Certificate of Completion / Part Completion (if the project is under AMC) along with Go-Live Certificate	5 marks for each project. (Maximum of 2 projects would be considered)	10
7	Bidder must have two (2) Completed project of Helpdesk for any State or Centre Government Department during last 5 years in India.	Documents Required: Certificate of Completion.	2.5 marks for each project (Maximum of two projects would be considered)	5
8	Technical Solution	Technical presentation	1. Understanding of requirements and law (2 mark), challenges and constraints (2 mark) and understanding scope of work(1 mark). 2. Approach and methodology (10 Marks) 3. Software solution design and Architecture- coverage of functionality and scope, security, data management and technical features (10 Marks) 4. Implementation Strategy, Activity wise Project Plan / Timelines. (5 Marks) 5. 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)	35
TOTAL				100
Cut Off Marks to be eligible for financial bid opening				70