HIMACHAL PRADESH STATE ELECTRONICS DEVELOPMENT CORPORATION LIMITED

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File No.: HPSEDC/Software-EMP/2K26-3472
e-Office File No. 62800
Date: 12/11/2026

CORRIGENDUM-II

(Tender No. HPSEDC/Software-EMP/2K26-3472)

HPSEDC published e-tender for Empanelment of IT Agencies for Software/ Website Development.

Based on the queries received from the prospective bidders, the responses along with clarifications/ revise clauses are at **Annexure A.**

Last date for bid submission is extended from 12/11/2026 to 27/11/2026 upto 2:30 PM and same will be opened on 28/11/2026 at 2:30 PM.

Data Controller,
HPSEDC

Annexure A

S.No	Page No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised clause may be read as
1	13	Clause 8.1, Pre-Qualification Criteria No. 4	RFE Ref: Sec 8.1, Criterion 4 and Tech Form-2. Criterion 4 asks for projects 'in any Enterprise or Government'; 'Enterprise' is not defined. Tech Form-2 asks for 'Client Name and Description (Government Department/ Private)'.	Confirm that "Enterprise" includes private sector companies, and that projects done for private companies count as valid experience, subject to Work Order / Completion Certificate / Client Certificate.	"Enterprise" covers any Enterprise or Government body, so private-sector companies and PSUs are included. Projects for private clients count as valid experience if supported by a Work Order, Completion Certificate or Client Certificate showing scope, value and completion within the last 3 years. Tech Form-2 also provides for "Private" clients.
2	16	Clause 10 (c)	RFE Ref: Sec 2 item 3, Sec 10(C), Sec 4 note and Sec 8.1 closing note. EMD is Rs 50,000 (Cat A), Rs 50,000 (Cat B) or Rs 1,00,000 (both), payable by DD from a Nationalized Bank; Cl 10(C) states no exemption. The RFE only says exemptions 'if any' follow Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 or other HP Government orders 'in case the committee deems it fit'.	MSMEs be exempted from paying EMD, as per prevailing government policies; MSME bidders can submit valid proof (Udyam Registration Certificate or equivalent).	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
3	16	Clause 10 (c)	RFE Ref: Sec 10(C) and Sec 5(a). EMD by DD from a Nationalized Bank, and 'No bank guarantee shall be accepted in lieu of the EMD'. Sec 8.1 Criteria 6-7 also allow RTGS.	Allow submission of EMD as Bank Guarantee (BG) instead of Demand Draft (DD), to give flexibility and align with common government tender practices.	Tender cost and EMD are paid by demand draft in favour of "Managing Director, HPSEDC", or by RTGS to the account stated there. The annual empanelment fee is by demand draft, and existing empanelled agencies may also pay by cash or RTGS. A bank guarantee is not accepted in place of EMD.
4	17	Clause 10 (l)	RFE Ref: Sec 6(III) and Sec 10(L). Both say an RFE from a consortium of Service Providers is not allowed/acceptable.	Allow Joint Venture / Consortium participation, with cumulative compliance on qualification and experience.	Bids from a consortium or joint venture are not allowed. Empanelment is of individual agencies accountable for work orders, and each bidder must meet the criteria on its own.
5	2	2. Key Events and Dates – Bid Submission End Date (21/10/2026, 02:30 PM)	RFE Ref: Sec 2 items 5-7, Sec 1(f), Sec 6(II) and Sec 10(K). Bid end is 21/10/2026 02:30 PM; pre-bid queries up to 05/10/2026 5 PM; meeting 06/10/2026 11:30 AM. HPSEDC may amend the RFE before the last date and notify changes at www.hpsedc.in.	Publish consolidated pre-bid replies with the pre-bid meeting outcome at the earliest, and extend the bid submission date by at least 15 days from the date of publication of replies.	Replies to queries are published on hpsedc.in and hptenders.gov.in, and bidders should check these sites for updates.
6		Evaluation Criteria / Technical Evaluation	RFE Ref: Sec 5(d), Sec 8.1, Sec 10(I) and Sec 14. Empanelment is a 'single stage process' on eligibility after scrutiny of documents. Sec 8.1 lists 8 pre-qualification criteria; no marks, weightage or commercial scoring appear.	Provide the detailed technical evaluation / scoring matrix, if any, including minimum qualifying marks and technical/commercial weightage.	Empanelment is a single-stage process. Bidders are checked pass or fail against the eight eligibility criteria with the supporting documents. There are no marks, weightage or commercial scoring at empanelment stage, so there is no minimum qualifying score.
7		Evaluation Criteria – "Proven Competence"	RFE Ref: Sec 9(c)(iv) and 9(i). Selection is 'based on the proven competence of proposal received, as evaluated by the PRC'; Sec 9(i) lists existing experience, personnel availability, technical competence and related-job experience.	Specify the parameters the Project Review / Evaluation Committee will apply while assessing "proven competence".	The Project Review Committee selects on the proven competence of the proposal received, looking at the bidder's existing experience, personnel availability, technical competence and experience in the related job category. The same assessment applies to all empanelled agencies, including start-ups.

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8	13	Clause 8.1, Pre-Qualification Criteria No. 4	RFE Ref: Sec 8.1 closing note and Sec 4 note. Exemption 'if any' is per the 16.05.2020 notification or other HP orders 'in case the committee deems it fit'; Himachali start-ups are exempt from experience and turnover for Cat B and for projects up to Rs 10 lakh in Cat A.	Clarify whether Clause 8.1(4) can be relaxed / considered compliant for MSME bidders or equivalent-capability bidders (P99Soft is a Udyam-registered Micro Enterprise), under Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 or subsequent Government orders.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
9	16 (EMD); other clauses not specified	EMD, Experience, Turnover and Supporting-Document requirements (Clause 10 (c) and Clause 8.1)	RFE Ref: Sec 2 item 3, Sec 10(C), Sec 8.1 and Sec 4 note. EMD, experience and turnover are set without an MSME carve-out; only the 16.05.2020 notification is referred to, at the committee's discretion.	Clarify whether any MSME relaxation is available for EMD, experience, turnover or supporting documents, notwithstanding the current portal indication concerning EMD exemption.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
10		Execution stage – local office requirement	RFE Ref: Sec 8.1, Sec 9(h) and 9(k). Sec 8.1 has no local-office condition. Sec 9(k) lets HPSEDC inspect the provider's site and cancel empanelment if infrastructure is inadequate; Sec 9(h) makes the provider supply its own equipment.	Confirm whether any local-office requirement will apply during execution. Bidder is ready to establish a local office within 15 days of LoA, if permitted.	The RFE has no local-office condition for eligibility or execution. HPSEDC may inspect a bidder's infrastructure. Onsite presence, if a department needs it, is stated in the Work Order.
11		General – incorporation of replies	RFE Ref: Sec 1(h), Sec 6(II) and Sec 10(K). Amendments arising from queries are notified as a corrigendum at [www.hpsedc.in] (http://www.hpsedc.in) and are binding.	Incorporate all clarifications / relaxations through the official pre-bid response / corrigendum so that all bidders submit on a uniform basis.	Replies to queries are published on hpsedc.in and hptenders.gov.in, and bidders should check these sites for updates.
12		EMD – MSME exemption (RFE Clause 10 (c))	RFE Ref: Sec 2 item 3, Sec 10(C), Sec 4 note and Sec 8.1 closing note. EMD is Rs 50,000 (Cat A), Rs 50,000 (Cat B) or Rs 1,00,000 (both), payable by DD from a Nationalized Bank; Cl 10(C) states no exemption. The RFE only says exemptions 'if any' follow Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 or other HP Government orders 'in case the committee deems it fit'.	Confirm whether MSME-registered bidders are eligible for exemption from submission of EMD, as per applicable Government / HPSEDC procurement provisions.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
13		Pre-Bid Meeting – Minutes of Meeting (MOM)	RFE Ref: Sec 2 item 5 and Sec 1(h). The pre-bid meeting is on 06/10/2026 at 11:30 AM by video conference; changes are published as a corrigendum on www.hpsedc.in.	Share the Minutes of Meeting of the Pre-Bid Meeting, including the queries raised by prospective bidders and the clarifications / amendments issued by HPSEDC.	Replies to queries are published on hpsedc.in and hptenders.gov.in, and bidders should check these sites for updates.
14		Section 8.1, Criterion 2 – Experience in IT	RFE Ref: Sec 8.1, Criteria 1-2. The provider should have been 'operating in the field of Information Technology … for last 3 years', proved by attested MOA/AoA and other proof; Criterion 1 allows companies, proprietorships and partnership/LLP firms.	Bidder operated as partnership firm M/s Acmedian since 21 June 2023; the same directors incorporated Acmedian Technologies Private Limited on 8 August 2024 (the bidding entity). Confirm whether experience from 21 June 2023 will count towards the 3-year IT-field requirement.	The bidder shall be a company registered under the Companies Act, 1956 or 2013; a sole proprietorship firm; a partnership firm registered under the Indian Partnership Act, 1932; or a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008, including subsequent amendments to the applicable Acts. The bidder shall hold valid government licences/registrations, as applicable, and a valid Goods and Services Tax Identification Number (GSTIN).

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15		Section 8.1, Criterion 3 – Annual Turnover (a)	RFE Ref: Sec 8.1, Criterion 3. 'Annual turnover min. Rs. 50 lacs during last 3 years in the field of IT services', shown by audited statements and an auditor's certificate.	Clarify whether the minimum turnover of Rs. 50 lakh is required in each of the last 3 financial years, or as an aggregate over the last 3 financial years.	The bidder must have annual turnover of at least Rs 50 lakh in each of the last 3 years in the field of IT services. It is shown by audited annual financial statements, the annual report and a certified statement from the current statutory auditor.
16		Section 8.1, Criterion 3 – Annual Turnover (b)	RFE Ref: Sec 8.1, Criteria 1 and 3. Turnover is shown by the bidder through its own audited statements; no clause adds a predecessor firm's turnover.	Confirm whether the turnover of partnership firm M/s Acmedian can be considered along with that of Acmedian Technologies Private Limited.	The bidder shall be a company registered under the Companies Act, 1956 or 2013; a sole proprietorship firm; a partnership firm registered under the Indian Partnership Act, 1932; or a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008, including subsequent amendments to the applicable Acts. The bidder shall hold valid government licences/registrations, as applicable, and a valid Goods and Services Tax Identification Number (GSTIN).
17	13	Section 8.1, Criterion 4 – Project Experience (a)	RFE Ref: Sec 8.1, Criterion 4 supporting documents. Authorised signatory certificate with scope of work; 'Work Order/ Completion Certificate/ Client Certificate and citations'; for multi-stage work, a completed-phase statement with client certificate or documents AND payment realization.	Enterprise clients engage the bidder under a Master Services Agreement (MSA) and Statements of Work (SoW), not a separate work order. Confirm whether MSA/SoW, with client certificate, invoices and proof of payment, will be accepted in lieu of a work order.	The supporting documents are the Work Order, Completion Certificate or Client Certificate with citations, and a certificate from the authorised signatory stating the scope of work. A Master Services Agreement with the Statement of Work showing scope and value is treated as the work order. For a multi-stage engagement, a statement of the completed phase supported by a client certificate or documentation and payment realisation is accepted, as the RFE provides.
18	13	Section 8.1, Criterion 4 – Project Experience (b)	RFE Ref: Sec 8.1, Criterion 4 and Sec 4. Criterion 4 asks for 'software/ website development projects'; Sec 4 treats development, audit and implementation as separate lines.	Projects include both software development and software QA/testing services. Confirm whether such projects will be considered as software development projects.	Projects count as software/website development if they involve building a web portal, website, mobile app, workflow or enterprise application, including AI-enabled applications. Testing or QA counts when it is part of a development project. Standalone testing, AMC-only work, server upgradation and hardware or infrastructure supply do not count. Government and private work orders count on the same basis.
19		Section 4 and Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 – Relaxation for local units / start-ups	RFE Ref: Sec 4 note (end of Category B scope) and Sec 8.1 closing note. 'Himachali start-ups would get exemption in experience and Turnover criteria for Category B and the value of projects up to 10 lakhs in Category A.' Other exemptions follow the 16.05.2020 notification at the committee's discretion.	Company is registered in Punjab but has an operational office in Hamirpur, Himachal Pradesh. Confirm whether it is eligible for the relaxation in experience and turnover criteria and the purchase preference for Himachali start-ups and local Micro and Small units; if yes, advise documents required.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
20	4	Clause 2 – Key Events and Dates; EMD	RFE Ref: Sec 2 item 3, Sec 10(C), Sec 4 note and Sec 8.1 closing note. EMD is Rs 50,000 (Cat A), Rs 50,000 (Cat B) or Rs 1,00,000 (both), payable by DD from a Nationalized Bank; Cl 10(C) states no exemption. The RFE only says exemptions 'if any' follow Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 or other HP Government orders 'in case the committee deems it fit'.	Allow full EMD exemption for DPIIT-recognized startups and Udyam-registered MSMEs on submission of valid certificates, as the RFE allows exemptions per HP Government orders.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
21	11	Para after Clause 7 – Exemption (Notification dated 16.05.2020)	RFE Ref: Sec 4 note (end of Category B scope) and Sec 8.1 closing note. 'Himachali start-ups would get exemption in experience and Turnover criteria for Category B and the value of projects up to 10 lakhs in Category A.' Other exemptions	Clarify whether the exemption framework is available to DPIIT startups / MSMEs registered outside Himachal Pradesh, and extend it to them wherever policy permits.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation

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			follow the 16.05.2020 notification at the committee's discretion.		documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
22	13	Clause 8.1 – Qualification & Technical Evaluation, Item 4	RFE Ref: Sec 4 note (end of Category B scope) and Sec 8.1 closing note. 'Himachali start-ups would get exemption in experience and Turnover criteria for Category B and the value of projects up to 10 lakhs in Category A.' Other exemptions follow the 16.05.2020 notification at the committee's discretion.	Extend the experience/turnover relaxation given to Himachali startups (page 10) to DPIIT startups/MSMEs, or allow fewer/lower-value startup projects or relevant AI/software delivery evidence.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
23	16-19	Clause 13 – Security Deposit & Performance Guarantee	RFE Ref: Sec 13(A)-(B). 'Performance Guarantee for every work order equivalent to 10%' of the work order value, within 15 calendar days of acceptance, as bank guarantee or pledged FDR valid 3 months after completion. Sec 13(C) lists forfeiture cases.	Clarify whether DPIIT startups/MSMEs get exemption or reduced PBG, or set a work-order value below which no PBG is required, as this is an empanelment of many small work orders.	A performance guarantee of 10% of every work order is required within 15 calendar days of acceptance, as a bank guarantee of a nationalised or scheduled bank or a pledged FDR, valid 3 months after completion. There is no value threshold and no exemption for start-ups or MSMEs, and deduction from bills is not allowed in its place.
24	5	Clause 2 – Annual Empanelment Fee	RFE Ref: Sec 2 item 11. Annual empanelment fee Rs 50,000 (Software) and Rs 5,000 (Website), non-refundable, by DD; existing empanelled bidders pay by DD/Cash/RTGS before the bid deadline.	Clarify whether any concession or exemption on the annual empanelment fee is available for DPIIT startups and Udyam MSMEs.	The annual empanelment fee is Rs 50,000 for Software Design and Development and Rs 5,000 for Website Design and Development. An empanelled agency continues its empanelment by depositing the annual fee each year, provided its performance is satisfactory. It is non-refundable once empanelled, and the RFE gives no concession for start-ups or MSMEs. Payment is by demand draft in favour of "The Managing Director, HPSEDC, Shimla"; existing empanelled agencies may pay by DD, cash or RTGS on or before the last date of bid submission. "Registration fee" in the RFE refers to this fee.
25	7-8	Clause 4 – Category A Scope and Costing; AI functionality rate table	RFE Ref: Sec 4(c) rate table and terms and conditions 3 and 7. Rates are fixed per component with 'AI Functionality Included'; the Department provides domain, hosting space and third-party APIs.	Clarify whether recurring third-party costs for AI projects (LLM/API, model hosting, vector DB, GPU/cloud, OCR, embeddings) are supplied by HPSEDC, as they are not in the listed rates.	The AI functionality shall be developed using open-source AI tools and models. Accordingly, no additional recurring third-party costs for LLM/API usage, model subscriptions, vector database licences, OCR, embeddings or GPU/cloud services are envisaged under the proposed implementation, and the rates in the RFE are to be read on that basis. HPSEDC or the Department shall not bear any separate recurring third-party AI costs.
26	9-10	Category B – Website Development and costing	RFE Ref: Sec 4 Category B and terms and conditions 3. Fixed rates per item; domain and hosting space provided by the Department; 'CMS integration with security audit' is Rs 50,000 per site.	Clarify whether third-party costs (paid plugins, premium themes, SSL, CDN, SMS/e-mail gateways, maps, analytics, hosting services, licenses) are borne by HPSEDC.	The domain name and hosting space are provided by the concerned department, and the data and requisite approvals are provided by the department. The agency provides the laptops, desktops, connectivity, mobile phones, hardware and software licences needed by its resources. Open-source platforms are to be used as far as possible. Any other item, such as an SSL certificate or a paid plugin, is as stated in the Work Order.
27	11	Terms & Conditions, Clause 6 – Handover & Transition / IP	RFE Ref: Terms and conditions 6 (Handover & Transition) and 1. 'Ownership of all project deliverables, including source code, databases, and intellectual property, shall remain with the Department.' Open source is preferred (T&C 1).	Clarify that Department ownership covers project-specific deliverables only, not the provider's pre-existing IP, reusable libraries, accelerators, tools, know-how or third-party / open-source components.	Ownership of all project deliverables, including source code, databases and intellectual property, remains with the department. The RFE makes no exception for the agency's own or third-party software. Open-source and third-party components used in a project stay under their own licences, which the agency discloses in its proposal.
28	20	General Conditions, Clause F – Data Protection	RFE Ref: General Conditions F. Provider and user must follow applicable data protection laws; provider adheres 'only to	Specify the minimum security, privacy, access-control, logging, encryption, vulnerability-management and incident-reporting requirements,	The empanelled vendor complies with the applicable data-protection laws and regulations for the project data, adheres to the security measures concerning that

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			those security measures … which were in place'; no transfer of Project Data without client authorisation.	and the split of responsibility where the Department supplies infrastructure, APIs or data.	data, and does not transfer any project data unless the client authorises it. The client's requirements for a project are stated in its Work Order.
29	20	General Conditions, Clause E – Limitation of Liability	RFE Ref: General Conditions E and B. 'There shall be no limitation of liability' for bodily injury, damage to property and IP. Cl B says a later detailed contract 'shall have an over-riding effect'.	Allow a reasonable aggregate liability cap in the work order/contract, especially for small-value engagements.	Liability is as per the general conditions of the RFE, under which there is no limitation of liability for damages for bodily injury (including death), damage to real or personal property, and intellectual property rights. The RFE does not provide a cap. The detailed contract signed after the order is placed overrides the RFE.
30	21	Clause H – Delivery / Delay	RFE Ref: General Conditions H and 14.1 (Force Majeure). Penalty is 3% per week of delay up to 12% where delay is 'solely on account of firm fault'; beyond four weeks HPSEDC may terminate or forfeit the PBG. Force Majeure protects the provider from forfeiture and damages.	Clarify that delay caused by the Department (inputs, data, approvals, APIs, hosting), scope changes or force majeure gives a timeline extension and no LD, since the clause applies only where delay is solely the firm's.	The delay penalty of 3% of the order value per week of delay (maximum 12%) applies only to delay solely on account of the firm's fault. Delay on the part of the department, such as in providing data, approvals, APIs, domain or hosting, is not on the firm's account. Force majeure is as per the RFE.
31	15	Clause 9(g) – Payment Terms	RFE Ref: Sec 9(d), 9(f), 9(g). Payment is 40% on design approval, 40% on development and hosting, 20% on completion certificate; a Committee approves the final bill; 'after receipt of the payment from the client department, running payments may be released'.	Specify the maximum payment-processing time after each milestone is submitted/accepted, and whether undisputed milestone invoices will be paid within a defined period.	Payment terms are: 40% on approval of design (SRS/FRS) by the department, 40% on development and hosting, and 20% on submission of the completion certificate. The final bill of material is approved by the concerned organisation and finalised through the HPSEDC Committee. Running payments are released after HPSEDC receives payment from the client department, as per the Work Order terms and review of progress. The RFE fixes no separate payment period.
32		Section 8.1, Criteria 5 – Full-Time Technical Resources (Category B)	RFE Ref: Sec 8.1, Criterion 5 and Sec 4 note. 'Minimum ten (10) Full Time Technical Resources on their own payroll', with a self-certificate and Provident Fund numbers; the start-up exemption covers 'experience and Turnover criteria' only.	Confirm whether the requirement of a minimum of 10 Full-Time Technical Resources is mandatory for Category B, including for Himachal-based start-ups, given their exemption from experience and turnover criteria.	The RFE requires 10 full-time technical resources on the bidder's own payroll, with a self-certificate and Provident Fund numbers. The Himachali start-up exemption covers experience and turnover only, so this criterion applies to start-ups as well. Contract, retainer and consultant staff do not count.
33		Section 8.1, Criteria 5 – Full-Time Technical Resources	RFE Ref: Sec 8.1, Criterion 5 and Sec 4 note. 'Minimum ten (10) Full Time Technical Resources on their own payroll', with a self-certificate and Provident Fund numbers; the start-up exemption covers 'experience and Turnover criteria' only.	Clarify whether the exemption given to Himachali start-ups for minimum experience and financial turnover also extends to the requirement of 10 full-time technical resources on payroll.	The RFE requires 10 full-time technical resources on the bidder's own payroll, with a self-certificate and Provident Fund numbers. The Himachali start-up exemption covers experience and turnover only, so this criterion applies to start-ups as well. Contract, retainer and consultant staff do not count.
34	4	2. Key Events and Dates (Para 3) – EMD	RFE Ref: Sec 2 item 3, Sec 10(C), Sec 4 note and Sec 8.1 closing note. EMD is Rs 50,000 (Cat A), Rs 50,000 (Cat B) or Rs 1,00,000 (both), payable by DD from a Nationalized Bank; Cl 10(C) states no exemption. The RFE only says exemptions 'if any' follow Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 or other HP Government orders 'in case the committee deems it fit'.	Provide exemption from EMD for eligible Startups/MSMEs, as per applicable Government procurement provisions.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
35	4	2. Key Events and Dates (Para 2) – Tender/RFE Document Fee	RFE Ref: Sec 2 item 2, Sec 8.1 Criterion 6 and Sec 10(B). Rs 5,000 non-refundable RFE document fee by DD (or RTGS under Criterion 6).	Provide exemption from the Tender/RFE Document Fee for eligible Startups/MSMEs, as per applicable Government procurement provisions.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration

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					certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
36	5	2. Key Events and Dates (Para 11) – Annual Empanelment Fee	RFE Ref: Sec 2 item 11. Annual empanelment fee Rs 50,000 (Software) and Rs 5,000 (Website), non-refundable, by DD; existing empanelled bidders pay by DD/Cash/RTGS before the bid deadline.	Provide exemption from the Annual Empanelment Fee for eligible Startups/MSMEs, as per applicable Government procurement provisions.	The annual empanelment fee is Rs 50,000 for Software Design and Development and Rs 5,000 for Website Design and Development. An empanelled agency continues its empanelment by depositing the annual fee each year, provided its performance is satisfactory. It is non-refundable once empanelled, and the RFE gives no concession for start-ups or MSMEs. Payment is by demand draft in favour of "The Managing Director, HPSEDC, Shimla"; existing empanelled agencies may pay by DD, cash or RTGS on or before the last date of bid submission. "Registration fee" in the RFE refers to this fee.
37	13	8.1 – Qualification and Technical Evaluation (Para 4)	RFE Ref: Sec 8.1, Criterion 4 and Tech Form-2. Criterion 4 asks for projects 'in any Enterprise or Government'; 'Enterprise' is not defined. Tech Form-2 asks for 'Client Name and Description (Government Department/ Private)'.	Clarify whether "Enterprise" includes Private Sector Organizations / Private Companies and whether projects executed for private organizations count as eligible experience.	"Enterprise" covers any Enterprise or Government body, so private-sector companies and PSUs are included. Projects for private clients count as valid experience if supported by a Work Order, Completion Certificate or Client Certificate showing scope, value and completion within the last 3 years. Tech Form-2 also provides for "Private" clients.
38	13	Section 8.1, Clause 4 – Project Experience	RFE Ref: Sec 8.1, Criterion 4. Two alternatives: 3 projects of at least Rs 5 lac, or 5 projects of at least Rs 2.5 lac, in the last 3 years; multi-stage engagements are accepted through a completed-phase statement with payment realization.	Amend the clause to also qualify a bidder that has completed a single software/website development project of much higher value (e.g. Rs. 50 lakh and above) in the last 3 years, as one large project shows the required technical and financial competence.	The project experience criterion requires completed projects: at least 3 projects of Rs 5 lakh or more each, or at least 5 projects of Rs 2.5 lakh or more each, in the last 3 years. Each project must meet the value on its own; smaller projects are not added together. Ongoing projects do not count, except completed phases of a multi-stage engagement supported by a client certificate or documentation and payment realisation, as the RFE provides. A single-project alternative is not provided in the RFE.
39	8	Sec 4(1)(c) – Software/Mobile App Development rate table	RFE Ref: Sec 4(c) rate table. The table is headed 'AI Functionality Included' and every UI and report row describes an AI tier (Rs 2,000-10,000); software has a minimum of Rs 25,000 and maximum of Rs 10,00,000.	Every UI form and report in the rate table is linked to an AI tier. Confirm whether AI is mandatory in every component and give rates for conventional non-AI components (CRUD forms, masters, workflow screens, standard MIS reports). Bidder's suggestion: Treat AI as optional; add separate rate heads for non-AI components plus an AI-enablement add-on rate.	Each row of the rate table lists the AI functionality it includes. AI is used only where the department's requirement needs it. For a conventional component with no AI function (data-entry forms, masters, workflow screens, standard MIS reports) the row of the same complexity level applies as its rate.
40	7	Sec 4(1) – Software Development	RFE Ref: Sec 4(1). The text says components are classified into 'very simple, simple, average, moderate and complex (as decided by Project Review Committee)', but the SRS line and rate table list only simple, moderate and complex.	The clause lists five levels (very simple, simple, average, moderate, complex) but the rate table has only three (simple, moderate, complex). Reconcile this and share the PRC's classification criteria. Bidder's suggestion: Publish objective criteria (fields, business rules, integrations, AI involvement) for transparent, consistent classification.	The RFE provides that user-interface forms and output reports (the components) are classified by the Project Review Committee into very simple, simple, average, moderate and complex. The rate table lists simple, moderate and complex levels; a very simple component is rated at the simple level and an average component at the moderate level. A requirement without a listed rate line (APIs, dashboards, notifications, workflow engines) is mapped by the Committee to the nearest listed component.
41	8	Sec 4(1)(c) – AI components	RFE Ref: Sec 4(c) rate table and terms and conditions 3 and 7. Rates are fixed per component with 'AI Functionality Included'; the Department provides domain, hosting space and third-party APIs.	Who bears recurring AI costs: LLM API and token charges, model subscriptions, embedding services, Vector DB licences, GPU compute? Bidder's suggestion: Department to pay at actuals, outside per-component rates; agency gives usage estimates at design stage.	The AI functionality shall be developed using open-source AI tools and models. Accordingly, no additional recurring third-party costs for LLM/API usage, model subscriptions, vector database licences, OCR, embeddings or GPU/cloud services are envisaged under the proposed implementation, and the rates in the RFE are to be read on that basis. HPSEDC or the Department shall not bear any separate recurring third-party AI costs.
42	10	Sec 4 – Terms & Conditions, Point 3	RFE Ref: Terms and conditions 3. 'The domain name and hosting space shall be provided by the concerned Department/Organization.'	The clause covers only domain and hosting space. Confirm who provides GPU-enabled servers or MeitY-empanelled cloud capacity, the Vector DB environment and production infrastructure for AI/RAG applications. Bidder's suggestion:	The domain name and hosting space are provided by the concerned department, and the data and requisite approvals are provided by the department. The agency provides the laptops, desktops, connectivity, mobile phones, hardware and software licences needed by its resources. Open-source platforms are to be used as far as possible. Any other item, such as an SSL certificate or a paid plugin, is as stated in

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				Department to provide production and AI infrastructure via SDC or a MeitY-empanelled cloud; agency gives sizing inputs.	the Work Order. As AI functionality is built on open-source tools and models, no separate GPU-enabled servers or paid AI cloud capacity are envisaged, and none will be provided or paid for by HPSEDC or the Department.
43	8	Sec 4(1)(c) – Complex UI (Multilingual AI)	RFE Ref: Sec 4(c), Complex User Interface row. Complex UI includes 'multilingual AI' at Rs 10,000; no language list or Bhashini is mentioned.	Which languages are required for multilingual AI? Is Bhashini integration expected? Bidder's suggestion: English and Hindi by default, Bhashini where needed; cost additional languages separately.	"Multilingual AI" means English and Hindi unless a Work Order says otherwise. Other languages and any Bhashini integration apply only if stated in the Work Order, and extra languages are costed through the Project Review Committee at the nearest component rate.
44	8	Sec 4(1)(c) – AI components	RFE Ref: Sec 4(c) and Sec 9(g). Payment follows design approval, development and hosting, and completion certificate; no AI accuracy or acceptance criteria are stated.	AI outputs are probabilistic. Define acceptance criteria for AI features (accuracy thresholds, test datasets, sign-off process). Bidder's suggestion: Agree acceptance criteria for each project.	Acceptance criteria for AI features (accuracy or quality thresholds, test data and sign-off) are agreed in the SRS or Work Order before development. Payment milestones follow the payment terms of the RFE.
45	8	Sec 4(1)(c) – Development of Complex User Interface	RFE Ref: Sec 4(c) and Sec 9(c)(v). Complex UI (RAG, embeddings, vector database) is priced at Rs 10,000; software is capped at Rs 10,00,000; the PRC verifies reasonability of rates for jobs below Rs 10 lac.	Rs. 10,000 for a complex UI with RAG, embeddings, semantic search and Vector DB integration is well below the effort involved. Review this rate. Bidder's suggestion: Revise AI component rates upward, or allow PRC-approved effort-based (man-day) costing beyond defined complexity.	The rates in the RFE are the fixed rates for the empanelment, exclusive of taxes, and techno-commercial proposals are based on them. The stated minimum and maximum charges apply. Effort-based (man-day) quotes are not accepted for work the rate card covers. For a requirement the rate card does not cover, the Project Review Committee decides on the type of work and the cost indicated.
46		Page 7–8 – Sec 4(1)(b) & (c) – SRS and Development	RFE Ref: Sec 4(1) and (c). Cost depends on 'number of User Interface forms, and Output Reports'; rate lines exist only for design, UI, reports, FRS/SRS, audit and implementation; change requests are costed 'as per above rates per components'.	Define "component". No rate exists for APIs and web services, dashboards, batch jobs and schedulers, notifications (SMS, email, WhatsApp), workflow or role engines, offline sync for mobile apps. Bidder's suggestion: Add rate heads for these items, or let the PRC map them to an equivalent complexity category.	The RFE provides that user-interface forms and output reports (the components) are classified by the Project Review Committee into very simple, simple, average, moderate and complex. The rate table lists simple, moderate and complex levels; a very simple component is rated at the simple level and an average component at the moderate level. A requirement without a listed rate line (APIs, dashboards, notifications, workflow engines) is mapped by the Committee to the nearest listed component.
47		Page 7–8 – Sec 4(1)(c) – Software/Mobile App Development	RFE Ref: Sec 4(c) title 'Software/Mobile App Development'. Mobile apps use the same component rates; no platform split is given.	For mobile apps, are Android and iOS costed separately? Are hybrid frameworks acceptable? Who holds the Play Store and App Store accounts? Bidder's suggestion: Allow hybrid frameworks (Flutter, React Native); cost iOS as an add-on; store accounts in the Department's name.	Cross-platform frameworks (for example Flutter or React Native) are allowed unless the department specifies a platform. A component rate covers one codebase: a cross-platform build counts once, while separate native Android and iOS builds are costed separately. Play Store and App Store accounts are held in the department's name.
48	11	Sec 4 – Terms & Conditions, Point 7	RFE Ref: Terms and conditions 7. The Department provides APIs/web services; the agency is responsible for 'integration, testing and ensuring seamless functionality'.	The agency is responsible for third-party integrations (Aadhaar/e-KYC, payment gateway, DigiLocker, SMS, e-District, State SSO, PFMS), but no rate is defined. Bidder's suggestion: Add a per-integration rate; exclude delays by API providers or pending approvals from the agency's timeline.	The department provides the APIs and web services; the agency integrates, tests and ensures they work. Mandatory integrations (for example payment gateway, SMS, KYC, DigiLocker, State SSO) are listed in the Work Order. Integration effort is within the component rates; usage charges of third-party services are borne by the department. Delays caused by API providers or pending approvals extend the timeline.
49		Page 7–8 – Sec 4(1) – Software Development	RFE Ref: Sec 4(c). Development rates include 'Database design/ creation, User Interface, Stored Procedures and business logic with field constraints, master data creation'.	Data migration from legacy systems or Excel (cleansing, mapping, validation) has no rate head. Is it in scope? Bidder's suggestion: Add a separate rate based on volume or number of entities; Department validates migrated data.	Legacy data migration (cleansing, mapping, validation) has no rate head. It is in scope only if the Work Order says so, and is then costed by the Project Review Committee by mapping to equivalent components or an approved effort estimate. The department validates the migrated data.
50	8	Sec 4 – Audit (Functional Audit / Load Testing)	RFE Ref: Sec 4 Audit. Security Audit Rs 40,000 and Functional Audit/load testing Rs 40,000 are listed under Category A.	Who conducts the functional audit and load testing (agency, STQC or third party)? What concurrency and response-time benchmarks apply? Bidder's suggestion: Define the load testing benchmarks.	Security audit and functional audit/load testing are priced at Rs 40,000 each (Category A). The agency arranges the security audit through a CERT-In empanelled auditor unless the department arranges it. Load-test benchmarks (users and response time) are fixed in the SRS or Work Order. Re-audit after fixing findings is at the agency's cost.

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51	8	Sec 4 – Maintenance Cost (15%)	RFE Ref: Sec 4 (Cat A) and Cat B maintenance lines. 'Maintenance Cost per annum: 15% of the cost of software application development (Rs 5000 min to Rs 50,000 max)'; Cat B is 20% (Rs 5,000-30,000). Change requests are costed per component.	Define the AMC scope (bug fixes or enhancements), SLA and response times, onsite or remote support, and whether a warranty period applies before AMC starts. Bidder's suggestion: AMC for bug fixes and minor changes, remote, with defined SLAs; AMC after a 3-month warranty; enhancements as change requests.	Maintenance is charged per annum: 15% of the software development cost (Rs 5,000 minimum, Rs 50,000 maximum) and 20% of the website development cost (Rs 5,000 minimum, Rs 30,000 maximum). The cost of a change request is calculated at the per-component rates in the RFE. The scope of maintenance and response times are as stated in the Work Order.
52	8	Sec 4 – Implementation (Installation Rs. 25,000)	RFE Ref: Sec 4 Implementation. 'Installation of Software at end user site = Rs. 25000/-'.	What does installation cover (server setup, DB configuration, SSL, hardening)? Who procures SSL certificates? Are backup and DR in scope? Bidder's suggestion: Department provides SSL certificates and backup/DR infrastructure; agency deploys and configures the application.	The Rs 25,000 installation rate covers deploying and configuring the application and database on the department's server. Server and OS, SSL certificates, and backup and DR infrastructure are provided by the department.
53	9	Sec 4 – Implementation (Field Training Rs. 10,000)	RFE Ref: Sec 4 Implementation. Training per batch Rs 5,000 at HPSEDC, IT Bhawan, Shimla; field-level training Rs 10,000 per batch.	What is the maximum batch size? For field-level training, are travel, boarding and venue costs included? Bidder's suggestion: Department provides venue and IT set-up; trainers' travel and boarding reimbursed at actuals.	Training is Rs 5,000 per batch at HPSEDC, I.T. Bhawan, Mehli, Shimla, and Rs 10,000 per batch at field level. The batch size and field location are stated in the Work Order.
54	9	Sec 4 Cat B(a) – GIGW and W3C Compliance	RFE Ref: Sec 4 Category B(a). 'GIGW and W3C compliance: 5,000/-'.	Does the Rs. 5,000 include STQC / GIGW compliance? Who bears the cost of STQC certification if required? Bidder's suggestion: Mention the details for STQC certification as well.	"GIGW and W3C compliance" (Rs 5,000) covers building the website to the GIGW and W3C guidelines; it does not include fees of any certifying agency. "AIC Compliance" (Rs 10,000) is as published in the RFE, and the compliance requirement is as specified by the department in the Work Order. The rate "5,00/-" for image editing is read as Rs 500 per image.
55	9	Sec 4 Cat B(b) – AIC Compliance	RFE Ref: Sec 4 Category B(b). 'AIC Compliance: 10,000/-'.	Does AIC compliance include IAAP certification as well? Bidder's suggestion: Provide details about the various certification costs for software/portal development.	"GIGW and W3C compliance" (Rs 5,000) covers building the website to the GIGW and W3C guidelines; it does not include fees of any certifying agency. "AIC Compliance" (Rs 10,000) is as published in the RFE, and the compliance requirement is as specified by the department in the Work Order. The rate "5,00/-" for image editing is read as Rs 500 per image.
56	9	Sec 4 Cat B(c) – CMS integration with security audit	RFE Ref: Sec 4 Category B(c). 'CMS integration with security audit: 50,000/- per site'; CMS websites range Rs 1,00,000-1,50,000.	Apart from the functionality mentioned, how will additional CMS functionality like RBAC and approval workflow be charged? Please list the line items. Bidder's suggestion: Detail how additional CMS functionality will be charged.	The CMS rate of Rs 50,000 per site (with security audit) covers standard CMS features. Additional functions such as role-based access control and approval workflow are mapped by the Project Review Committee to the nearest listed item, within the CMS band of Rs 1,00,000 to Rs 1,50,000.
57		Page 9–10 – Sec 4 Cat B – Website Development	RFE Ref: Sec 4 Category B. 'Web Page with text and images: 1,000/- per page'; content is provided in soft form.	Is a bilingual (English and Hindi) website one site, or are Hindi pages counted as additional pages? Bidder's suggestion: Department provides translated content.	A bilingual (English and Hindi) website is one site. Each language version of a page counts as a separate page at Rs 1,000 per page. The department supplies translated content in electronic form.
58	10	Sec 4 – Terms & Conditions, Point 6 (Handover & Transition)	RFE Ref: Terms and conditions 6. The outgoing agency must hand over assets and give 'knowledge transfer and technical support during the transition period'; deliverables and IP stay with the Department; final payment or AMC closure follows handover acceptance.	How long does knowledge-transfer support last, and is it paid? How does the IPR clause apply to the agency's pre-existing reusable frameworks? Bidder's suggestion: Limit knowledge transfer to 30 days, paid at agreed rates; Department owns project-specific deliverables.	On a transfer of work to another agency the outgoing agency hands over all project-related assets (source code, databases, technical documents, access credentials, configurations and other deliverables) and gives the knowledge transfer and technical support needed during the transition period so the system continues to work. Final payment or closure of AMC is processed only after handover and formal acceptance by the department. The transition period is stated in the Work Order.
59	20	General Conditions (F) – Data Protection	RFE Ref: General Conditions F. Provider and user must follow applicable data protection laws; provider adheres 'only to those security measures … which were in	Provide the list of all data protection requirements for development of a website. Bidder's suggestion: Any additional data protection mechanism will be billed extra.	The empanelled vendor complies with the applicable data-protection laws and regulations for the project data, adheres to the security measures concerning that data, and does not transfer any project data unless the client authorises it. The client's requirements for a project are stated in its Work Order.

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			place'; no transfer of Project Data without client authorisation.		
60	13	Sec 8.1 – Pre-Qualification Criteria, S.No. 4	RFE Ref: Sec 8.1, Criterion 4. The criterion asks for 'completed' projects. For multi-stage, multi-service engagements, 'a Statement of completed phase supported by a client certificate or documentation AND payment realization shall also be considered equivalent'.	The clause asks for 3 completed projects of at least Rs. 5 lakh each (or 5 of Rs. 2.5 lakh each) in the last 3 years. Confirm that ongoing projects will also be considered. Bidder's suggestion: Accept ongoing projects of at least Rs. 5 lakh each, with a Work Order, Client Certificate or Phase Completion Certificate.	The project experience criterion requires completed projects: at least 3 projects of Rs 5 lakh or more each, or at least 5 projects of Rs 2.5 lakh or more each, in the last 3 years. Each project must meet the value on its own; smaller projects are not added together. Ongoing projects do not count, except completed phases of a multi-stage engagement supported by a client certificate or documentation and payment realisation, as the RFE provides. A single-project alternative is not provided in the RFE.
61		Page 17–18 – Sec 11 – Documents comprising the RFEs, Point B & C	RFE Ref: Sec 11(B)-(C) against Sec 2 items 4 and 6-9. Sec 11 requires a sealed envelope with two hard copies, DDs and a pen drive or e-mail soft copy, while Sec 2 speaks of 'e-Tenders', a bid submission start/end date and download at hptenders.gov.in.	The RFE asks for a sealed envelope with two hard copies, DDs and a pen drive, while the tender is on hptenders.gov.in. Hard copy submission is difficult for agencies outside Himachal Pradesh, and corrigenda affect the hard copy set. Bidder's suggestion: Allow online submission only on hptenders.gov.in; no hard copies.	**Revised Clause:** The BoQ and Qualification-cum-Technical Proposal, along with all supporting documents, shall be submitted online only through the e-procurement portal https://hptenders.gov.in within the prescribed bid submission period. No hard copies or physical documents are required to be submitted. Hard copies submitted to this office will not be considered. If tender fees and EMD submitted through DD then the original copies should reach this office before opening of the tender.
62	4, 16	Sec 2 – Key Events (S.No. 3) & Sec 10(C) – EMD	RFE Ref: Sec 8.1 Criteria 6-7 against Sec 10(B)-(C) and Sec 5(a). Criteria 6 and 7 allow 'Demand Draft or through RTGS' and give account details; Sec 10(B)-(C) and S3456ec 5(a) mention DD only.	Confirm whether Tender Fee, EMD and Annual Empanelment Fee can be paid by RTGS/NEFT to the account in Sec 8.1 instead of a Demand Draft. Bidder's suggestion: Allow RTGS/NEFT for all payments; upload UTR details with the online bid.	Tender cost and EMD are paid by demand draft in favour of "Managing Director, HPSEDC", or by RTGS to the account stated there. The annual empanelment fee is by demand draft, and existing empanelled agencies may also pay by cash or RTGS. A bank guarantee is not accepted in place of EMD.
63	18	Sec 13 – Security Deposit & Performance Guarantee, Point A & B	RFE Ref: Sec 13(A)-(B). 'Performance Guarantee for every work order equivalent to 10%' of the work order value, within 15 calendar days of acceptance, as bank guarantee or pledged FDR valid 3 months after completion. Sec 13(C) lists forfeiture cases.	A 10% Performance Guarantee is required for every work order. For small orders (Rs. 25,000 to Rs. 5 lakh) this adds cost and time. Bidder's suggestion: Exempt work orders below Rs. 5 lakh from PG, or allow PG to be deducted from running bills.	A performance guarantee of 10% of every work order is required within 15 calendar days of acceptance, as a bank guarantee of a nationalised or scheduled bank or a pledged FDR, valid 3 months after completion. There is no value threshold and no exemption for start-ups or MSMEs, and deduction from bills is not allowed in its place.
64	15	Sec 9 – Terms and Conditions of Empanelment, Point f	RFE Ref: Sec 9(d), 9(f), 9(g). Payment is 40% on design approval, 40% on development and hosting, 20% on completion certificate; a Committee approves the final bill; 'after receipt of the payment from the client department, running payments may be released'.	Payment to the agency is released only after HPSEDC receives payment from the client department. Define a maximum time for release of payment. Bidder's suggestion: Release payment within 30 days of milestone acceptance, irrespective of receipt from the department.	Payment terms are: 40% on approval of design (SRS/FRS) by the department, 40% on development and hosting, and 20% on submission of the completion certificate. The final bill of material is approved by the concerned organisation and finalised through the HPSEDC Committee. Running payments are released after HPSEDC receives payment from the client department, as per the Work Order terms and review of progress. The RFE fixes no separate payment period.
65	20	General Conditions (E) – Limitation of Liability	RFE Ref: General Conditions E and B. 'There shall be no limitation of liability' for bodily injury, damage to property and IP. Cl B says a later detailed contract 'shall have an over-riding effect'.	The clause says there shall be no limitation of liability. Please cap the agency's total liability. Bidder's suggestion: Cap total liability at the value of the work order, excluding indirect and consequential losses.	Liability is as per the general conditions of the RFE, under which there is no limitation of liability for damages for bodily injury (including death), damage to real or personal property, and intellectual property rights. The RFE does not provide a cap. The detailed contract signed after the order is placed overrides the RFE.
66		Page 7–10, 14 – Sec 4 – Scope of services (Category A & B) rate tables; Sec 9(c)(iii)	RFE Ref: Sec 4 rate tables, Sec 9(c)(iii) and (v), terms and conditions 2 and 5, and Process of selection 3-5. Rates are fixed with minimum and maximum per project; techno-commercial proposals are 'based on the rates fixed in this document'; the PRC verifies reasonability of rates for jobs	Fixed rates suit only small or basic requirements. Complex workflows, integrations, AI/RAG, large data and high-load systems need much higher effort that the rates do not cover. Bidder's suggestion: Use fixed rates only for small/basic requirements; for others, ask empanelled vendors for an effort estimate and quote at the time of the requirement.	The rates in the RFE are the fixed rates for the empanelment, exclusive of taxes, and techno-commercial proposals are based on them. The stated minimum and maximum charges apply. Effort-based (man-day) quotes are not accepted for work the rate card covers. For a requirement the rate card does not cover, the Project Review Committee decides on the type of work and the cost indicated.

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			below Rs 10 lac. Above Rs 10 lakh, empanelled vendors submit techno-commercial proposals.		
67		Clause 9(c)(v) / Clause 9	RFE Ref: Sec 9(c)(iii) and (v), terms and conditions 2. Proposals are 'based on the rates fixed in this document'; the PRC verifies reasonability of rates for jobs below Rs 10 lac 'on the basis of the type of work and cost indicated by the empanelled vendor'.	Clarify whether the rates in the RFE are fixed/mandatory, or whether agencies can quote project-specific rates based on actual scope and effort.	The rates in the RFE are the fixed rates for the empanelment, exclusive of taxes, and techno-commercial proposals are based on them. The stated minimum and maximum charges apply. Effort-based (man-day) quotes are not accepted for work the rate card covers. For a requirement the rate card does not cover, the Project Review Committee decides on the type of work and the cost indicated.
68		Clause 3(f), 9 & 9(c)	RFE Ref: Terms and conditions 5, Process of selection 4-5 and Sec 3(2)(f). Projects above Rs 10,00,000 go through 'calling sealed bids from each empanelled service provider', while Sec 3(2)(f) says such jobs go through an 'Open tender process'.	Clarify the exact procurement process for projects above Rs. 10 lakh, and whether they are restricted to empanelled agencies or also open to non-empanelled bidders.	For a project above Rs 10 lakh HPSEDC e-mails the requirement to the empanelled vendors, who submit techno-commercial proposals (sealed bids) within a stipulated time. HPSEDC forwards the rates and technical proposal of the L1 bidder to the department. The RFE provision on open tender for jobs above the stated values is read with these provisions.
69		Clause 9(c)(iii)	RFE Ref: Process of selection 4-5 and Sec 9(c)(iv). HPSEDC 'will forward the rates along with Technical proposal of L1 bidder'; Sec 9(c)(iv) speaks of selection on 'proven competence'.	If multiple empanelled agencies are invited for a project, will L1 alone decide, or will technical competence/technical score also be considered?	For a project above Rs 10 lakh HPSEDC e-mails the requirement to the empanelled vendors, who submit techno-commercial proposals (sealed bids) within a stipulated time. HPSEDC forwards the rates and technical proposal of the L1 bidder to the department. The RFE provision on open tender for jobs above the stated values is read with these provisions.
70		Terms & Conditions (3)	RFE Ref: Terms and conditions 3 and 7 (Cat A/B scope), Sec 9(h). 'The domain name and hosting space shall be provided by the concerned Department/Organization'; the Department provides third-party APIs; the provider supplies laptops, internet and 'any … software license required' for its resources.	Clarify whether cloud/server infrastructure, SSL certificates, third-party licenses, SMS/email gateways, payment gateways, maps/API charges, AI/LLM/API charges and other third-party services are provided by the Department or included in the agency's quoted cost.	The domain name and hosting space are provided by the concerned department, and the data and requisite approvals are provided by the department. The agency provides the laptops, desktops, connectivity, mobile phones, hardware and software licences needed by its resources. Open-source platforms are to be used as far as possible. Any other item, such as an SSL certificate or a paid plugin, is as stated in the Work Order. AI/LLM/API and other recurring third-party AI costs are not payable separately. The AI functionality is developed on open-source tools and models, and HPSEDC or the Department shall not bear these costs.
71		EMD	RFE Ref: Sec 2 items 2-3 and 11, Sec 5(a). EMD Rs 50,000 (A), Rs 50,000 (B), Rs 1,00,000 for both; Sec 5(a) asks for the Rs 5,000 processing fee and EMD 'as per participation in the prescribed categories'; annual fee is Rs 50,000 (A) and Rs 5,000 (B).	Clarify whether a bidder can be empanelled independently under Category A, Category B or both, and whether separate EMD and annual empanelment fees apply for each category when applying for both.	A bidder may apply for Category A, Category B or both in one bid; in the BoQ it enters 1 against each category applied for and 2 against the other. EMD is Rs 50,000 for one category and Rs 1,00,000 in total for both. The Rs 5,000 processing (tender document) fee is paid once. The annual empanelment fee is separate for each category: Rs 50,000 for Category A and Rs 5,000 for Category B. An agency already empanelled in one category may apply for the other by submitting an application with the applicable EMD, subject to meeting that category's criteria.
72	13	Eligibility Criteria – Experience Requirement	RFE Ref: Sec 8.1, Criterion 4. The criterion needs 3 projects of at least Rs 5 lac each, or 5 of at least Rs 2.5 lac each; multi-stage engagements are accepted through a completed-phase statement.	Whether multiple similar projects can be considered collectively for meeting the minimum experience criteria.	The project experience criterion requires completed projects: at least 3 projects of Rs 5 lakh or more each, or at least 5 projects of Rs 2.5 lakh or more each, in the last 3 years. Each project must meet the value on its own; smaller projects are not added together. Ongoing projects do not count, except completed phases of a multi-stage engagement supported by a client certificate or documentation and payment realisation, as the RFE provides. A single-project alternative is not provided in the RFE.
73	13	Eligibility Criteria – Ongoing Projects	RFE Ref: Sec 8.1, Criterion 4. The criterion asks for 'completed' projects. For multi-stage, multi-service engagements, 'a Statement of completed phase supported by a client certificate or documentation	Whether ongoing projects with completed milestones and client certification will be considered for eligibility evaluation.	The project experience criterion requires completed projects: at least 3 projects of Rs 5 lakh or more each, or at least 5 projects of Rs 2.5 lakh or more each, in the last 3 years. Each project must meet the value on its own; smaller projects are not added together. Ongoing projects do not count, except completed phases of a multi-stage engagement supported by a client certificate or documentation and payment

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			AND payment realization shall also be considered equivalent'.		realisation, as the RFE provides. A single-project alternative is not provided in the RFE.
74	13	Eligibility Criteria – Completion Certificate	RFE Ref: Sec 8.1, Criterion 4 supporting documents. 'Work Order/ Completion Certificate/ Client Certificate and citations'; for multi-stage work, client certificate or documentation AND payment realization.	Will Work Orders along with Go-Live Certificates or Payment Proofs be accepted where Completion Certificates are not available.	The supporting documents are the Work Order, Completion Certificate or Client Certificate with citations, and a certificate from the authorised signatory stating the scope of work. A Master Services Agreement with the Statement of Work showing scope and value is treated as the work order. For a multi-stage engagement, a statement of the completed phase supported by a client certificate or documentation and payment realisation is accepted, as the RFE provides.
75	13	Eligibility Criteria – Relevant Experience	RFE Ref: Sec 8.1, Criterion 4 and Sec 4. 'Software/ website development projects'; Cat A scope includes AI-enabled design, mobile apps and reports.	Clarify whether AI, Mobile Application Development, Workflow Automation, Portal Development and Enterprise Software projects will be considered relevant experience under this RFE.	Projects count as software/website development if they involve building a web portal, website, mobile app, workflow or enterprise application, including AI-enabled applications. Testing or QA counts when it is part of a development project. Standalone testing, AMC-only work, server upgradation and hardware or infrastructure supply do not count. Government and private work orders count on the same basis.
76	7-11	Technical Scope – User Base	RFE Ref: Sec 4 and Sec 9(c)(i). No user numbers appear; HPSEDC prepares the scope of work and estimated cost for each requirement.	Specify the expected number of registered users and concurrent users for each category of application.	The RFE gives no user numbers. HPSEDC prepares the scope of work and estimated cost for each requirement, and expected registered and concurrent users are stated in each requirement or Work Order.
77	7-11	Technical Scope – Infrastructure	RFE Ref: Terms and conditions 3 and 7 (Cat A/B scope), Sec 9(h). 'The domain name and hosting space shall be provided by the concerned Department/Organization'; the Department provides third-party APIs; the provider supplies laptops, internet and 'any … software license required' for its resources.	Clarify whether cloud hosting, storage, backup, SMS gateway, email gateway and security infrastructure shall be provided by the Department or by the empanelled agency.	The domain name and hosting space are provided by the concerned department, and the data and requisite approvals are provided by the department. The agency provides the laptops, desktops, connectivity, mobile phones, hardware and software licences needed by its resources. Open-source platforms are to be used as far as possible. Any other item, such as an SSL certificate or a paid plugin, is as stated in the Work Order.
78	7-11	Technical Scope – Third Party Integration	RFE Ref: Terms and conditions 7. The Department provides APIs/web services; the provider integrates and tests.	Provide details of mandatory third-party integrations and clarify responsibility for associated charges.	The department provides the APIs and web services; the agency integrates, tests and ensures they work. Mandatory integrations (for example payment gateway, SMS, KYC, DigiLocker, State SSO) are listed in the Work Order. Integration effort is within the component rates; usage charges of third-party services are borne by the department. Delays caused by API providers or pending approvals extend the timeline.
79		Commercial – Change Request	RFE Ref: Sec 4 maintenance lines. 'The cost for change request will be calculated as per above rates per components.'	Clarify the process for handling additional requirements arising after approval of SRS and design documents.	The cost of a change request is calculated at the per-component rates listed in the RFE. A change is taken up on a written request from the department, with an effort estimate at these rates and the approval of the department or Project Review Committee, before work starts.
80		Payment Terms – Milestone Payment	RFE Ref: Sec 9(d), 9(f), 9(g). Payment is 40% on design approval, 40% on development and hosting, 20% on completion certificate; a Committee approves the final bill; 'after receipt of the payment from the client department, running payments may be released'.	Clarify whether payments shall be released milestone-wise upon successful delivery and acceptance of the respective milestone.	Payment terms are: 40% on approval of design (SRS/FRS) by the department, 40% on development and hosting, and 20% on submission of the completion certificate. The final bill of material is approved by the concerned organisation and finalised through the HPSEDC Committee. Running payments are released after HPSEDC receives payment from the client department, as per the Work Order terms and review of progress. The RFE fixes no separate payment period.
81	8-9	Support & Maintenance – AMC Charges	RFE Ref: Sec 4 maintenance lines. 'Maintenance Cost per annum: 15% of the cost of software application development'; Cat B is 20% per annum.	Confirm that the maintenance charges mentioned in the RFE are annual (per annum) and payable on a yearly basis.	Maintenance is charged per annum: 15% of the software development cost (Rs 5,000 minimum, Rs 50,000 maximum) and 20% of the website development cost (Rs 5,000 minimum, Rs 30,000 maximum). The cost of a change request is calculated at the per-component rates in the RFE. The scope of maintenance and response times are as stated in the Work Order.

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82	8-9	Support & Maintenance – Scope of AMC	RFE Ref: Sec 4 (Cat A) and Cat B maintenance lines. 'Maintenance Cost per annum: 15% of the cost of software application development (Rs 5000 min to Rs 50,000 max)'; Cat B is 20% (Rs 5,000-30,000). Change requests are costed per component.	Clarify whether AMC includes only bug fixing and maintenance support or also enhancement requests and new feature development.	Maintenance is charged per annum: 15% of the software development cost (Rs 5,000 minimum, Rs 50,000 maximum) and 20% of the website development cost (Rs 5,000 minimum, Rs 30,000 maximum). The cost of a change request is calculated at the per-component rates in the RFE. The scope of maintenance and response times are as stated in the Work Order.
83		Security Requirements – Security Audit	RFE Ref: Sec 4 Audit and Category B(c). Security Audit is a Rs 40,000 rate item in Cat A, and the Cat B CMS rate is 'with security audit'.	Clarify whether Security Audit/VAPT shall be arranged by the Department or by the empanelled agency.	Security audit and functional audit/load testing are priced at Rs 40,000 each (Category A). The agency arranges the security audit through a CERT-In empanelled auditor unless the department arranges it. Load-test benchmarks (users and response time) are fixed in the SRS or Work Order. Re-audit after fixing findings is at the agency's cost.
84		Intellectual Property – Source Code Ownership	RFE Ref: Terms and conditions 6 (Handover & Transition) and 1. 'Ownership of all project deliverables, including source code, databases, and intellectual property, shall remain with the Department.' Open source is preferred (T&C 1).	Clarify ownership and reuse rights of generic frameworks, libraries and reusable components developed during the project.	Ownership of all project deliverables, including source code, databases and intellectual property, remains with the department. The RFE makes no exception for the agency's own or third-party software. Open-source and third-party components used in a project stay under their own licences, which the agency discloses in its proposal.
85	7-11	Technical Scope – AI Services	RFE Ref: Sec 4(c) rate table and terms and conditions 3 and 7. Rates are fixed per component with 'AI Functionality Included'; the Department provides domain, hosting space and third-party APIs.	If AI/GenAI functionality is required, clarify responsibility for AI platform subscription and API usage charges.	The AI functionality shall be developed using open-source AI tools and models. Accordingly, no additional recurring third-party costs for LLM/API usage, model subscriptions, vector database licences, OCR, embeddings or GPU/cloud services are envisaged under the proposed implementation, and the rates in the RFE are to be read on that basis. HPSEDC or the Department shall not bear any separate recurring third-party AI costs.
86		Renewal / Re-Empanelment of Existing Empanelled Service Providers	RFE Ref: Sec 3(2)(g), Sec 2 item 11 note and Sec 9(b). Empanelment is continuous, once a year; existing providers 'may continue the empanelment by depositing the annual empanelment fee' if performance is satisfactory; Sec 9(b) allows renewal 'on request … after payment of registration fee'.	Clarify the exact process and documents required for renewal / re-empanelment. Is a complete fresh RFE / technical proposal required, or can empanelment be renewed through a renewal request with the prescribed fee?	An existing empanelled agency continues its empanelment by depositing the annual empanelment fee (Rs 50,000 for Software, Rs 5,000 for Website) by DD, cash or RTGS on or before the last date of bid submission, provided its performance is satisfactory. Empanelment is for two years from the date of the empanelment letter and may be renewed on request after payment of the fee, based on performance on job orders. The fee is paid for each category.
87		Mode and Procedure for Payment by Existing Empanelled Service Providers	RFE Ref: Sec 2 item 11 note and Sec 8.1 Criteria 6-7. Existing providers may pay the annual fee 'through DD/Cash/ RTGS on or before last date of submission of bids'; RTGS account details are given under Criteria 6-7 for tender cost and EMD.	Confirm the applicable bank details, payment procedure and proof / documents required for depositing the annual empanelment fee through RTGS.	The annual empanelment fee is Rs 50,000 for Software Design and Development and Rs 5,000 for Website Design and Development. An empanelled agency continues its empanelment by depositing the annual fee each year, provided its performance is satisfactory. It is non-refundable once empanelled, and the RFE gives no concession for start-ups or MSMEs. Payment is by demand draft in favour of "The Managing Director, HPSEDC, Shimla"; existing empanelled agencies may pay by DD, cash or RTGS on or before the last date of bid submission. "Registration fee" in the RFE refers to this fee.
88		Applicability of RFE Cost and EMD to Existing Empanelled Providers	RFE Ref: Sec 2 items 2-3 and 11 note, Sec 5(a). The Rs 5,000 fee and EMD apply to applicants; the note says empanelled bidders 'will have to submit annual empanelment fee'.	Clarify whether an already empanelled provider must pay the RFE document fee of Rs. 5,000 and the EMD of Rs. 50,000 / Rs. 1,00,000 again, or whether these apply only to fresh applicants.	An existing empanelled agency continues its empanelment by depositing the annual empanelment fee (Rs 50,000 for Software, Rs 5,000 for Website) by DD, cash or RTGS on or before the last date of bid submission, provided its performance is satisfactory. Empanelment is for two years from the date of the empanelment letter and may be renewed on request after payment of the fee, based on performance on job orders. The fee is paid for each category.
89		Validity / Continuity of	RFE Ref: Sec 3(2)(g) against Sec 9(b). Sec 3(2)(g): continuous process 'done once a	Clarify how the annual continuation / renewal cycle relates to the two-year empanelment period,	An existing empanelled agency continues its empanelment by depositing the annual empanelment fee (Rs 50,000 for Software, Rs 5,000 for Website) by DD, cash or

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		Existing Empanelment	year'; Sec 9(b): two years from the letter of empanelment, then renewal on request after fee.	especially for agencies already empanelled under the previous RFE.	RTGS on or before the last date of bid submission, provided its performance is satisfactory. Empanelment is for two years from the date of the empanelment letter and may be renewed on request after payment of the fee, based on performance on job orders. The fee is paid for each category.
90		Category-wise Renewal	RFE Ref: Sec 2 item 11 and Sec 9(i). Separate annual fees: Rs 50,000 (Software) and Rs 5,000 (Website); providers may apply for 'different expertise / levels of competence'.	Clarify whether an existing provider can renew only one category, or whether renewal is required for all previously empanelled categories.	An existing empanelled agency continues its empanelment by depositing the annual empanelment fee (Rs 50,000 for Software, Rs 5,000 for Website) by DD, cash or RTGS on or before the last date of bid submission, provided its performance is satisfactory. Empanelment is for two years from the date of the empanelment letter and may be renewed on request after payment of the fee, based on performance on job orders. The fee is paid for each category.
91	10	Section 4, Page 10 – Startup exemption	RFE Ref: Sec 4 note (end of Category B scope) and Sec 8.1 closing note. 'Himachali start-ups would get exemption in experience and Turnover criteria for Category B and the value of projects up to 10 lakhs in Category A.' Other exemptions follow the 16.05.2020 notification at the committee's discretion.	Extend this relaxation to all DPIIT-recognised Startups, irrespective of State of incorporation/registration, subject to quality, technical and execution capability.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
92		Section 8.1, Sl. No. 2	RFE Ref: Sec 8.1, Criterion 2. 'Operating in the field of Information Technology … for last 3 years.'	Relax the 3-year operational experience to a minimum of 6 months for DPIIT-recognised Startups, subject to technical and manpower requirements.	The RFE exempts Himachali start-ups from the experience and turnover criteria altogether; it does not give reduced figures (such as 6 months of operation, Rs 20 lakh turnover or 2 projects) to other start-ups. All other bidders must meet the criteria on years in IT, turnover and project experience.
93		Section 8.1, Sl. No. 3	RFE Ref: Sec 8.1, Criterion 3, and Sec 4 note. Rs 50 lacs annual turnover in the last 3 years in IT services; Himachali start-ups are exempt.	Relax the minimum annual turnover for DPIIT-recognised Startups to Rs. 20 lakh, subject to technical and quality requirements.	The RFE exempts Himachali start-ups from the experience and turnover criteria altogether; it does not give reduced figures (such as 6 months of operation, Rs 20 lakh turnover or 2 projects) to other start-ups. All other bidders must meet the criteria on years in IT, turnover and project experience.
94		Section 8.1, Sl. No. 4	RFE Ref: Sec 8.1, Criterion 4. 3 projects of Rs 5 lac or 5 projects of Rs 2.5 lac.	Allow DPIIT-recognised Startups to qualify with at least 2 completed projects of Rs. 5 lakh each as on the bid submission date.	The RFE exempts Himachali start-ups from the experience and turnover criteria altogether; it does not give reduced figures (such as 6 months of operation, Rs 20 lakh turnover or 2 projects) to other start-ups. All other bidders must meet the criteria on years in IT, turnover and project experience.
95		Section 8.1, Sl. No. 4	RFE Ref: Sec 8.1, Criterion 4 and Tech Form-2. Projects must be 'completed'; Tech Form-2 accepts Government or Private clients.	Clarify whether ongoing/completed projects of lesser value, pilots, MVPs, SaaS implementations, technology solutions and private-sector projects can show technical capability of a DPIIT startup, where relevant to the category applied for.	The project experience criterion requires completed projects: at least 3 projects of Rs 5 lakh or more each, or at least 5 projects of Rs 2.5 lakh or more each, in the last 3 years. Each project must meet the value on its own; smaller projects are not added together. Ongoing projects do not count, except completed phases of a multi-stage engagement supported by a client certificate or documentation and payment realisation, as the RFE provides. A single-project alternative is not provided in the RFE.
96		Section 8.1, Sl. No. 5	RFE Ref: Sec 8.1, Criterion 5 and Sec 4 note. 'Minimum ten (10) Full Time Technical Resources on their own payroll', with a self-certificate and Provident Fund numbers; the start-up exemption covers 'experience and Turnover criteria' only.	Relax the minimum technical resources for DPIIT-recognised Startups; allow a smaller core team supplemented by contractual/consultant resources, SMEs or project-specific professionals.	The RFE requires 10 full-time technical resources on the bidder's own payroll, with a self-certificate and Provident Fund numbers. The Himachali start-up exemption covers experience and turnover only, so this criterion applies to start-ups as well. Contract, retainer and consultant staff do not count.
97		Section 8.1, Sl. No. 5	RFE Ref: Sec 8.1, Criterion 5 and Tech Form-3. Resources must be 'on their own payroll' with Provident Fund numbers.	Clarify whether full-time contractual, retainer or project-basis resources can count, and relax the PF requirement for DPIIT-recognised Startups.	The RFE requires 10 full-time technical resources on the bidder's own payroll, with a self-certificate and Provident Fund numbers. The Himachali start-up exemption covers experience and turnover only, so this criterion applies to start-ups as well. Contract, retainer and consultant staff do not count.

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98		Section 8.1, Sl. Nos. 2–5	RFE Ref: Sec 4 note (end of Category B scope) and Sec 8.1 closing note. 'Himachali start-ups would get exemption in experience and Turnover criteria for Category B and the value of projects up to 10 lakhs in Category A.' Other exemptions follow the 16.05.2020 notification at the committee's discretion.	Since the RFE recognises a startup exemption for Himachali Startups, provide a corresponding provision for DPIIT-recognised Startups so new technology companies are not excluded for age or turnover history.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
99	16	Section 8.1, Sl. No. 6 & 7 / Section 10(C)	RFE Ref: Sec 2 item 3, Sec 10(C), Sec 4 note and Sec 8.1 closing note. EMD is Rs 50,000 (Cat A), Rs 50,000 (Cat B) or Rs 1,00,000 (both), payable by DD from a Nationalized Bank; Cl 10(C) states no exemption. The RFE only says exemptions 'if any' follow Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 or other HP Government orders 'in case the committee deems it fit'.	Confirm EMD / bid security exemption for DPIIT-recognised Startups under the Government of India startup procurement framework, or clarify the State-specific exemption that applies.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
100		Section 8.1, Sl. No. 6	RFE Ref: Sec 2 item 2, Sec 8.1 Criterion 6 and Sec 10(B). Rs 5,000 non-refundable RFE document fee by DD (or RTGS under Criterion 6).	Clarify whether DPIIT-recognised Startups must pay the RFE/tender document fee of Rs. 5,000, and extend exemption if permitted.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
101		Section 9(c)(iv)	RFE Ref: Sec 9(c)(iv) and 9(i). Selection is 'based on the proven competence of proposal received, as evaluated by the PRC'; Sec 9(i) lists existing experience, personnel availability, technical competence and related-job experience.	If relaxation is granted, confirm technical competence, quality, capability and team suitability will be considered in place of turnover and prior-project thresholds.	The Project Review Committee selects on the proven competence of the proposal received, looking at the bidder's existing experience, personnel availability, technical competence and experience in the related job category. The same assessment applies to all empanelled agencies, including start-ups.
102		Section 9(i)	RFE Ref: Sec 9(i). Providers are selected on 'existing experience, personnel availability, technical competence and experience of related Job category'; HPSEDC may inspect infrastructure.	Confirm that, for DPIIT startups with relaxation, the PRC may assess technical capability, domain expertise, technology stack, key personnel, demonstrable solutions/POCs and relevant projects instead of applying historical criteria rigidly.	The Project Review Committee selects on the proven competence of the proposal received, looking at the bidder's existing experience, personnel availability, technical competence and experience in the related job category. The same assessment applies to all empanelled agencies, including start-ups.
103	10	Section 4, Page 10 – Startup provision	RFE Ref: Sec 4 note (end of Category B scope) and Sec 8.1 closing note. 'Himachali start-ups would get exemption in experience and Turnover criteria for Category B and the value of projects up to 10 lakhs in Category A.' Other exemptions follow the 16.05.2020 notification at the committee's discretion.	Clarify whether a DPIIT-recognised Startup with its registered office outside Himachal Pradesh can avail the same exemption if technically capable.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
104		Section 8.1	RFE Ref: Sec 8.1 and Sec 14(A). Providers 'failing to either meet these criteria or not furnishing the requisite supporting	Confirm that an eligible DPIIT Startup submitting its DPIIT certificate, GST registration, incorporation documents, technical credentials and an execution-	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P.

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			documents … is liable to be summarily rejected'.	capability undertaking will not be rejected solely for missing turnover / experience / project-count criteria where relaxation applies.	State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
105		General / New Clause requested	RFE Ref: Sec 4 note and Sec 8.1 closing note. Only the Himachali start-up exemption and the 16.05.2020 notification are mentioned; DPIIT startups are not named.	Add a specific clause in the RFE/corrigendum stating DPIIT-recognised Startups are eligible for relaxation/exemption from prior experience and turnover requirements, subject to quality and technical specifications.	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference (15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
106		Renewal / Continuation	RFE Ref: Sec 3(2)(g), Sec 2 item 11 note and Sec 9(b). Empanelment is continuous, once a year; existing providers 'may continue the empanelment by depositing the annual empanelment fee' if performance is satisfactory; Sec 9(b) allows renewal 'on request … after payment of registration fee'.	Does an already empanelled agency need to submit a fresh RFE, or can the existing empanelment be continued/renewed by paying the prescribed annual empanelment fee?	An existing empanelled agency continues its empanelment by depositing the annual empanelment fee (Rs 50,000 for Software, Rs 5,000 for Website) by DD, cash or RTGS on or before the last date of bid submission, provided its performance is satisfactory. Empanelment is for two years from the date of the empanelment letter and may be renewed on request after payment of the fee, based on performance on job orders. The fee is paid for each category.
107		Validity of existing empanelment	RFE Ref: Sec 9(b) and Sec 3(2)(g). Empanelment is for two years from the letter of empanelment, with an annual fee to continue.	What is the validity / renewal date of the existing Category B empanelment, and what is required from an already empanelled agency for continuation?	An existing empanelled agency continues its empanelment by depositing the annual empanelment fee (Rs 50,000 for Software, Rs 5,000 for Website) by DD, cash or RTGS on or before the last date of bid submission, provided its performance is satisfactory. Empanelment is for two years from the date of the empanelment letter and may be renewed on request after payment of the fee, based on performance on job orders. The fee is paid for each category.
108		Documents for renewal	RFE Ref: Sec 3(2)(g) and Sec 2 item 11 note. Existing providers continue by depositing the annual fee; the documents needed for renewal are not listed.	If renewal is required, must all documents and forms be submitted again, or only updated documents and fees?	An existing empanelled agency continues its empanelment by depositing the annual empanelment fee (Rs 50,000 for Software, Rs 5,000 for Website) by DD, cash or RTGS on or before the last date of bid submission, provided its performance is satisfactory. Empanelment is for two years from the date of the empanelment letter and may be renewed on request after payment of the fee, based on performance on job orders. The fee is paid for each category.
109		Category A application	RFE Ref: Sec 2 item 3, Sec 5(a) and Sec 9(i). EMD is Rs 1,00,000 for both categories; providers 'may apply for the empanelment in different expertise'.	Can an agency already empanelled under Category B also apply for Category A under this RFE?	A bidder may apply for Category A, Category B or both in one bid; in the BoQ it enters 1 against each category applied for and 2 against the other. EMD is Rs 50,000 for one category and Rs 1,00,000 in total for both. The Rs 5,000 processing (tender document) fee is paid once. The annual empanelment fee is separate for each category: Rs 50,000 for Category A and Rs 5,000 for Category B. An agency already empanelled in one category may apply for the other by submitting an application with the applicable EMD, subject to meeting that category's criteria.
110		Startup/MSME exemption for Category A	RFE Ref: Sec 4 note. 'Himachali start-ups would get exemption in experience and Turnover criteria for Category B and the value of projects up to 10 lakhs in Category A.'	As a Himachali Startup/MSME, can BotDigit apply for Category A under the exemption from turnover and experience requirements?	The RFE exempts Himachali start-ups from the experience and turnover criteria for Category B, and for Category A projects of value up to Rs 10 lakh. A Himachali start-up is an entity registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P. Start-ups and MSMEs registered in other States get no relaxation under the RFE. To claim the exemption, a bidder submits its recognition certificate, incorporation documents, GSTIN and proof of its H.P. registered office. The purchase preference

S.No	Page No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised clause may be read as
					(15% + 15%) is for local micro and small units and start-ups under the H.P. State Startup Scheme.
111		10 full-time technical resources / PF numbers	RFE Ref: Sec 8.1, Criterion 5 and Sec 4 note. 'Minimum ten (10) Full Time Technical Resources on their own payroll', with a self-certificate and Provident Fund numbers; the start-up exemption covers 'experience and Turnover criteria' only.	Does the Startup/MSME exemption also relax the 10 full-time technical resources and PF number requirement, or is it mandatory?	The RFE requires 10 full-time technical resources on the bidder's own payroll, with a self-certificate and Provident Fund numbers. The Himachali start-up exemption covers experience and turnover only, so this criterion applies to start-ups as well. Contract, retainer and consultant staff do not count.
112		Fees and EMD for both categories	RFE Ref: Sec 2 items 2-3 and 11, Sec 5(a). EMD Rs 50,000 (A), Rs 50,000 (B), Rs 1,00,000 for both; Sec 5(a) asks for the Rs 5,000 processing fee and EMD 'as per participation in the prescribed categories'; annual fee is Rs 50,000 (A) and Rs 5,000 (B).	If BotDigit continues Category B and also applies for Category A, what EMD and empanelment fees apply?	A bidder may apply for Category A, Category B or both in one bid; in the BoQ it enters 1 against each category applied for and 2 against the other. EMD is Rs 50,000 for one category and Rs 1,00,000 in total for both. The Rs 5,000 processing (tender document) fee is paid once. The annual empanelment fee is separate for each category: Rs 50,000 for Category A and Rs 5,000 for Category B. An agency already empanelled in one category may apply for the other by submitting an application with the applicable EMD, subject to meeting that category's criteria.
113		Existing government work	RFE Ref: Sec 8.1, Criterion 4. Projects in 'any Enterprise or Government' in the last 3 years, with Work Order, Completion Certificate or Client Certificate.	Can existing Government work, AMC and work orders (SAMETI, RPGMC Tanda, Electrical Inspectorate, server upgradation) count towards the applicable experience requirement?	Projects count as software/website development if they involve building a web portal, website, mobile app, workflow or enterprise application, including AI-enabled applications. Testing or QA counts when it is part of a development project. Standalone testing, AMC-only work, server upgradation and hardware or infrastructure supply do not count. Government and private work orders count on the same basis.
114	16	9 – Process of Selection of Empanelled Vendor, Point No. 3	RFE Ref: Process of selection of empanelled vendor, points 2-3. If the Department names a vendor, that vendor gets the work; otherwise 'HPSEDC will try to award work on rotation basis' for orders up to Rs 10 lakh so each vendor gets 'almost equal work'.	Clarify the detailed method for allocation: how the rotation roster is kept, criteria for the allocation order, how agencies with ongoing assignments are treated, and what happens when a vendor declines or cannot take an allocated work order.	If the department's work order names an empanelled vendor, the work goes to that vendor. Otherwise, for work orders up to Rs 10 lakh, HPSEDC awards work on rotation among all empanelled vendors and tries to ensure each gets almost equal work. An agency with ongoing work stays in the rotation. If an agency declines or cannot take up an allotted order, the order goes to the next agency in the rotation. The Project Review Committee verifies the reasonability of rates for jobs below Rs 10 lakh.
115	12, 13-14 & 31	Eligibility & Application Process – Category A & Category B	RFE Ref: Sec 2 items 2-3 and 11, Sec 5(a). EMD Rs 50,000 (A), Rs 50,000 (B), Rs 1,00,000 for both; Sec 5(a) asks for the Rs 5,000 processing fee and EMD 'as per participation in the prescribed categories'; annual fee is Rs 50,000 (A) and Rs 5,000 (B).	Clarify whether a bidder for both categories submits two separate bids or one bid for both, whether a single EMD of Rs. 1,00,000 and single processing fee of Rs. 5,000 are enough, and if separate applications are needed, whether the Rs. 5,000 fee is paid once or per category.	A bidder may apply for Category A, Category B or both in one bid; in the BoQ it enters 1 against each category applied for and 2 against the other. EMD is Rs 50,000 for one category and Rs 1,00,000 in total for both. The Rs 5,000 processing (tender document) fee is paid once. The annual empanelment fee is separate for each category: Rs 50,000 for Category A and Rs 5,000 for Category B. An agency already empanelled in one category may apply for the other by submitting an application with the applicable EMD, subject to meeting that category's criteria.
116	15	Terms & Conditions of Empanelment, Clause 9(h)	RFE Ref: Sec 9(h) and terms and conditions 3. The provider supplies laptops, desktops, internet and software for its resources; the Department provides domain and hosting.	Clarify whether resources must be deployed onsite at the Department/client location or can work remotely/offsite, and whether this is decided project by project by the Department/client.	The RFE does not fix onsite or remote deployment; it is stated for each project in the Work Order. The agency provides the laptops, desktops, connectivity, mobile phones, hardware and software licences its resources need to complete the development. Installation and training are at the places stated in the RFE and the Work Order.
117	17	Instructions to Service Providers, Clause 10(E)	RFE Ref: Sec 10(D)-(E) and Sec 13. EMD of unsuccessful providers is returned after the RFE process; EMD of successful providers 'shall be returned on signing the contract (Letter of empanelment) and receipt of Performance Bank Guarantee and submission of annual empanelment fee'.	Clarify whether EMD of successful empanelled bidders is refunded after empanelment, adjusted against the Performance Bank Guarantee, or kept for the whole empanelment period, and give the timeline and conditions for release.	The EMD of unsuccessful bidders is returned after completion of the RFE process. The EMD of successful bidders is returned on signing the empanelment letter and on receipt of the performance guarantee and the annual empanelment fee. No interest is paid on EMD.

S.No	Page No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised clause may be read as
118	17-18	Section 11 – Documents comprising the RFEs, Point B & C	RFE Ref: Sec 11(B)-(C) against Sec 2 items 4 and 6-9. Sec 11 requires a sealed envelope with two hard copies, DDs and a pen drive or e-mail soft copy, while Sec 2 speaks of 'e-Tenders', a bid submission start/end date and download at hptenders.gov.in.	Accept the complete bid submission, including the Qualification-cum-Technical Proposal and all supporting documents, through the https://hptenders.gov.in portal instead of physical copies. Reason: simpler bidding, less paperwork and courier problems, timely submission and wider participation.	**Revised Clause:** The BoQ and Qualification-cum-Technical Proposal, along with all supporting documents, shall be submitted online only through the e-procurement portal https://hptenders.gov.in within the prescribed bid submission period. No hard copies or physical documents are required to be submitted. Hard copies submitted to this office will not be considered. If tender fees and EMD submitted through DD then the original copies should reach this office before opening of the tender.
119		Sec 4 (note after Category B); Sec 8.1	RFE Ref: Sec 4 note, Sec 8.1 criteria 1-8. The start-up exemption covers experience and turnover only.	A newly registered H.P. LLP applying for Category B asks: (i) is it eligible for the Himachali start-up exemption and which recognition certificate is needed; (ii) are 10 full-time technical employees with PF numbers mandatory for start-ups; (iii) can an LLP without three years of operations apply; (iv) is there any exemption from tender fee or EMD; and which documents are required.	(i) An LLP may bid. A Himachali start-up LLP is one registered in Himachal Pradesh with recognition under the H.P. State Startup Scheme, or with DPIIT recognition and a registered office in H.P.; it is exempt from the experience and turnover criteria for Category B. (ii) The 10 full-time technical employees with PF numbers still apply. (iii) Yes, a new LLP may apply: the criteria on 3 years in IT, Rs 50 lakh turnover and project experience are waived for it in Category B; all other criteria apply. (iv) There is no tender fee or EMD exemption beyond the one described in the response on exemptions. Documents: LLP incorporation certificate, PAN, GSTIN, H.P. registered office proof, start-up recognition certificate, Form-1 to Form-3, Qual Forms 1 and 2, Tech Forms 1 to 4, Certificate of Authority, proof of fee and EMD, and the BoQ (1 for Category B, 2 for Category A).
120		Sec 2 (items 2-3); Sec 8.1 (note on exemptions)	RFE Ref: Sec 2 items 2-3, Sec 8.1 note. No stand-alone exemption; follows Notification dated 16.05.2020 where the Committee considers it fit.	Please allow tender fee and EMD exemption for MSE and NSIC registered companies.	The RFE has no general exemption from tender fee or EMD. EMD is required by demand draft, with no bank guarantee in lieu. Exemption, if any, is as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 of the Controller of Stores, H.P., or other orders of the H.P. Government, where the Committee considers it fit. A bidder claiming it submits the valid registration certificate the notification requires (for example NSIC, or local micro/small unit or Himachali start-up registration in H.P.) with its bid. The annual empanelment fee has no exemption.
121		Sec 2 (item 11)	RFE Ref: Sec 2 item 11, Sec 3(2)(g), Sec 9(b). Annual fee in Sec 2 and 3(2)(g); two-year period and "registration fee" on renewal in Sec 9(b).	Is the annual empanelment fee (Rs 50,000 for software, Rs 5,000 for website) paid once for the whole empanelment tenure, or every year, including renewals and continuation?	The annual empanelment fee is Rs 50,000 for Software Design and Development and Rs 5,000 for Website Design and Development. An empanelled agency continues its empanelment by depositing the annual fee each year, provided its performance is satisfactory. It is non-refundable once empanelled, and the RFE gives no concession for start-ups or MSMEs. Payment is by demand draft in favour of "The Managing Director, HPSEDC, Shimla"; existing empanelled agencies may pay by DD, cash or RTGS on or before the last date of bid submission. "Registration fee" in the RFE refers to this fee.
122		Sec 2 (item 11)	RFE Ref: Sec 2 item 11, Sec 3(2)(g).	If the fee is annual, please revise it to a one-time fee for the entire empanelment tenure.	The annual empanelment fee is fixed in the RFE and applies to all bidders.

Annexure B

Note: The bidder needs to submit the below mentioned undertaking on their letterhead. Undertaking is mandatory for empanelment under software and website development category.

UNDERTAKING FOR ACCEPTANCE OF THE NEW/REVISED RFE

To

The Managing Director
Himachal Pradesh State Electronics Development Corporation Limited (HPSEDC)
Shimla, Himachal Pradesh

Subject: Acceptance of Terms and Conditions of the New/ Revised RFE for Empanelment of IT Agencies for Software/Website Development

Sir/Madam,

We, **[Name of Agency]**, having been empanelled with HPSEDC under the previous RFE, hereby confirm our unconditional acceptance of all terms and conditions, eligibility criteria, obligations, and other applicable provisions of the new/revised RFE for Empanelment of IT Agencies for Software/Website Development, including any amendments issued through corrigenda or clarifications by HPSEDC.

We undertake to comply with all the applicable provisions of the new/revised RFE for the continuation of our empanelment with HPSEDC.

We understand that our continued empanelment shall be subject to the submission of this undertaking and compliance with the applicable terms and conditions of the new/revised RFE.

For [Name of Agency]

Authorized Signatory: _____

Name: _____

Designation: _____

Date: _____

Seal of the Agency