	Subject: Pre-Bid Queries Responses					
	Project: Request for Proposal for Empanelment of Agency to provide Digital Health Solutions, Software Development, IT Enabled Services, Cloud Hosting, Data Analytics, Capacity Building and Technical Support Services					
S.No	**Page No**	**Section (Name & No.)**	**Statement as per RFP**	**Query by Bidder**	**Justification for query (if any)**	**Response by IHAT**
1				Would an ongoing engagement (initiated in 2023) involving WordPress-based web application development, HR and onboarding portals, dashboards, workflow implementation, website revamp, and ongoing maintenance qualify as similar project experience under the IHAT RFP ?		As per RFP
2				Can a client testimonial or feedback letter confirming satisfactory delivery of a relevant ICT project be accepted as supporting evidence for project experience, or are a work order/contract and formal project completion certificate mandatory?		As per RFP
3				What evidence is accepted to e stablish that a client qualifies as a recognized public-sector or institutional organization?		As per RFP
4				For Category B eligibility, please confirm whether the requirement is at least two similar completed projects, each valued at ₹10 lakh or more, satisfy the project value eligibility requirement.		As per RFP
5				For Category C, please confirm whether at least three similar completed projects, each valued at ₹25 lakh or more, satisfy the project-value eligibility requirement.		As per RFP
6	5-8	Section 4 - Scope of Work	Scope covers software development, cloud hosting, analytics, cybersecurity, GIS, AI/ML, ITES, capacity building etc.	Will separate empanelment panels be created for different service categories, or all empanelled agencies will compete for all future assignments irrespective of specialization?	Helps bidders understand future engagement model and resource planning.	As per RFP
7	5-8	Section 4 - Scope of Work	Wide range of services under a single empanelment.	Can a bidder participate only for specific service domains (e.g., Software Development, Data Analytics, Cyber Security) or must be capable of delivering the complete scope?	Specialized firms may not provide all listed services.	Please refer clause 7 of Eligibility criteria.
8	13	Section 6.7 Work Order Allotment	Work Orders shall generally be issued to L1 bidder among empanelled agencies.	Kindly clarify the mechanism for work order allocation. Will every assignment involve separate technical and commercial bidding among empanelled agencies?	Required to assess future business opportunities.	Please refer clause 6.7 of the RFP.
9	13	Section 6.7 Work Order Allotment	WO generally issued to L1.	What evaluation methodology will be adopted for future assignments - QCBS, L1, Fixed Budget, Resource Rate Discovery, or other method?	Commercial strategy depends on evaluation approach.	Please refer clause 6.7 of the RFP.
10	9-10	Payment Terms	Payment milestones are indicative.	Will detailed payment milestones be shared with each project-specific RFP/Work Order?	Commercial planning requires payment clarity.	Yes
11	10	Payment Terms	No advance payment unless specifically provided.	Can mobilization advance be considered for large-scale assignments involving deployment of resources and infrastructure?	Industry practice for larger projects.	Will be decided based on the Specific Project Requirement
12	17	Category Eligibility	Maximum Assignment Value for Category C is up to ₹99,99,999.	Please clarify whether project values above ₹1 Crore will be excluded from this empanelment or managed through separate procurement.	Assignment value ceiling is not defined beyond Category C.	The value indicated is the maximum assignment value which will be awarded
13	17-24	Eligibility Criteria	Bidder may participate in only one category.	If a bidder qualifies for Category C, can it choose to apply under lower categories (A/B)?	Clarity required before submission.	No, The bidder can only participate in any one category
14	19, 21, 23	Certifications	At least two certifications among CMMI Level 3+, ISO 9001, ISO 27001.	Whether consortium is not allowed; can certifications of parent/holding company be considered for eligibility?	Many organizations operate under group structures.	Not Allowed
15	18-24	Technical Capability	Similar projects required.	Will ongoing projects with achieved milestones and submitted work orders be considered for qualification?	Large projects may still be under execution.	As Per RFP
16	24	Bid Submission Deadline	Bid to be submitted through email.	Is there any limit on attachment size for email submission? If files exceed the limit, can cloud links or compressed archives be submitted?	Practical bid submission concern.	The maximum limit for attachment size is 25 MB, The bidder have the option for physical bid submission as well ***(please refer corrigendum for detailed clause)***
17	24	Section 7.1 Bid Submission	States "Online only" whereas Section 6.12 mentions offline submission of documents.	Kindly clarify whether physical submission is required or not, as there appears to be a contradiction between Sections 6.12 and 7.1.	Important compliance clarification.	Please refer the Corrigendum
18	14-15	Submission of Bids	Physical packet submission mentioned.	If physical submission is required, please specify exact list of documents to be submitted physically.	Missing details in RFP.	As per RFP, Please refer corrigendum for mode of submission

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19	6-7	Interoperability Requirements	Integration with ABDM, HMIS, DVDMS, IHIP, e-Kavach, etc.	Will integration APIs, specifications, access credentials, and technical documentation be provided by IHAT/concerned department for project execution?	Integration effort estimation depends on API availability.	Will be decided based on the Specific Project Requirement
20	7	Cyber Security Services	Compliance with HIPAA, DPDP Act, ABDM guidelines etc.	Please clarify whether VAPT, security audit, and CERT-In empanelled audit requirements will be mandatory for every assignment. Who will pay for the same?	Impacts commercial estimates.	Will be decided based on the Specific Project Requirement
21	15	Evaluation Process	Evaluation methodology may be modified by IHAT.	Kindly share detailed technical evaluation methodology, scoring criteria, and weightages applicable for empanelment.	Transparency in evaluation process.	As per RFP
22	15	Notification of Empanelment	Multiple agencies may be empanelled.	Please indicate the expected number of agencies to be empanelled under each category. Is there any Capping in empanelment.	Helps assess competitiveness.	No, There is no such capping as of now
23	Entire RFP	Scope & Empanelment Duration	Duration of empanelment not explicitly mentioned.	Kindly clarify validity period of empanelment and extension provisions, if any.	Required for business planning.	Please refer corrigendum
24	Entire RFP	EMD/PBG	No Earnest Money Deposit (EMD) or Performance Bank Guarantee (PBG) provision found.	Kindly confirm whether EMD and PBG/security deposit are applicable for empanelment and future assignments.	Commercial compliance requirement.	EMD not applicale and PBG/Security as per project requirement, in lieu of PBG retention money will be applicable
25	Entire RFP	Future Assignments	No geographic deployment details provided.	Will future assignments be limited to Uttar Pradesh, or may include other states/projects supported by IHAT?	Resource deployment planning.	Will be decided based on the Specific Project Requirement
26	Entire RFP	Intellectual Property Rights	No specific IPR clause identified.	Please clarify ownership of source code, intellectual property, reusable components, frameworks, and tools developed under assignments.	Critical contractual consideration.	Will be decided based on the Specific Project Requirement
27	Entire RFP	SLA/KPI	KPIs to be defined later in work orders.	Request sharing of indicative SLA/KPI framework for software development, helpdesk, cloud operations, and support services.	Necessary for effort estimation.	Will be decided based on the Specific Project Requirement
28	Entire RFP	Price Discovery	Empanelment without financial bid format.	Please clarify whether commercial bids are required at empanelment stage or only during project-specific competitions among empanelled agencies.	Commercial submission requirement unclears.	Only technical bid are requested for the purpose of empanelment, financial bid will be required at the time of specific assignment
29	Entire RFP	Resource Deployment	Not specified.	Will resources need to be deployed onsite at Lucknow/UP locations, hybrid mode, or remote mode depending upon assignment?	Significant impact on costing.	Will be decided based on the Specific Project Requirement
30	Entire RFP	Future Assignments	No explicit limitation of liability clause.	Kindly clarify whether a limitation of liability clause will be incorporated in the Master Service Agreement/Work Order. Request confirmation that the successful bidder's aggregate liability under any assignment shall be limited to the total fees paid/payable under the respective contract/work order, excluding liabilities arising from fraud, wilful misconduct, gross negligence, breach of confidentiality, intellectual property infringement, and statutory obligations. Request to add following detailed "limitation of liability" clause: "Notwithstanding anything contained in the contract, Client agrees that the Vendor/ Bidder / Consultant shall not be liable to Client, for any losses, claims, damages, liabilities, indemnities, cost or expenses ("Losses") of any nature whatsoever, for an aggregate amount in excess of the fee paid under the contract for the services provided under the contract, except where such Losses are finally judicially determined to have arisen primarily from fraud or bad faith of the Vendor/ Bidder / Consultant. In no event shall the Vendor/ Bidder / Consultant, be liable for any consequential (including loss of profit and loss of data), special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to the services provided pursuant to this Contract."		All the standard clauses will be the part of specific asignment
31		Clarification	Empanelment duration	Kindly clarify the duration of the empanelment under this RFR. Is there a fixed validity period, and will there	Understanding the empanelment period is essential for planning	Please refer corrigendum

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32	11	6.1 Bid Data Sheet, Sl. 5	Last date and time for bid submission: 3 November 2026	The time of the submission deadline is not mentioned. Kindly confirm the exact cut-off time (e.g. 17:00 hrs IST) on 3 November 2026.	Bidders need an exact time to plan submission; avoids disqualification for late receipt.	Please refer corrigendum
33	14, 24	6.12 Submission of Bids (i), (v) and 7.1 Bid Submission Deadline	6.12: bid envelope to be marked "NOT TO BE OPENED BEFORE…" and documents to be submitted offline in one packet at IHAT office two hours before deadline. 7.1: "Online only no hard copy/physical submission, if bid received through hard copy/physical submission the bid will be rejected"	The two clauses contradict each other, and the list of documents to be submitted 'offline in one packet' under 6.12(v) is blank. Kindly confirm that submission is ONLY by email to procurement@ihat.in and that no physical envelope or offline packet is required. Also confirm: (a) maximum attachment size and whether the bid may be sent in multiple emails, (b) whether files should be password-protected, (c) whether scanned documents signed and stamped by the authorised signatory are acceptable or a digital signature (DSC) is required, and (d) whether IHAT will acknowledge receipt.	Conflicting and incomplete instructions create a rejection risk for every bidder. A single, clear submission mode is essential.	Please refer corrigendum
34	1, 25–30	Table of Contents; Bid Submission Forms; 7 Eligibility ('Blacklisting')	Table of Contents lists "Form 1: Letter of Technical Proposal Submission Form", "Form 2: Outline of the Relevant Experience", "Form 3: Financial Capacity of Bidder"; and "…non-blacklisting as per format given in the Annexure of the RFP"	The Table of Contents and the body number the forms differently, and the 'Letter of Technical Proposal Submission' form is not included in the body. Kindly (a) share the format of the Technical Proposal covering letter, (b) confirm the final list and numbering of forms, and (c) confirm that Form 4 is the 'Annexure' format for the non-blacklisting letter.	Ensures bidders submit the complete and correct set of forms without duplicates.	Please refer corrigendum
35	15	6.13 Evaluation Process	"IHAT reserves the right to modify, amend, or revise the evaluation process, criteria, or methodology at any stage of the tender process…"	Kindly confirm that empanelment will be decided purely on the eligibility criteria in Section 7 (pass/fail) and that there is no technical scoring, presentation or minimum technical score at the empanelment stage. If any technical evaluation is planned, kindly share the parameters, marks and qualifying score.	The RFP does not include a technical evaluation matrix; bidders need to know the basis of selection to prepare a responsive proposal.	As per RFP
36	16–17	7 Category based Eligibility	"The category under which an agency is empanelled shall determine the maximum value of individual assignments…"	Kindly confirm that an agency empanelled in Category C will be eligible to participate in ALL assignments up to Rs. 99,99,999, i.e. including assignments in the Category A and Category B value ranges.	Clarifies whether higher-category agencies can compete for lower-value work orders.	Please refer corrigendum
37	—	General — Empanelment period	Not specified in RFP	Kindly specify the validity period of the empanelment, the provision for extension, and whether IHAT intends to limit the number of agencies empanelled in each category.	Validity period and panel size are not stated; both are needed for bidders' business planning.	Please refer corrigendum
38	13	6.7 Work Order Allotment	"The Work Order shall generally be issued to the empanelled agency determined as the Lowest Bidder (L1) for the respective assignment."	Kindly clarify the work-order selection process: (a) will each assignment's scope/SoW be shared with all empanelled agencies in the eligible category, (b) the minimum time given to submit quotes, (c) whether QCBS (quality-cum-cost) will be used for complex or AI/digital-health assignments instead of L1, and (d) whether a rate card is required at the empanelment stage.	Pure L1 selection for complex software and AI assignments can compromise quality; clarity on the process helps bidders plan.	Please refer clause 6.7 of the RFP.
39	22, 28	7 Category-C Eligibility, #3 and #4; Form 2 Instructions (d)	Turnover for FY 2023-24, 2024-25, 2025-26; positive net worth in FY 2025-26; financial statements to "Correspond to accounting periods already completed and audited (no statements for partial periods…)"	We request IHAT to accept, where the FY 2025-26 audit is under finalisation, either (a) audited figures for FY 2022-23, 2023-24 and 2024-25, or (b) provisional FY 2025-26 figures certified by the Statutory Auditor/CA with UDIN.	Statutory audits and AGMs of some companies may still be in progress; this relaxation is common in Government RFPs and does not dilute the financial test.	Please refer corrigendum
40	22–23	7 Category-C Eligibility, #5 Technical Capability	"…for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized public-sector/institutional organizations in India."	Kindly clarify what is covered by 'institutional organizations'. We request IHAT to also accept projects executed for (a) multilateral / bilateral agencies, foundations, trusts and development partners, and (b) reputed private-sector organisations, including healthcare organisations.	IHAT itself is a donor-funded trust; similar ICT and healthcare projects for such clients are directly relevant to the scope.	As per RFP
41	22–23	7 Category-C Eligibility, #5 Technical Capability	"The Bidder must have successfully completed at least three project of contract value not less than 25 lakhs…"; Documents: "Contract Agreement/Work order or Completion certificate"	We request IHAT to (a) also accept ongoing projects where work of value at least Rs. 25 lakh has been completed and certified by the client, and (b) where a formal completion certificate is not available, accept the work order with final invoice / payment proof as evidence of completion.	Long-duration platform and O&M projects run for several years, and some clients do not issue formal completion certificates; certified value and payment proof demonstrate the same capability.	As Per RFP
42	22–23	7 Category-C Eligibility, #5 Technical Capability	"…contract value not less than 25 lakhs for each project…"	Kindly confirm that (a) contract value inclusive of GST will be considered, and (b) the total value of a project (including extensions, change requests and O&M under the same engagement) will be considered.	Avoids differing interpretations of 'contract value' across bidders.	Contract value inclusive of GSt can be considered
43	22–23	7 Category-C Eligibility, #5 Technical Capability	""Similar Nature" shall mean experience in the design, development… of web-based applications, mobile applications… digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions…"	Kindly confirm that ICT projects in any domain (e.g. agriculture, e-governance, data analytics platforms) qualify as 'similar nature', and that public-health / digital-health experience is NOT mandatory for empanelment.	Form 1 asks whether the project was related to public health; bidders need clarity on whether this affects eligibility.	As per RFP

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44	23	7 Category-C Eligibility, #7 Certifications	"Bidder shall have at least two of the following certifications: CMMI Level 3 or above, ISO 9001:2015, ISO/IEC 27001:2013"	ISO/IEC 27001:2013 has been superseded by ISO/IEC 27001:2022 (transition completed 31 October 2025). Kindly confirm that ISO/IEC 27001:2022 will be accepted in place of ISO/IEC 27001:2013, and that CMMI Level 3 or above in any model (DEV/SVC) is acceptable.	Certificates under the 2013 edition are no longer valid; the 2022 edition is the current standard.	Please refer corrigendum
45	24, 19, 21	7 Category Eligibility — Consortium/JV/Sub-Contract	"A consortium / Joint venture is not allowed to bid for this project and during the contract period."	The heading mentions 'Sub-Contract' but the clause covers only consortium/JV. Kindly confirm whether sub-contracting of specialised, non-core components (e.g. third-party security audit/VAPT, GIS base data, SMS/IVR services, independent QA) is permitted at work-order stage with IHAT's prior approval.	Some scope items in Section 4 (e.g. 'Third-party quality assurance services') are normally performed by independent specialist agencies.	Will be decided based on the Specific Project Requirement
46	—	General — EMD / Performance Security	Not specified in RFP	Kindly confirm that no EMD / bid security is required for empanelment, and clarify whether a Performance Bank Guarantee will be required at work-order stage (and if so, the percentage).	Neither EMD nor PBG is mentioned; bidders need to plan bank limits.	EMD not applicale and PBG/Security as per project requirement, in lieu of PBG retention money will be applicable
47	9	5 Payment Terms — Notes	"Cloud Infrastructure, SMS Gateway services, Domain Purchase, and other applicable third-party service costs may be borne by IHAT."	Kindly confirm that cloud hosting, SMS gateway, domain, third-party licences and API costs will be borne by IHAT directly, or reimbursed at actuals, and will not be part of the agency's quoted price unless the work order states otherwise.	'May be borne' creates uncertainty in pricing work orders.	Will be decided based on the Specific Project Requirement
48	10	5 Payment Terms — Notes; General (Limitation of Liability)	"Any penalties, liquidated damages, service credits… may be adjusted against payments due…"; limitation of liability not specified	We request (a) total penalties/LD/SLA deductions under any work order to be capped at 10% of that work order's value, and (b) a limitation-of-liability clause capping the agency's aggregate liability at the value of the respective work order, excluding indirect and consequential losses.	Caps on penalties and liability are standard in Government IT contracts; unlimited exposure is not insurable and inflates prices.	No Change
49	10, 8	5 Payment Terms and 4(o)(12) Responsibilities of the bidder	"Source code, technical documentation, configuration files… shall be submitted prior to final acceptance…"	Kindly confirm that IHAT will own the bespoke deliverables developed under a work order, while the agency's pre-existing tools, frameworks and accelerators remain the agency's IP with a perpetual, royalty-free licence to IHAT for use in the delivered solution.	Protects IHAT's ownership of deliverables while allowing agencies to use proven components that reduce cost and time.	Will be decided based on the Specific Project Requirement
50	5 to 7	Section 4 – Scope of Work, items (g) Cloud Hosting and Infrastructure Management, (i) Cyber Security & Compliance Services, (j) DevOps & Platform Engineering, (m) Technical Support and Maintenance	Provisioning, deployment, migration, monitoring, and management of cloud infrastructure. Management of compute, storage, networking, backup, disaster recovery, and security services." / "Application performance monitoring." / "Support cybersecurity, compliance, performance monitoring, and incident management activities."	The RFP scope covers monitoring and management of compute, storage, networking, backup, disaster recovery and security services, which means the network and IT infrastructure will be made up of devices from multiple OEMs. This requires a proven multi-vendor, multi-technology and heterogeneous monitoring platform for central control, monitoring and availability tracking, to seamlessly meet the RFP requirement of centralized health and uptime monitoring of the entire infrastructure. It will also ensure that the department's investment is future-proof, scalable and not dependent on any single device OEM. As per industry standards, an enterprise-grade COTS Network Management System (NMS/EMS) is best suited to achieve this centrally from a single console. We therefore kindly request the department to confirm that a heterogeneous COTS (Commercial Off-The-Shelf) NMS/EMS is required, and to include it as part of the Scope of Requirement (SoR). Kindly also provide the BoQ of the infrastructure to be monitored, including the number of network devices, servers, storage and other components, for accurate sizing and licensing.	The scope includes monitoring of compute, storage, networking and cloud infrastructure from multiple OEMs. A heterogeneous COTS NMS/EMS gives a single console for availability and performance, avoids OEM lock-in, and keeps sizing and licensing clear and comparable across bidders. Device and component counts are required to propose an accurately sized solution.	As per RFP
51	22	7. Eligibility and Evaluation Criteria – Category B – Sl. 5 Technical Capability	"The Bidder must have successfully completed at least two projects of contract value not less than 10 lakhs for each project in similar nature and scope… 'Similar Nature' shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications, digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, PSUs, Autonomous Bodies…"	Please confirm that Digital Health experience is not mandatory, and that projects in cloud hosting, data centre services, managed IT services, cybersecurity or DevOps for Government/PSU/Autonomous Bodies will be treated as "other ICT solutions" and accepted as similar nature.	The definition lists digital health solutions as one of several examples. Cloud hosting, cyber security and DevOps are part of the scope of work in Section 4. Clarification will help eligible agencies submit compliant proof.	Please refer corrigendum

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52	20	Same	Same	Please confirm that a work order, contract agreement, or completion certificate for an ICT project from a Government or PSU client, where the contract value is ₹10 lakh or more, is sufficient proof, even if the project is not in public health.	Form 1 asks whether the project was in public health (Yes/No), but the eligibility clause does not make this a condition.	Please refer RFP/Corrigendum if
53				Could you please share the complete RFP, annexures, latest corrigenda and published pre-bid responses, or the official download link? We would appreciate confirmation of the final submission time and delivery method, eligibility/documentation requirements, and whether agencies may apply for selected service categories rather than the entire scope		https://www.ihat.in/notifications/
54				Could you please confirm whether bids must be submitted online via email only (Clause 7.1) or through an offline sealed envelope (Clause 6.12)?		Please refer corrigendum
55				Could you please confirm the exact time for bid submission on 3 November?		Please refer Corrigendum and IHAT website for any update
56				Could you please confirm the duration of the empane		Please refer corrigendum
57				Could you please confirm whether ISO certifications currently in progress or possession of one relevant ISO certification will be accepted for eligibility?		As per RFP
58				Could you please confirm whether projects executed for IHAT (India Health Action Trust) will be considered as similar work experience for eligibility and evaluation purposes?		Please refer corrigendum
59	14, 24	Bid submission mode — 6.12 / 7.1	The address of IHAT, Name and Address of the Bidder and the RFP Reference Number shall be marked on the envelope. The envelope shall also be marked with a sentence “NOT TO BE OPENED BEFORE THE DATE AND TIME OF ELIGIBILITY & TECHNICAL BID OPENING”. If the envelope is not marked | Interested agencies are advised to submit their technical proposals (Online only no hard copy/physical submission, if bid received through hard copy/physical submission the bid will be rejected) along with all required documents to IHAT’s mail i.e., procurement@ihat.in. Please mention “Request for Proposal for Empanelmen	Clause 6.12 describes offline submission while Clause 7.1 indicates email submission and rejection of physical bids. Kindly confirm the controlling submission method, email/address and whether any originals are required physically.		Please refer Corrigendum
60	18, 21, 23	BFSI experience acceptance — Category experience	operation, maintenance, or technical support of web-based applications, mobile applications (Android/IOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized	Kindly confirm whether comparable IT assignments for scheduled commercial banks, NBFCs and regulated private-sector BFSI institutions qualify as relevant experience.	Avoid ambiguity and ensure transparent, commercially viable bid preparation.	As per RFP/Corrigendum if
61	10	Payment release period — Section 5	IHAT shall endeavour to release payments within forty-five (45) days of receipt of a valid invoice along with all requisite supporting documents. IHAT reserves the right to withhold or defer payment of any disputed amount pending resolution of the dispute. IHAT may constitute a Project Implementation Committee	Kindly consider payment within 30 days from submission of valid invoice and acceptance rather than an indicative 45-day period.		Will be decided based on the Specific Project Requirement
62	10	Penalty and liability caps — Payment / KPIs	Any penalties, liquidated damages, service credits, or applicable Service Level Agreements (SLAs) in the specific assignment, may be adjusted against payments due to the empanelled agency. Subject to satisfactory completion and acceptance of	Kindly define SLA/penalty/service credit calculations, exclusions and aggregate cap, and confirm terms are agreed prior to each work order.		Will be decided based on the Specific Project Requirement

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63	9	Cloud and licensing reimbursements — Third-party costs	Cloud Infrastructure, SMS Gateway services, Domain Purchase, and other applicable third-party service costs may be borne by IHAT. The applicable payment terms and modalities shall be defined in the respective Contract, Work Order, or Statement of Work (SoW). In case of delays attributable to the Agency, the Agency	Kindly clarify procurement, reimbursement and advance-funding mechanism for approved cloud, gateway, hosting, domain, subscription and other third-party costs.		Will be decided based on the Specific Project Requirement
64	10	Background IP — Source code / deliverables	Source code, technical documentation, configuration files, deployment scripts, user manuals, training materials, and other project artefacts, wherever applicable, shall be submitted prior to final acceptance and release of associated milestone payments. The final payment milestone	Kindly confirm source-code handover is limited to project-specific custom work and excludes bidder background IP, reusable frameworks and third-party licensed components.		Will be decided based on the Specific Project Requirement
65	15	Evaluation transparency — 6.13	6.13. Evaluation Process The bidder must possess the requisite technical expertise and financial capability necessary to successfully deliver the services sought by IHAT throughout the entire duration of the contract. The proposal submitted by the bidder should be complete in all respects and must fully comply with the requirements, terms, conditions, and specifications	Kindly publish category-specific assessment factors, qualifying thresholds, scoring bands and weighting, and issue formal corrigenda for any material changes.		As per RFP
66	24	Email technical limits — 7.1	Interested agencies are advised to submit their technical proposals (Online only no hard copy/physical submission, if bid received through hard copy/physical submission the bid will be rejected) along with all required documents to IHAT's mail i.e., procurement@ihat.in. Please mention "Request for Proposal for Empanelment of Agency to provide Digital Health Solutions, Software Development, IT Enabled Services,	Kindly confirm submission email, maximum attachment size, permitted formats, digital-signature requirements and whether split emails/secure links are acceptable.		The maximum limit for attachment size is 25 MB, The bidder have the option for physical bid submission as well for other clarification please refer the RFP/Corrigendum if
67	18, 21, 23	Experience evidence — Category experience	Contract Agreement/Work Capability completed at least one project of contract order or Completion value not less than 10 lakhs in similar certificate nature and scope during the last five (5) Financial	Kindly accept client confirmation emails, work orders, performance certificates or payment proof where formal completion certificates are unavailable.		As per RFP
68	16	Higher-category cross eligibility — 8.1.1	The category under which an agency is empanelled shall determine the maximum value of individual assignments that may be awarded to such agency during the empanelment period. A Bidder shall be permitted to participate in only one category under this RFP. The Bidder must fulfil all prescribed	Kindly confirm whether Category C empanelled bidders may receive work within Category A/B financial limits without a separate empanelment.		As per RFP
69	24	Document deficiency clarification — Eligibility and submission	In absence of the proof of the respective supportive document, the proposal will not be considered, (which are mandatory requirements). 7.1 Bid Submission Deadline Interested agencies are advised to submit	Kindly publish the consolidated mandatory documents list and confirm whether non-substantive omissions may be clarified before technical rejection.		As per clause 7 of the RFP
70		6.12 (v) Submission of Bids; 7.1 Bid Submission Deadline	§6.12(v): "...required to submit the following documents offline in one packet... at least two hours before the deadline." §7.1: "Online only no hard copy/physical submission... the bid will be rejected."	Please confirm the mode of submission. Is the bid to be submitted only by email to procurement@ihat.in, with no physical documents required? If any physical submission is required, please list the documents.		Please refer Corrigendum
71	22–23	7 – Category C Eligibility, Sl. 5 Technical Capability	"...for Government Departments, Government Bodies, PSUs, Autonomous Bodies, or other recognized public-sector/institutional organizations in India."	It is a common practice in Government Projects where the orders are been executed through System Integrators, Nodal Agencies, Donor Agencies - requesting to kindly accept those work orders as well as the end entity is the Government Department.		As per RFP/Corrigendum if
72	22–23, 26	7 – Category C, Sl. 5; Form 1	"...recognized public-sector/institutional organizations in India." Form 1 lists "Government, semi-government or multilateral organization" as project types.	Please confirm that projects executed in India for bilateral or multilateral development agencies (e.g., GIZ, UN agencies) under direct contracts qualify as "recognized institutional organizations in India."		As per RFP/Corrigendum if

S.No	Page No	Section (Name & No.)	Statement as per RFP	Query by Bidder	Justification for query (if any)	Response by IHAT
73	22–23, 27	7 – Category C, Sl. 5; Form 1 Summary Table	Sl. 5: "...successfully completed at least three project..." Form 1 summary column: "Value of Works executing/executed."	Will ongoing projects count where the executed and invoiced value already exceeds ₹25 lakh, or where defined phases have been completed and accepted? If so, may such projects be supported by a work order plus a client certificate of executed value?		As per RFP
74	17	7 – Category based Eligibility (Parameter Table)	"Maximum Assignment Value: Category A up to ₹20,00,000; Category B up to ₹50,00,000; Category C up to ₹99,99,999."	Can agencies empanelled under Category C participate in work-order competitions for assignments valued within Category A and Category B limits? Or is each category restricted to assignments within a specific value band?		Please refer Corrigendum
75	16–17	7 – Eligibility and Evaluation Criteria (Note)	"A Bidder shall be permitted to participate in only one category... no request for change of category shall be entertained after submission of the bid."	If a bidder declares Category C but is found not to meet one Category C criterion while meeting all Category B criteria, will IHAT consider it for empanelment under Category B rather than rejecting the bid?		As per RFP
76	18, 20, 22	7 – Sl. 3 & 4 Financial Standing / Net Worth	"...last three financial years (FY 2023-24, 2024-25, 2025-26)..."	If the statutory audit for FY 2025-26 is complete but the financial statements are still pending filing with the ROC, will audited financial statements with a CA certificate (with UDIN) be accepted?		Please refer Corrigendum
77	18 (also 20, 22)	Section 7, Sl. 5 – Technical Capability (Cat A/B/C)	…ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized publicsector/institutional organizations in India.”	a) Kindly confirm that our NASSCOM project – Election Management Web Portal (₹12.50 Lakh, FY 2024-25) – will be considered as “Similar Nature” experience. b) Kindly also accept projects for reputed private organisations in India.	The term is not defined in the RFP; the nature of work is the same for any client.	As per RFP/Corrigendum if
78	22	Eligibility Criteria Under Category C, Clause 5 – Technical Capability	The Bidder must have successfully completed at least three projects, each having a contract value of not less than ₹25 lakh, of a similar nature and scope during the last five financial years, i.e., 2021–22, 2022–23, 2023–24, 2024–25 and 2025–26, and up to the bid submission end date.	We request the Authority to consider revising the eligibility criterion to permit bidders to qualify under Category C by demonstrating **either three projects of at least ₹25 lakh each or one project with a contract value of at least ₹1 crore. Our organisation, being a startup, has a single work order valued at over ₹3 crore and meets the financial capability** requirements; however, the requirement of three separate work orders restricts our participation despite our substantial project experience.	The proposed relaxation would encourage wider participation by technically and financially capable startups and agencies while ensuring that the minimum project value requirement remains intact.	As per RFP
79	22–23	Eligibility Criteria Under Category C, Clause 5 – Technical Capability	“Similar Nature” shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications (Android/iOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized public sector/institutional organizations in India.	We request the Authority to consider ongoing projects executed for Government Departments, Government Bodies, PSUs, Autonomous Bodies, and other recognized public sector/institutional organizations in India as eligible experience, supported by valid work orders and agreements, even where completion certificates are not yet available. We also request that work orders awarded during FY 2026–27 be considered for eligibility.	Government projects generally involve extended implementation and execution timelines. Accepting ongoing projects supported by valid work orders and agreements would enable capable agencies to demonstrate their relevant experience without being restricted solely by project completion status.	As per RFP/Corrigendum if

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80	17	**Eligibility Criteria Under Category A, Clause 5 – Technical Capability**	The Bidder must have successfully completed at least one project of a contract value of not less than ₹10 lakh in a similar nature and scope during the last five financial years, i.e., 2021–22, 2022–23, 2023–24, 2024–25 and 2025–26, and up to the bid submission end date. "Similar Nature" shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications (Android/iOS/both), digital health solutions,software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, PSUs, Autonomous Bodies, or other recognized public sector/institutional organizations in India.	We **request the Authority to grant eligible MSMEs and startups relaxation from the requirement of prior experience specifically with government or public sector organisations.** We further request that relevant project experience with private sector organisations, supported by valid work orders and agreements, be accepted for meeting the technical eligibility criteria under Category A.	This relaxation would provide eligible startups and MSMEs with an opportunity to participate in the empanelment process under Category A, promote wider competition, and enable capable agencies with relevant technical experience to work with the Authority.	As per RFP/Corrigendum if
81	22	**Eligibility Criteria Under Category C, Clause 5 – Technical Capability**	"Similar Nature" shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications (Android/iOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, PSUs, Autonomous Bodies, or other recognized public sector/institutional organizations in India.	**We request clarification on whether empanelment letters issued by various PSUs may be accepted as supporting evidence of technical capability for participation under Category C.** Alternatively, we request that such empanelment letters issued by Government Departments, Government Bodies, PSUs, and Autonomous Bodies be accepted as supporting documents under Categories A and/or B, subject to the Authority's evaluation criteria.	Acceptance of valid empanelment letters would enable qualified agencies to demonstrate their recognition and eligibility for relevant public sector engagements, thereby facilitating wider participation in the empanelment process.	As per RFP
82	11	Clause 6.1 – Bid Data Sheet	**Bid submission deadline: 3 November 2026.**	In view of the clarifications sought above, we request the Authority to **extend the bid submission deadline** by at least one week from the revised deadline, particularly if the clarifications result in amendments to the RFP or the issuance of a corrigendum.	The requested extension would provide prospective bidders with sufficient time to review the clarifications and amendments, prepare the necessary documentation, and submit a comprehensive and competitive bid.	Please refer Corrigendum and IHAT website for any update
83				Are software firms incorporated outside India, including Pakistan-based vendors, eligible to participate?		As per RFP
84				Is registration/incorporation in India mandatory for empanelment?		As per RFP
85				The current notice states that submission is offline in Lucknow. Is electronic submission permitted for eligible overseas bidders, or must all proposals be delivered physically?		As per RFP
86				Are consortium/JV arrangements with an India-based partner permitted?		As per RFP
87				Are there minimum turnover, years-of-operation or prior-government/digital-health project requirements that apply as mandatory pass/fail criteria?		As per RFP
88	23	Eligibility criteria for the bidder participating in Category-C	The bidder should have a positive networth in the last financial year i.e., 2025-26.	Kindly clarify whether the bidder is required to have a positive net worth only in the last financial year (FY 2025–26) or whether positive net worth is required for all three financial years. As per Form 2 – Financial Capacity of Bidder, the financial details are required for the last three financial years. However, the requirement regarding positive net worth is not clear.		Please refer corrigendum
89	Page No 17	Clause 7	Category-wise Participation	If a bidder is eligible for Category 3, can they also participate in Categories 1 and 2? If yes, are separate sets of documentation required for each category, or can common documents be submitted for all categories?		As per RFP

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90	Page No 17	Clause 7	Technical Evaluation Criteria	The RFP mentions that bidders will undergo a technical evaluation. However, upon reviewing the document, we could not find the corresponding evaluation criteria. Kindly clarify whether these criteria are provided in a separate section or document, or if they have been inadvertently omitted from the RFP.		As per RFP
91	Page No 6	Clause 3.3	Citizen-Centric Digital Services	Will Conversational / Agentic AI solutions for citizen engagement (D2C messaging, personalized health guidance, grievance redressal) be considered as standalone assignments under this empanelment?		As per RFP/Corrigendum if
92	Page No 6	Clause 3.2	Integrated Healthcare Solutions	Can Conversational AI agents be proposed specifically for frontline health workers (ASHAs/ANMs/CHOs) as part of or integrated with platforms like e-Kavach?		As per RFP/Corrigendum if
93	Page No 6	Clause 3.2	Integrated Healthcare Solutions	Will IHAT facilitate access to sandboxes or sample APIs of key systems (ABDM, e-Sanjeevani, e-Kavach, MaNTrA, HMIS etc.) for empanelled agencies to build and test conversational agents?		Will be decided based on the Specific Project Requirement
94	Page 19	Category-A (Sr. No. 5)	Technical Capability	Can pure Conversational Agentic AI / chatbot platforms (without full software development of a larger HMIS/app) qualify under the "Similar Nature" project experience?		As per RFP/Corrigendum if
95	NA	General Query	General Query	For AI-based solutions, will Responsible AI parameters (explainability, bias mitigation, human-in-the-loop, audit logs) be defined as mandatory evaluation criteria at Work Order stage?		Will be decided based on the Specific Project Requirement
96	NA	General Query	General Query	Are multilingual (Hindi + regional languages) and voice-enabled conversational interfaces expected or preferred for citizen and frontline worker solutions in Uttar Pradesh?		Will be decided based on the Specific Project Requirement
97	NA	General Query	General Query	Will customized milestones be allowed for AI/Conversational AI projects that involve data preparation, fine-tuning, continuous learning and evaluation phases?		Will be decided based on the Specific Project Requirement
98	14.24	6.12 Submission of Bids, Clause (v); 7.1 Bid Submission Deadline	Page 14, Section 6.12(v): "It is mentioned that the Bidder would also be required to submit the following documents offline in one packet which should be addressed to IHAT: The Bidder would be required to submit these documents in the office of IHAT to the concerned person and address as mentioned above at least two hours before the deadline of submission of the bid as mentioned in the Bid Data Sheet." Page 24, Section 7.1: "Interested agencies are advised to submit their technical proposals (Online only no hard copy/physical submission, if bid received through hard copy/physical submission the bid will be rejected) along with all required documents to IHAT's mail i.e., procurement@ihat.in. Please mention "Request for Proposal for Empanelment of Agency to provide Digital Health Solutions, Software Development, IT Enabled Services, Cloud Hosting, Data Analytics, Capacity Building and Technical Support Services" in the subject line."	Request to kindly clarify the mode of bid submission, as Section 6.12(v) refers to offline submission of documents, whereas Section 7.1 states that only online submission is permitted and physical submissions will be rejected. Please confirm whether any documents are required to be submitted physically.	Clarification is required to ensure compliance with the prescribed submission process and avoid rejection of the bid.	Please refer Corrigendum
99	23	Eligibility criteria for the bidder participating in Category- C. Point No.7 Certification	Bidder shall have at least two of the following certifications: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013	Request to kindly confirm whether ISO/IEC 27001:2022 certification will be accepted in place of ISO/IEC 27001:2013.	We holds ISO 9001:2015 and ISO/IEC 27001:2022 certifications and seeks confirmation regarding acceptance of the updated ISO/IEC 27001 version.	Please refer Corrigendum

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100	22.23	Eligibility criteria for the bidder participating in Category- C. Point No.5 Technical Capability	The Bidder must have successfully completed at least three project of contract value not less than 25 lakhs for each project in similar nature and scope during the last five (5) Financial year i.e., 2021-22, 2022-23, 2023-24, 2024-25, 2025-26 and as on bid submission end date. "Similar Nature" shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications (Android/IOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized public sector/institutional organizations in India.	Request to kindly clarify whether experience delivering relevant ICT/software solutions to regulated Urban Cooperative Banks, Co-op Societies, DCC Bank, private-sector, Cyber Security, ERP Projects, and other recognized institutional clients will be considered under "Similar Nature," or whether only the client categories expressly listed in the clause will be accepted.	Clarification will help us assess whether our relevant project experience meets the eligibility criteria and identify the appropriate supporting documents to be submitted.	As per RFP/Corrigendm if
101	13	6.7 Work Order Allotment	"A Work Order (WO) means, a formal assignment issued by the Authority to an empanelled agency for execution of a specific project, assignment, service, or deliverable under this empanelment. The issuance of a Work Order shall be subject to the selection process prescribed by the Authority, including financial competition among the empanelled agencies, wherever applicable. The Work Order shall generally be issued to the empanelled agency determined as the Lowest Bidder (L1) for the respective assignment."	Request to kindly clarify the process and evaluation parameters that will be followed for financial competition among empanelled agencies for individual Work Orders, including how the L1 bidder will be determined.	Clarification will help to understand the assignment-level selection process and pricing expectations after empanelment.	refer clause 6.7 of RFP
102	23	Eligibility criteria for the bidder participating in Category- C. Point No.7 Certification	CMMI Level 3 or above	Request to kindly clarify whether bidders who are currently in the process of obtaining CMMI Level 3 certification, with the assessment process underway, may be considered eligible, subject to submission of the required certification at a later stage.	The Bidder Team is actively working towards CMMI Level 3 certification and the assessment process is underway. Clarification is requested on whether bidders undergoing the certification process may be considered under this eligibility criterion.	As per RFP
103	24	7.2 Key Performance Indicators	"The Key Performance Indicators (KPIs), Service Levels, deliverables, timelines, and other performance requirements for each assignment shall be specified in the respective Work Order issued to the empanelled agency. The execution, monitoring, acceptance, and payment of such assignment shall be governed by the terms and conditions, including the KPIs, defined in the corresponding Work Order"	Request to kindly clarify whether the KPIs and Service Level Agreements applicable to an assignment will be shared with the empanelled agency for review and agreement before issuance or acceptance of the relevant Work Order.	The Advance visibility of assignment-specific performance criteria will help us to assess feasibility, resource requirements, and associated costs.	Yes
104	10	5. Payment Terms and Scheduled – Notes	"Subject to satisfactory completion and acceptance of deliverables, IHAT shall endeavor to release payments within forty-five (45) days of receipt of a valid invoice along with all requisite supporting documents. IHAT reserves the right to withhold or defer payment of any disputed amount pending resolution of the dispute."	Request to kindly clarify whether the 45-day payment timeline will be applicable to payments under each Work Order, subject to acceptance of deliverables and submission of a valid invoice with supporting documents.	Confirmation of the expected payment timeline will assist us in assessing project cash flow and commercial planning.	Will be decided based on the Specific Project Requirement

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105	19	7 Eligibility and Evaluation Criteria: Point No. 7 - Certifications	Bidder shall have at least two of the following certifications: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013	We request that these be modified as under Bidder shall give an undertaking to obtain at least two of the following certifications within 6 months of empanelment: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013		As per RFP
106	21	7 Eligibility and Evaluation Criteria: Point No. 7 - Certifications	Bidder shall have at least two of the following certifications: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013	We request that these be modified as under Bidder shall give an undertaking to obtain at least two of the following certifications within 6 months of empanelment: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013		As per RFP
107	23	7 Eligibility and Evaluation Criteria: Point No. 7 - Certifications	Bidder shall have at least two of the following certifications: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013	We request that these be modified as under Bidder shall give an undertaking to obtain at least two of the following certifications within 6 months of empanelment: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013		As per RFP
108	24	Clause 7.1 - Submission of Bids	The RFP states that the technical proposal must be submitted online only, by email to procurement@ihat.in, and that any bid received in hard copy will be rejected.	Kindly confirm that the complete bid can be submitted entirely by email, with no separate physical or hard-copy document required. Please also share the maximum permissible size for the email and its attachments.	Clause 7.1 appears to conflict with Clause 6.12, which refers to a sealed envelope and physical delivery of certain documents to IHAT's office. Clarity is needed to avoid non-responsive submission.	Please refer Corrigendum
109	15	Clause 6.13 - Evaluation Process	The RFP describes the evaluation process only in general terms, without stating how marks or scores, if any, will be given to bidders.	Kindly confirm how bids will be evaluated whether this is simply a check of whether a bidder meets the eligibility conditions (on a qualify/disqualify basis), or whether a separate scoring or marking system is also used to rank bidders.	Knowing this in advance will help us understand how our bid will be assessed and ensure we present the right information in the right manner.	As per RFP/Corrigendum if
110	1 (Table of Contents); 25-29	Table of Contents and Bid Submission Forms	The form titles and numbering shown in the Table of Contents do not match the actual form titles and numbering given later in the RFP (Forms 1 to 4).	Kindly confirm the final and correct list of all forms required to be submitted with the bid, along with their titles and numbering.	This will help us ensure that we use the correct forms and do not miss any document required to be submitted with the bid.	As per RFP/Corrigendum if
111		Eligibility criteria for the bidder participating in Category-C (Point -7)	Bidder shall have at least two of the following certifications: CMMI Level 3 or above, ISO 9001:2015, ISO/IEC 27001:2013."	ISO/IEC 27001:2013 has been superseded and withdrawn, with ISO/IEC 27001:2022 being the current version in force. Kindly confirm that a valid ISO/IEC 27001:2022 certificate will be accepted in lieu of ISO/IEC 27001:2013.	Certification bodies no longer issue or maintain 27001:2013 certificates. A literal reading would disqualify every compliant bidder.	Please refer Corrigendum
112	13	Clause 6.7 Work Order Allotment	The Work Order shall generally be issued to the empanelled agency determined as the Lowest Bidder (L1) for the respective assignment.	Kindly clarify whether Work Orders will be awarded on L1 basis or QCBS basis. If QCBS, kindly specify the technical: financial weightage and the minimum technical qualifying score.	The selection method directly determines pricing and resourcing strategy. Since no financial bid is sought at empanelment, bidders need advance clarity to assess participation.	Please refer clause 6.7 of the RFP.
113	-	Whole RFP	The RFP does not mention any Tender Document Fee, Earnest Money Deposit (EMD), Bid Security Declaration, or Performance Bank Guarantee (PBG).	Kindly confirm that (a) No Tender Fee and no EMD are payable at the empanelment stage, and (b) whether a Performance Bank Guarantee / Security Deposit will be required at the time of issuance of individual Work Orders, and if so, the applicable percentage and validity.	Bidders must plan for banking instruments and working capital in advance. Absence of any mention requires positive confirmation.	EMD not applicale and PBG/Security as per project requirement, in lieu of PBG retention money will be applicable
114	18, 20, 22–23	SecΘon 7 – Eligibility and EvaluaΘon Criteria: Technical Capability / Similar Nature	The RFP defines similar nature of work to include the development, customizaΘon, implementaΘon and support of web-based applicaΘons, mobile applicaΘons, soƟware soluΘons and other ICT soluΘons for government departments, government bodies, PSUs, autonomous bodies or other recognized publicsector/insΘtuΘonal organizaΘons in India	We provide customized web and mobile application development solutions to banks. Kindly clarify whether our experience in developing and delivering such solutions to public sector banks and private-sector banks will be considered eligible experience for meeting the technical capability criteria under the applicable empanelment category.	This clarification will help us determine whether our banking-sector project experience meets the prescribed technical eligibility requirements for empanelment	As per RFP/Corrigendm if
115	22–23	Category C Eligibility — Item 5, Technical Capability	Similar experience includes specified ICT services for Government Departments, Government Bodies, PSUs, Autonomous Bodies or other recognised public-sector/institutional organisations in India.	Please confirm whether similar projects undertaken for NGOs, INGOs, charitable trusts, foundations and development organisations, including organisations othes will qualify under "recognised institutional organisations in India," where the projects support government programmes, public institutions or public-benefit initiatives.	Development organisations like IHAT frequently commission digital systems for government programmes. Although the contracting entity may be a nonprofit organisation, government institutions and the public at large are the ultimate beneficiaries. Such assignments provide directly relevant technical and implementation experience.	Please refer corrigendum

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116	22–23	Category C Eligibility — Item 5, Technical Capability	Similar experience includes operation, maintenance and technical support of applications, digital health solutions, software solutions, data platforms, dashboards and other ICT solutions.	Please confirm whether standalone long-term maintenance, application support, enhancement and operations assignments will qualify as similar experience, including where the bidder was not responsible for the original development of the system.	These assignments require sustained technical expertise, system enhancements, security management, issue resolution and service continuity, directly corresponding to the services covered by the RFP.	As per RFP/Corrigendum if
117	22–23	Category C Eligibility — Item 5, Technical Capability	The bidder must have successfully completed at least three similar projects, each with a contract value of at least ₹25 lakh, within the prescribed period. Supporting documents include a contract agreement, work order or completion certificate.	For ongoing multi-year maintenance and support contracts, will successfully completed and client-accepted annual periods or defined phases qualify as experience?	Long-term support contracts may continue through successive years or renewals without a final project-closure certificate.	As per RFP
118	Page 17	Section 7	Average annual turnover of at least Rs. 10 crore during the last three audited financial years, derived from IT/ICT/AI/digital platform/contactcentre/managed-services activities. The bidding entity shall have positive net worth and shall not be under insolvency, liquidation or bankruptcy proceedings. DIC shall validate this threshold against the final approved Estimated Contract Value before issue.	Exemption from the prescribed financial eligibility criteria	It is requested that eligible DPIIT-recognised Startups and Micro and Small Enterprises (MSEs/MSMEs) be granted complete relaxation or exemption from the prescribed financial eligibility criteria, including minimum annual turnover, net worth, and other financial standing requirements, as applicable. Such relaxation would encourage participation by innovative startups and eligible MSEs while promoting wider competition, subject to fulfilment of essential technical and operational requirements. The technical capabilities, relevant expertise and proposed solution of the bidder may be evaluated against the project requirements. The Tendering Authority is requested to kindly consider the relaxation and suitably amend the RFP.	As per RFP
119	Page 18	Section 7	The Bidder must have successfully completed at least one project of contract value not less than 10 lakhs in similar nature and scope during the last five (5) Financial year i.e., 2021-22, 2022-23, 2023-24, 2024-25, 2025-26 and as on bid submission end date. “Similar Nature” shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications (Android/IOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized public sector/institutional organizations in India.	Experience with Private sector/entities to be considered.	It is requested that the technical experience and prior project experience of bidders in the private sector, including projects executed for private organisations, enterprises and other non-government entities, be considered equivalent to relevant experience gained through Government departments, PSUs or other public-sector organisations, provided such experience is relevant to the scope of work and supported by appropriate documentary evidence. This relaxation would enable technically capable bidders with demonstrated industry experience to participate in the bidding process without being restricted solely on the basis of the nature of their previous clients. The Tendering Authority is requested to kindly consider and incorporate this provision in the RFP.	As per RFP/Corrigendum if

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120	Page 19		A consortium / Joint venture is not allowed to bid for this project and during the contract period.	Please allow joint ventures / consortium.	It is requested that participation through a Joint Venture (JV) or Consortium be permitted, subject to clearly defined roles, responsibilities and accountability of the participating members. The technical expertise, relevant experience and other qualifying capabilities of the JV/Consortium members may be considered collectively for the fulfilment of the prescribed eligibility requirements, wherever applicable. This would enable organisations with complementary technical capabilities and domain expertise to jointly deliver the project effectively, promote wider participation and encourage competition. The Tendering Authority is requested to kindly consider this request and suitably amend the relevant provisions of the RFP to permit JV/Consortium participation.	As per RFP
121				Could you please direct us to the relevant vendor registration process, eligibility criteria and applicable procurement documentation?		https://www.ihat.in/notifications/
122				could you please clarify whether an India-registered LLP is eligible to apply, and whether any mandatory prior-project, turnover or certification thresholds apply		As per RFP
123				Could you please confirm whether applications are still being accepted and share the submission guidelines and eligibility requirements?		https://www.ihat.in/notifications/
124				We would also appreciate confirmation of the applicable bid submission method, as different sections of the published documentation refer to physical and email submissions.		Please refer Corrigendum
125				Having reviewed the RFP, we understand that the eligibility requirements include minimum organizational age, turnover, completed project experience, certifications, and technical resources. We would appreciate clarification on whether an emerging company supported by experienced technical professionals may be considered based on the verified qualifications and prior industry experience of its core team, or whether these requirements must be fulfilled independently by the bidding legal entity without exception.		As per RFP/Corrigendum if
126	19	7 Eligibility and Evaluation Criteria: Eligibility criteria for the bidder participating in CategoryB	Basic Requirement: 1. Legal Entity Eligibility criteria for Bidder: The bidder, as a single legal entity, must be incorporated and registered in India under any of the following: □ A Company registered under Indian Companies Act 1956/2013 □ A Limited Liability Partnership (LLP) registered under the LLP Act, 2008. □ A Partnership firm registered under Indian Partnership Act 1932	Request for Consideration SHY Enterprises is a Proprietorship Firm and registered under MSME. In view of our legal status and MSME registration, we humbly request the Department to kindly consider and permit SHY Enterprises to participate in the tender process, subject to fulfilment of all other eligibility and technical requirements prescribed in the Tender Document.		As per RFP
127				Nature of client organisations: Can projects delivered for private-sector clients, including companies, NGOs and other non-governmental organisations, be considered as relevant project experience? Or must the projects have been undertaken exclusively for government departments, public-sector undertakings, autonomous bodies or other recognised public-sector/institutional organisations in India?		Please refer Corrigendum
128				Technology-based relevance: Can projects be considered relevant based on their technical scope and similarity to the services covered under this RFP—for example, software development, digital platforms, mobile applications, data analytics, cloud hosting, system integration and IT-enabled services—irrespective of the sector of the client organisation, subject to the applicable eligibility criteria?		Please refer Corrigendum

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129				Supporting documentation: For qualifying projects, would work orders or contracts accompanied by invoices, payment records or client completion certificates be accepted as evidence of project value and successful completion?		As per RFP