



HARYANA KNOWLEDGE CORPORATION LIMITED

(Government Promoted Organization)

Plot No 1, 4th Floor, South Wing, HSIIDC IT Park, Sector 22, Panchkula, Haryana - 134109

EXPRESSION OF INTEREST (EOI)

FOR

EMPANELMENT OF SOFTWARE DEVELOPMENT ORGANIZATIONS (SDOs) FOR DESIGN, DEVELOPMENT, IMPLEMENTATION, OPERATION, MAINTENANCE AND SUPPORT OF DIGITAL SOLUTIONS

EOI Reference No.: HKCL/eGov/2026-2027/02

Date of Issue: 20.08.2026

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Issued by:

Haryana Knowledge Corporation Limited (HKCL)

Website: www.hkcl.in | Email: md@hkcl.in, info@hkcl.in

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CHAPTER 1: Notice Inviting Expression of Interest

Haryana Knowledge Corporation Limited (hereinafter referred to as "HKCL"), promoted by government of Haryana, invites Expression of Interest (EOI) from eligible, experienced and financially sound Software Development Organizations (hereinafter referred to as "SDOs" or "Applicants") for empanelment for Design, Development, Implementation, Operation, Maintenance and Support of Digital Solutions across various domains as detailed in this document.

This empanelment is intended to create a panel of pre-qualified, competent and reliable technology partners from whom HKCL may procure software development and allied digital services on an as-required basis, through limited tender, nomination, competitive bidding, or direct allocation, depending upon the nature, urgency, complexity and value of individual assignments.

Key Information

Particulars	Details
EOI Reference No.	HKCL/eGov/2026-2027/02
Name of Empanelment	Empanelment of Software Development Organizations (SDOs) for Design, Development, Implementation, Operation, Maintenance and Support of Digital Solutions
Issuing Authority	Haryana Knowledge Corporation Limited (HKCL)
Mode of Submission	Online, through HKCL's designated e-procurement / empanelment portal
Date of Publication	20.08.2026
Last Date and Time for Submission	04.09.2026 upto 5:00 P.M.
Date and Time of Opening of Applications	07.09.2026
Validity of Empanelment	Three (3) years from the date of issue of Empanelment Letter, extendable as per Chapter 19 and 20
Contact Officer	Plot No 1, 4th Floor, South Wing, HSIIDC IT Park, Sector 22, Panchkula, Haryana - 134109 Landmark: Near Gurudwara Nada Sahib
Email for Queries	md@hkcl.in , info@hkcl.in

HKCL reserves the right to amend, modify, extend, withdraw, or cancel this EOI, in part or in full, at any stage without assigning any reason and without incurring any liability whatsoever to the Applicants. Any such amendment shall be published as a corrigendum on HKCL's official website and/or empanelment portal and shall form an integral part of this EOI document.

This empanelment does not, in itself, guarantee any minimum business, work order, or assignment to any empanelled SDO. Allocation of actual work shall be at the sole discretion of HKCL, governed by the terms set out in Chapter 21 (Allocation of Work) of this document.

Disclaimer

This Expression of Interest ("EOI") is issued by Haryana Knowledge Corporation Limited ("HKCL", "the Company" or "the Purchaser"), a company promoted by the Government of Haryana, invites Expression of Interest (EOI) from eligible, experienced Software Development Organizations ("SDOs"/"Applicants") for empanelment for Design, Development, Implementation, Operation, Maintenance and Support of Digital Solutions, as detailed in this document. This document is not an offer and does not commit HKCL in any manner to accept any proposal, nor does it entitle any bidder to claim any cost, expense or damage incurred in the preparation or submission of a response to this RFP.

HKCL reserves the right to accept or reject any or all proposals, to modify, amend, cancel or withdraw this EOI in whole or in part at any stage, and to change the process, timelines or evaluation criteria set out herein without assigning any reason, and without any liability whatsoever to the bidders. No contractual obligation on the part of HKCL shall arise until the Empanelment Agreement is signed and executed by the authorised signatories of both HKCL and the Empanelled Agency, and no obligation to place any order shall arise until a specific Work Order is issued.

This EOI and its contents are the property of HKCL and are issued solely for the purpose of enabling prospective bidders to prepare and submit their proposals. It may not be reproduced, transmitted or used for any other purpose without the prior written consent of HKCL. Information provided by bidders in response to this RFP shall be treated as confidential save where disclosure is required under the Right to Information Act, 2005 or any other applicable law.

CHAPTER 2: Introduction and Background

Haryana Knowledge Corporation Limited (HKCL) is currently under the administration of the Citizen Resource Information Department (CRID), Government of Haryana. It is promoted by the Government of Haryana along with:

- Maharashtra Knowledge Corporation Ltd.
- Hartron
- Board of School Education - Haryana
- Deen Bandhu Chhotu Ram University of Science & Technology (DCRUST), Murthal, Sonipat
- Bhagat Phool Singh Mahila Vishwavidyalaya (BPSMV), Khanpur Kalan, Sonapat
- Kurukshetra University (KU), Kurukshetra
- Guru Jambheshwar University of Science & Technology (GJUST), Hisar

HKCL was incorporated under the Companies Act, 1956, bearing Corporate Identity Number (CIN) U80904HR2013PLC050331, dated September 10, 2013, issued by the Registrar of Companies, National Capital Territory of Delhi and Haryana, to create a new paradigm in education and development through the universalisation and integration of Information Technology in teaching, learning and educational management processes in particular, and in socio-economic transformative processes in general.

In furtherance of its operations, HKCL intends to engage the services of a reputed, certified Indian data center, or an authorised partner/reseller of a certified Indian data center, to host its IT infrastructure, applications and data on a co-location and/or virtual infrastructure basis. HKCL invites sealed proposals from eligible bidders meeting the eligibility criteria.

CHAPTER 3: Objectives of Empanelment

The primary objectives of this empanelment exercise are as follows:

1. To create a pre-qualified panel of competent, financially sound and technically capable Software Development Organizations (SDOs) for engagement across various digital transformation assignments of HKCL and its associated Government Departments/Institutions.
2. To reduce procurement timelines for individual projects by eliminating the need for a fresh open tendering process for every assignment, while maintaining transparency through a structured empanelment and allocation mechanism.
3. To ensure availability of adequate technical capacity and domain expertise across a broad spectrum of digital solution categories, ranging from enterprise software and ERP systems to emerging technologies such as AI/ML and cloud-native applications.
4. To establish a fair, transparent, and merit-based mechanism for evaluation, categorization and periodic review of empanelled agencies.
5. To ensure adherence to defined quality, security, and service-level standards in the execution of digital projects undertaken on behalf of Government Departments.
6. To enable HKCL to allocate work flexibly – through limited tender, nomination, competitive bidding, or direct allocation among empanelled agencies – depending upon project urgency, scale, complexity and budgetary provisions.
7. To promote healthy competition, capacity building and continuous improvement among empanelled agencies through a tiered category structure (Category A, B and C) as detailed in Chapter 7.
8. To promote participation of UDYAM-registered Micro, Small and Medium Enterprises (MSMEs), DPIIT-recognized Startups and Innovation-driven Technology Organizations in the empanelment process, while maintaining the quality, competence and transparency standards applicable to all Applicants.

CHAPTER 4: Scope of Empanelment

This EOI seeks to empanel Software Development Organizations for the design, development, implementation, operation, maintenance and support of digital solutions required by HKCL from time to time for HKCL client.

The empanelment shall be an open, standing panel, valid for the period specified in Chapter 19, during which HKCL may invite empanelled SDOs to participate in specific project assignments as and when such requirements arise. The empanelment itself confers no automatic entitlement to work; allocation shall be governed strictly by the mechanisms described in Chapter 21.

Nature of Empanelment

1. Multi-category empanelment (Category A, B and C) based on financial strength, experience and technical capability.
2. Multi-domain empanelment, permitting Applicants to apply under one or more technology/service domains listed in Chapter 5.
3. Non-exclusive empanelment – HKCL may empanel any number of eligible SDOs in each category and domain.
4. Open and rolling empanelment – HKCL may, at its discretion, invite fresh applications periodically to expand the panel, subject to the terms of Chapter 20 (Renewal of Empanelment).

Capability-Based Classification (Optional Sub-Category)

In addition to the financial categories detailed in Chapter 7, HKCL may, at its discretion, recognize the following capability-based classification to create a clear empanelment pathway for experienced

founder-led and innovation-driven organizations, without lowering the eligibility, quality or evaluation standards applicable to larger organizations:

Category	Focus
Category A	Large Enterprise Delivery Partners
Category B	Established Technology Partners
Category C	Emerging Technology and Innovation Partners

CHAPTER 5: Broad Scope of Services

The empanelment covers Software Development Organizations having proven expertise in one or more of the following technology and service domains. Applicants may apply for empanelment under one or multiple domains, subject to satisfying the eligibility and experience criteria applicable to each domain claimed.

1. Consulting & Digital Transformation Services

- i. Digital Transformation Consulting
- ii. Technology Advisory & IT Consulting
- iii. Enterprise & Solution Architecture
- iv. Business Analysis
- v. Business Process Re-engineering (BPR)
- vi. Product Engineering
- vii. AI Strategy & Roadmap Development
- viii. AI Readiness Assessment
- ix. Data Strategy, Data Governance & Enterprise Integration Consulting

2. Enterprise Software & Digital Solutions

- i. Enterprise Software Development
- ii. Customized Government Software Solutions
- iii. eGovernance Applications
- iv. ERP Solutions
- v. Education Solutions including LMS, Digital University, Student Life Cycle, Admission, Examination & Recruitment Management Systems
- vi. HRMS (Human Resource Management System), Finance & Accounting Systems & eOffice Solutions
- vii. Document Management System (DMS)
- viii. Workflow Automation Systems
- ix. GIS-Based Applications
- x. Dashboard & Business Intelligence Solutions
- xi. Data Management & Reporting Solutions

3. Web, Mobile & User Experience

- i. Web Portal Design & Development

- ii. Mobile Application Development (Android, iOS & Hybrid)
- iii. UI/UX Design & User Experience (UX) Research
- iv. Graphic Design
- v. Accessibility & Inclusive Design
- vi. Content Management System (CMS) Development

4. Artificial Intelligence & Intelligent Automation

- i. Artificial Intelligence (AI) & Machine Learning Solutions
- ii. Generative AI & Large Language Model (LLM) Applications
- iii. AI Agents & Autonomous Agentic Systems
- iv. Prompt Engineering Services
- v. Machine Learning Solutions
- vi. Natural Language Processing (NLP) Solutions
- vii. Intelligent Automation & Robotic Process Automation (RPA)
- viii. AI Governance & Responsible AI Practices
- ix. AI-powered Knowledge Management Solutions
- x. OCR (Optical Character Recognition), Intelligent Document Processing (IDP), Document Digitization & Digital Archiving

5. Cloud, Integration & Infrastructure

- i. Cloud Native Application Development
- ii. API Development
- iii. Enterprise Integration Services
- iv. Microservices Architecture
- v. Database Administration
- vi. Cloud Migration
- vii. Hosting Support & Managed IT Services
- viii. Application Maintenance & Support (AMS)
- ix. Annual Maintenance Contract (AMC) & Facility Management Services (FMS)

6. Cyber Security & Quality Assurance

- i. Cyber Security Services
- ii. Vulnerability Assessment & Penetration Testing (VAPT)
- iii. Security Audits & Compliance
- iv. Data Security & Privacy Solutions
- v. Performance, Quality Assurance & Software Testing

7. Emerging Technologies

- i. Internet of Things (IoT) Solutions

- ii. Blockchain-Based Applications
- iii. Digital Twin Solutions
- iv. Smart Governance & Smart City Applications
- v. Advanced Analytics & Data Science
- vi. Other emerging Technology Research & Innovation

HKCL reserves the right to add, delete, or modify the list of service domains at any time during the currency of this empanelment, through a notification/corrigendum, without affecting the validity of empanelment already granted.

Organizations providing Digital Transformation Consulting, Enterprise Architecture, Business Analysis, Product Consulting, Solution Architecture, AI Consulting, or Technology Advisory services, with demonstrable software delivery capability, shall also be eligible for empanelment under this EOI.

CHAPTER 6: Eligibility Criteria

The eligibility criteria for empanelment are prescribed category-wise in Chapter 7 (Categories of Empanelment). In addition to the category-specific financial and experience thresholds, all Applicants, irrespective of category, must satisfy the following general eligibility conditions:

1. The Applicant must be a company registered under the Companies Act, 2013 (or the erstwhile Companies Act, 1956), or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008, or a partnership firm/proprietorship with adequate legal standing to enter into a binding contract with HKCL. Government/PSU-owned entities and Section 8 companies are also eligible, subject to meeting the financial and experience criteria.
2. The Applicant must be in existence and carrying on business in software development/IT services for a minimum period of three (3) years as on the date of publication of this EOI.
3. The Applicant must hold a valid GST registration and a valid Permanent Account Number (PAN).
4. The Applicant must not be under a declaration of ineligibility for corrupt or fraudulent practices and must not be currently blacklisted or debarred by any Central Government, State Government, PSU, Board, Corporation, University, or other Public Sector entity in India, as on the date of application.
5. The Applicant must have positive net worth as per the audited financial statements of the last completed financial year, duly certified by a practicing Chartered Accountant.
6. The Applicant must possess adequate technical and managerial manpower, and infrastructure, to execute Government digital projects, as evidenced by the documents specified in Chapter 8. Such technical manpower may comprise permanent on-roll employees, contractual professionals, empanelled consultants, implementation partners, freelancers and domain experts, provided the Applicant retains complete contractual responsibility and accountability for the quality and timely delivery of the assignment.
7. The Applicant must not have any conflict of interest, as defined in Chapter 15, with HKCL, its officials, or its associated Departments.
8. Consortiums/Joint Ventures are not allowed.
9. For Category C, the requirement of minimum three (3) years of organizational existence may be relaxed for UDYAM-registered MSMEs / DPIIT-recognized Start-ups, provided the Proprietor/Partners/Promoters/Key Professionals possess at least three (3) years of relevant IT/software/digital technology experience.

Category-wise Eligibility Summary

A detailed comparative eligibility table for Category A, B and C is provided in Chapter 7. Applicants are advised to carefully review the applicable category before submission.

CHAPTER 7: Categories of Empanelment

Empanelment under this EOI shall be granted under three distinct categories, based on the financial capacity, experience, and technical strength of the Applicant, as summarised below and detailed thereafter.

Parameter	Category A (Enterprise Solution Partner)	Category B (Mid-Level Technology Partner)	Category C (Emerging Technology & Innovation Partner)
Eligible Project Value	Projects of any value, subject to project-specific eligibility criteria	Medium and large projects, subject to project-specific requirements	Small and medium projects, and start-ups
Minimum Average Annual Turnover (last 3 Financial Years)	Rs. 1 Crore	Rs. 50 Lakhs	Rs. 10 Lakhs*
Minimum Government/PSU/University Projects Completed	Minimum Five (5) Government/ Healthcare/ Manufacturing/ Education/ and Enterprise organizations projects, each not less than Rs. 10 Lakhs	Minimum Three (3) Government/ Healthcare/ Manufacturing/ Education/ and Enterprise organizations projects, each not less than Rs. 5 Lakhs	For UDYAM-registered MSMEs / DPIIT-recognized Start-ups under Category C, prior organizational project criteria may be relaxed.**
Net Worth	Positive, CA-certified	Positive, CA-certified	Positive, CA-certified
ISO Certification (9001 / 27001 / 20000 / 22301)	Mandatory	Preferred	Preferred
GST Registration	Mandatory	Mandatory	Mandatory
PAN	Mandatory	Mandatory	Mandatory
Company Registration	Mandatory	Mandatory	Mandatory
EPF & ESI Registration	Mandatory, where applicable	Not mandatory	Not mandatory
Blacklisting Status	Not Blacklisted	Not Blacklisted	Not Blacklisted

Note:

* For UDYAM-registered MSMEs / DPIIT-recognized Start-ups applying under Category C, minimum turnover may be relaxed. Where the entity has fewer than three completed financial years, turnover of available completed financial year(s) shall be considered.

** Relevant experience of the Proprietor/Partners/Promoters/Key Professionals may be considered, subject to verifiable documentary evidence.

Category A – Enterprise Solution Partner

Category A empanelment is intended for large, financially strong and highly experienced organizations capable of undertaking projects of any value, subject to project-specific eligibility criteria. Category A empanelled agencies shall be eligible to participate in limited tenders, competitive bids, and nominated assignments across all project value ranges.

Eligibility

1. Average Annual Turnover: Minimum Rs. 1 Crore during the last three financial years.
2. Experience: Successfully completed a minimum of five (5) projects for Government Departments, State Governments, Central Government, PSUs, Autonomous Bodies, Universities, Boards or Corporations; Healthcare, Manufacturing, Education and Enterprise organizations with each project value not less than Rs. 10 Lakhs. Projects with at least seventy percent (70%) completion, supported by Work Orders and client certification, may be considered as ongoing projects for this purpose, in addition to fully completed projects.

3. Net Worth: Positive Net Worth, certified by a practicing Chartered Accountant.
4. ISO Certification: Mandatory. Preferred certifications include ISO 9001 (Quality Management), ISO 27001 (Information Security Management), ISO 20000 (IT Service Management), and ISO 22301 (Business Continuity Management).
5. GST Registration, PAN, Company Registration, and EPF & ESI Registration (where applicable) are mandatory.
6. The Applicant must not be blacklisted by any Government/PSU entity.

Category B – Mid-Level Technology Partner

Category B empanelment is intended for mid-sized organizations eligible for medium and large projects, subject to project-specific requirements.

Eligibility

1. Average Annual Turnover: Minimum Rs. 50 Lakhs during the last three financial years.
2. Experience: Minimum three (3) projects (State Government, Central Government, PSUs, Universities, Boards, Autonomous Bodies, Municipal Bodies, Development Authorities, or Smart Cities; Healthcare, Manufacturing, Education and Enterprise organizations), each project value not less than Rs. 5 Lakhs. Projects with at least seventy percent (70%) completion, supported by Work Orders and client certification, may be considered as ongoing projects for this purpose, in addition to fully completed projects.
3. Positive Net Worth, CA-certified.
4. ISO Certification: Preferred, though not mandatory.
5. GST Registration, PAN, and Company Registration are mandatory.
6. The Applicant must not be blacklisted by any Government/PSU entity.

Category C – Emerging Technology Partner

Category C empanelment is intended for small and emerging organizations, including start-ups, eligible for small and medium projects.

Eligibility

1. Average Annual Turnover: Minimum Rs. 10 Lakhs during the last three financial years.
2. Experience: Minimum three (3) (State Government, Central Government, PSUs, Universities, Boards, Autonomous Bodies, Municipal Bodies, Development Authorities, or Smart Cities; Healthcare, Manufacturing, Education and Enterprise organizations) Projects, each project value not less than Rs. 1 Lakh. For UDYAM-registered MSMEs / DPIIT-recognized Start-ups under Category C, prior organizational project criteria may be relaxed. Relevant experience of the Proprietor/Partners/Promoters/Key Professionals may be considered, subject to verifiable documentary evidence.”
3. Positive Net Worth, CA-certified.
4. ISO Certification: Preferred, though not mandatory.
5. GST Registration, PAN, and Company Registration are mandatory.
6. The Applicant must not be blacklisted by any Government/PSU entity.

Note: Start-ups recognized by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, may be granted relaxation in the minimum turnover and prior experience criteria for Category C, at the sole discretion of HKCL, subject to submission of valid DPIIT recognition certificate and demonstration of adequate technical capability. For UDYAM-registered MSMEs and DPIIT-recognized Startups, the turnover requirement for Category C may be relaxed and supplemented by the professional experience of the Founder/Promoter (of ten (10) or more years) and the technical capability of the organization, in accordance with Chapter 6, Chapter 9, and Chapter 10. Government project experience for such Applicants may also be satisfied through projects executed by the Founder/Promoter in a previous organization, subject to documentary evidence.

CHAPTER 8: Documents Required

Applicants shall submit self-attested scanned copies of the following documents along with the duly filled Application Form (Annexure-I). Original documents may be sought for verification at any stage, as detailed in Chapter 11.

1. Certificate of Incorporation / Registration Certificate of the firm (Company/LLP/Partnership/Proprietorship).
2. Memorandum of Association & Articles of Association (in case of a Company), or Partnership Deed/LLP Agreement, as applicable.
3. PAN Card of the entity.
4. GST Registration Certificate.
5. Audited Balance Sheet and Profit & Loss Account for the last three (3) Financial Years, along with a Chartered Accountant's Certificate (with UDIN) certifying Average Annual Turnover and Net Worth. For Category C UDYAM-registered MSMEs / DPIIT-recognized Start-ups having fewer than three completed financial years, financial documents shall be submitted for the completed financial year(s) available since establishment.”
6. Income Tax Returns (ITR) for the last three (3) Financial Years.
7. Copies of Work Orders and Completion Certificates / satisfactory performance certificates for the projects claimed as experience, issued by the respective client Departments/Organizations (Annexure-III). Where Work Orders/Completion Certificates are not available, Appointment Letters, Experience Certificates, Consulting Agreements, Client Appreciation Letters, Relieving Letters, Project Participation Certificates, or Self-Declarations supported by documentary evidence may also be submitted, subject to the satisfaction of the Evaluation Committee.
8. Valid ISO Certification(s), if held (mandatory for Category A).
9. Company Profile including details of organizational structure, key management personnel, and technical team strength, associate consultants and contractual experts (Annexure-II and Annexure-V), along with details of Product Portfolio, Innovation Portfolio, AI Capabilities, Technology Stack and Domain Expertise, where applicable. Technical team strength may include on-roll employees as well as associate consultants and contractual experts engaged by the Applicant.
10. Notarized Affidavit / Undertaking of Non-Blacklisting on a Non-Judicial Stamp Paper of appropriate value (Annexure-VI).
11. Declaration of Conflict of Interest (Annexure-VII).
12. Power of Attorney / Board Resolution authorizing the signatory to sign and submit the application on behalf of the Applicant (Annexure-VIII).
13. EPF and ESI Registration Certificates, where applicable (mandatory for Category A).
14. Duly filled Checklist of Documents (Annexure-IX).
15. Any additional documents specifically required for the technology/service domain(s) applied for, as may be specified by HKCL from time to time.

Applications found incomplete, or lacking any of the mandatory documents listed above, are liable to be summarily rejected without further reference to the Applicant, save at the sole discretion of the Evaluation Committee under Chapter 9.

Preparation of the Application

1. Applicants shall prepare and compile their application strictly in accordance with the following requirements. Non-compliance with any of these requirements may render the application liable to rejection at the sole discretion of the Evaluation Committee.
 - 1.1. The Application shall be submitted as a single, consolidated set comprising the duly filled Application Form (Annexure-I), together with all applicable Annexures (Annexure-II to Annexure-X) and the supporting documents specified in this EOI. This EOI does not follow a two-part (technical/financial) bid structure; there is no separate price/commercial bid to be submitted at this empanelment stage, since empanelment does not itself constitute an award

of work. Rates, where applicable, shall be governed by the terms of the specific Work Order/Project RFP issued under Chapter 21.

- 1.2. All information in the Application Form and Annexures shall be typed/printed. Any correction or interlineation shall be duly attested with the full signature of the Applicant's authorised signatory, failing which the entry concerned shall be liable to be treated as invalid. Corrections made using correction fluid, by erasure, or by overwriting shall not be permitted.
- 1.3. All pages of the Application, including Annexures and supporting documents, shall be numbered sequentially and signed by the Applicant's authorised signatory, in acknowledgment of acceptance of the terms and conditions of this EOI.
- 1.4. Applicants shall use the Annexure formats prescribed in Chapter 29 without modification to their structure, headings, or fields. Applications submitted in a materially deviating format, or omitting any mandatory Annexure, shall be liable to be treated as non-responsive.
- 1.5. Declarations and undertakings required under Annexure-VI, Annexure-VII, and Annexure-VIII shall be executed on the Applicant's letterhead and, where specifically indicated, on company letter head. All such documents shall be duly signed and stamped by the authorised signatory.
- 1.6. Each Applicant shall submit only one application under this EOI. Where an Applicant is found to have submitted, or participated in, more than one application for the same empanelment cycle, whether independently, all such applications shall be liable to rejection.
- 1.7. A duly filled Checklist of Documents (Annexure-IX), indicating the page-number reference of each enclosed document in the order prescribed in this EOI, shall accompany the application.

2. Submission of the Application

- 2.1. Applications shall be submitted **only in physical mode** at the registered office of Haryana Knowledge Corporation Limited (HKCL), at the address specified in the Key Information Table in Chapter 1.
- 2.2. The Applicant shall submit duly signed and self-attested hard copies of all required documents along with the Application. Wherever applicable, documents shall be submitted as self-attested copies of the originals. HKCL reserves the right to call for and verify the original documents at any stage, as detailed in Chapter 11.
- 2.3. Applications shall be submitted at the registered office of HKCL on or before the **Last Date and Time for Submission** specified in Chapter 1 and Chapter 28. The date and time of receipt of the physical application at the designated office of HKCL shall be considered for determining timely submission. Applicants are advised to ensure that their applications reach the designated office well before the deadline.
- 2.4. Applications received after the Last Date and Time for Submission shall not be entertained and shall be rejected, save where HKCL extends the submission deadline generally by way of a corrigendum published on its official website/empanelment portal, in which case the extended deadline shall apply uniformly to all Applicants.
- 2.5. Applications shall be opened on the Date and Time of Opening of Applications specified in Chapter 1 and Chapter 28. Applications found complete and compliant with the requirements of this Chapter shall be forwarded for Technical Evaluation under Chapter 9.
- 2.6. An application, once submitted, shall remain open for HKCL's consideration for a period of 180 (one hundred and eighty) days from the Date of Opening of Applications specified in Chapter 1 ("Application Validity Period"). During this period, the Applicant shall not be entitled to withdraw, revoke, or modify its application, or any information, declaration, or undertaking furnished therein. HKCL may, where warranted, request Applicants to extend the Application Validity Period. An Applicant declining such extension shall be excluded from consideration solely for that empanelment cycle, without prejudice to its eligibility to apply in a subsequent cycle under Chapter 20.
- 2.7. Canvassing in any form, directly or indirectly, in connection with this EOI is strictly prohibited and shall render the Applicant liable to disqualification, in addition to action under Chapter 16 (Fraud & Corrupt Practices) and Chapter 17 (Blacklisting Policy).

CHAPTER 9: Technical Evaluation

All applications received within the stipulated timeline and found complete in all respects shall be evaluated by a duly constituted Evaluation Committee of HKCL on a 100-mark scale, as per the parameters given below. The minimum qualifying marks for empanelment shall be sixty (60) marks out

of 100 for Category A, fifty-five (55) marks out of 100 for Category B, and fifty (50) marks out of 100 for Category C.

Sl. No.	Evaluation Parameter	Maximum Marks
1	Company Profile & Legal Standing (years in business, organizational structure, legal status)	5
2	Government/PSU/Institutional Project Experience (number, value and relevance of completed and qualifying ongoing projects)	5
3	Similar Project Experience in claimed Technology Domain(s), including Product Development, SaaS Platforms, AI Platforms and Reusable Accelerators	5
4	Average Annual Turnover (last three Financial Years)	5
5	ISO / Quality Certifications (ISO 9001, 27001, 20000, 22301, CMMI, etc.)	5
6	Strength & Qualification of Technical Team (developers, architects, QA, project managers, certified security professionals, associate/contractual experts)	10
7	Domain Expertise (breadth and depth across service categories listed in Chapter 5)	5
8	Infrastructure (development facility, DR/BCP arrangements, cloud partnerships, testing labs)	7
9	Development Process & Methodology (SDLC maturity, DevOps practices, documentation standards)	5
10	Security Practices (VAPT capability, secure coding practices, data protection compliance)	3
11	Technical Presentation / Product Demonstration (if called by the Evaluation Committee)	25
12	Founder/Promoter Experience (applicable only to UDYAM-registered MSMEs and DPIIT-recognized Startups applying under Category C)*	10*
13	Innovation/Product Capability (product platforms, SaaS solutions, reusable frameworks/accelerators, patents, and other technology assets)	10

*Sl. No. 12 (Founder/Promoter Experience) is applicable only to UDYAM-registered MSMEs and DPIIT-recognized Startups applying under Category C. For all other Applicants, the corresponding 10 marks shall stand reallocated to and evaluated under Sl. No. 2 (Government/PSU/Institutional Project Experience).

As part of the technical evaluation, HKCL may invite Applicants to present live product demonstrations, architecture walkthroughs, or proof-of-concepts, in addition to the standard technical presentation/interaction.

The Evaluation Committee reserves the right to call any or all Applicants for a technical presentation/interaction and/or to seek clarifications or additional documents in support of the claims made in the application. Marks awarded by the Evaluation Committee shall be final and binding. HKCL shall not be liable to disclose individual scoring or provide reasons for non-empanelment, except as may be required under applicable law.

Applicants who fail to secure the minimum qualifying marks in the applicable category shall not be empanelled; however, they may be considered for empanelment in a lower category, at the discretion of the Evaluation Committee, subject to meeting the eligibility criteria of such lower category.

CHAPTER 10: Financial Eligibility

In addition to the category-wise turnover thresholds specified in Chapter 7, the following financial eligibility conditions shall apply uniformly to all Applicants:

1. Average Annual Turnover shall be computed as the average of the Applicant's total annual turnover (from software development / IT services) for the last three (3) completed Financial Years, as reflected in the audited financial statements.
2. Applicants shall submit a Chartered Accountant's Certificate, bearing a valid Unique Document Identification Number (UDIN), certifying the Average Annual Turnover and Net Worth as on the last date of the most recently completed Financial Year.
3. The Applicant's Net Worth, as certified by the Chartered Accountant, must be positive as on the date of the latest audited balance sheet submitted.
4. HKCL reserves the right to seek additional financial information, bank solvency certificates, or independent verification of the financial claims made by any Applicant, at any stage of the empanelment process or during the currency of empanelment.
5. For Category C Applicants that are UDYAM-registered MSMEs or DPIIT-recognized Startups, HKCL may permit the professional experience of the Founder/Promoter and the demonstrated technical capability of the organization to supplement, in part, the minimum turnover requirement prescribed in Chapter 7, at the sole discretion of the Evaluation Committee.

CHAPTER 11: General Terms & Conditions

1. This EOI does not constitute an offer by HKCL and shall not be construed as creating any binding obligation on HKCL to award any work, contract, or minimum business to any Applicant, whether or not empanelled.
2. HKCL reserves the right to accept or reject any or all applications, in part or in full, without assigning any reason, and without incurring any liability whatsoever towards the Applicant(s).
3. HKCL reserves the right to verify, at any time, the correctness of the information, documents, and certificates submitted by an Applicant, including through physical inspection of office premises, infrastructure, and manpower, as detailed in Chapter 12.
4. Applicants shall be solely responsible for the accuracy, authenticity, and completeness of all information and documents submitted. Any misrepresentation or suppression of material fact shall render the application liable for rejection, and if discovered post-empanelment, shall render the empanelment liable for cancellation and blacklisting.
5. The empanelment granted under this EOI is non-transferable and shall not be assigned, sublet, or subcontracted, in whole or in part, to any other entity without the prior written consent of HKCL.
6. HKCL reserves the right to relax, modify or waive any condition of this EOI in the interest of HKCL/Government work, at its sole discretion, provided such relaxation does not violate the fundamental principles of fairness, transparency, and non-discrimination.
7. Empanelled SDOs shall comply with all applicable laws, rules, regulations, and Government policies/guidelines (including MeitY guidelines, GIGW standards, data protection norms, and Digital Haryana / Digital India policy directives) while executing any assignment awarded under this empanelment.
8. HKCL shall not bear any cost incurred by the Applicant in the preparation and submission of the application, regardless of the outcome of the empanelment process.
9. The empanelment shall be governed by the terms of this EOI, and any subsequent addenda/corrigenda issued by HKCL, which shall form an integral part hereof.
10. In the event of any dispute regarding interpretation of any clause of this EOI, the decision of HKCL's Managing Director (or an officer authorised by the Managing Director) shall be final and binding.
11. Vendor Induction & Orientation Programme will be conducted by HKCL after issuance of the Empanelment Letter and prior to allocation of any assignment, covering HKCL's procurement processes, governance structure, security requirements and reporting expectations.

CHAPTER 12: Performance Obligations

Every empanelled SDO shall, in respect of each project/assignment awarded to it, be bound by the following performance obligations, in addition to any project-specific terms stipulated in the respective Work Order/Contract:

1. To deploy adequately qualified and experienced technical personnel for the timely and satisfactory execution of the assigned project, as per the resource deployment norms in Chapter 24.
2. To adhere strictly to the project timelines, milestones, and deliverables specified in the Work Order, and to promptly notify HKCL of any anticipated delay along with reasons and a revised delivery plan.
3. To ensure that all software developed/delivered conforms to applicable Government standards, including GIGW (Guidelines for Indian Government Websites), WCAG 2.1 accessibility standards, data security and privacy norms, and any technology standards specified by MeitY/NIC/State IT Department.
4. To provide adequate warranty support, defect rectification, and post-implementation handholding as specified in the project-specific Scope of Work.
5. To maintain the confidentiality of all data, documents, and information accessed during the course of the assignment, as detailed in Chapter 13.
6. To permit HKCL, or its authorised representatives, to inspect and audit the progress of work, source code, infrastructure, and quality processes at any time during the execution of the project.
7. The Service Provider shall comply with the Service Level Agreement (SLA) parameters specified in the agreement for each assignment after the award of work and shall be liable for penalties/liquidated damages in case of any breach of the stipulated SLA parameters.
8. To promptly rectify, at its own cost, any deficiency, defect, or non-conformity identified by HKCL or the concerned client Department during the execution or warranty period of the project.
9. To follow modern software delivery practices, including Agile methodologies, DevSecOps, and Secure Software Development Life Cycle (Secure SDLC) principles, and to maintain adequate Documentation Standards, Code Quality Metrics, and a structured Knowledge Transfer process throughout the project lifecycle.

CHAPTER 13: Confidentiality

1. All information, data, documents, source code, designs, business processes, and other material shared by HKCL with the empanelled SDO, in the course of the empanelment or any assignment awarded thereunder, shall be treated as strictly confidential.
2. The empanelled SDO shall not disclose, publish, reproduce, or part with any confidential information to any third party, without the prior written consent of HKCL, except as required under applicable law or by an order of a competent court/authority.
3. Personnel deployed by the empanelled SDO shall be bound by appropriate non-disclosure undertakings, and shall not be permitted to remove, copy, or transmit any data or backup outside the designated project environment through any storage media or electronic transmission mode, except as expressly authorised in writing.
4. The confidentiality obligations under this Chapter shall survive the completion, termination, or expiry of the empanelment and/or any specific Work Order, and shall continue to bind the empanelled SDO for a period of three (3) years thereafter, or such longer period as may be specified in the project-specific contract.
5. Any breach of confidentiality shall render the empanelled SDO liable for termination of empanelment, blacklisting, and such other legal action as HKCL may deem fit, including claims for damages.
6. The empanelled SDO shall comply with the Digital Personal Data Protection (DPDP) Act, 2023, and any rules/regulations issued thereunder, in relation to the collection, processing, storage, and handling of any personal data accessed in the course of an assignment.

CHAPTER 14: Intellectual Property Rights

1. Unless otherwise specified in the project-specific Work Order/Contract, all Intellectual Property Rights (IPR), including but not limited to source code, databases, designs, documentation, and any other work product developed specifically for HKCL or the concerned client Department under an assignment, shall vest exclusively in HKCL/the concerned client Department upon full and final payment.
2. The empanelled SDO shall not use, reproduce, or repurpose any custom-developed software, design, or work product created for HKCL for any other client or purpose, without the prior written consent of HKCL.
3. Where the empanelled SDO utilises any pre-existing proprietary tools, frameworks, libraries, or components (including open-source components) in the execution of the assignment, it shall clearly disclose the same, along with applicable licensing terms, and shall grant HKCL a perpetual, royalty-free licence to use such components as part of the delivered solution.
4. The empanelled SDO shall indemnify HKCL against any third-party claim of infringement of patent, copyright, trademark, or other intellectual property right arising from the use of software/solutions provided or developed by it.
5. HKCL shall be entitled to use, modify, and further develop the delivered software/solution, including through any other agency, subsequent to the completion, termination, or expiry of the empanelled SDO's engagement, without any claim of the empanelled SDO over such further use or modification.

CHAPTER 15: Conflict of Interest

For the purposes of this EOI, an Applicant/empanelled SDO shall be considered to have a conflict of interest if:

1. It has a direct or indirect controlling shareholding, or common directorship/partnership, with another Applicant applying under the same EOI, such that both Applicants would be in a position to influence each other's participation or pricing in the same assignment.
2. It, or any of its directors/partners/key employees, has a relationship with an officer or employee of HKCL or the concerned client Department who is directly or indirectly involved in this empanelment process or in the evaluation, allocation, or supervision of assignments under this empanelment, such as to give rise to a reasonable apprehension of bias.
3. It has been engaged by HKCL or the client Department, whether directly or through a third party, to provide consultancy or advisory services in relation to the preparation of this EOI or any project specification issued under this empanelment.
4. It employs, or proposes to employ, any serving or recently retired (within one year) employee/official of HKCL or the concerned client Department, in a manner that could reasonably compromise the integrity of the empanelment/allocation process.

Every Applicant shall submit a signed Declaration of Conflict of Interest (Annexure-VII) along with its application. Any Applicant found to have a conflict of interest not disclosed in the said Declaration shall be liable for summary disqualification, and if empanelled, for cancellation of empanelment, without prejudice to any other action HKCL may deem fit to take. For the avoidance of doubt, a previous consulting or advisory assignment undertaken by an Applicant for HKCL or a client Department shall not, by itself, automatically constitute a conflict of interest, unless such assignment was directly related to the preparation of this EOI or the specifications of a project procured under this empanelment.

CHAPTER 16: Fraud & Corrupt Practices

HKCL requires that all Applicants/empanelled SDOs observe the highest standards of ethics during the empanelment process and during the execution of any assignment awarded thereunder. For the purposes of this provision, the following definitions, in line with the Prevention of Corruption Act, 1988 (as amended) and generally accepted procurement practice, shall apply:

1. "Corrupt Practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any official or representative in connection with the empanelment process or execution of any assignment.
2. "Fraudulent Practice" means a misrepresentation or omission of facts, or a suppression of material information, in order to influence an empanelment or allocation process, or the execution of a contract, to the detriment of HKCL.
3. "Collusive Practice" means an arrangement between two or more Applicants, with or without the knowledge of HKCL, designed to establish prices at artificial, non-competitive levels.
4. "Coercive Practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or their property to influence their participation or actions in relation to this empanelment or any assignment thereunder.
5. "Obstructive Practice" means deliberately destroying, falsifying, altering or concealing evidence material to an investigation, or making false statements to investigators, in relation to an alleged corrupt, fraudulent, coercive or collusive practice.

HKCL shall reject an application for empanelment, or terminate an existing empanelment/Work Order, if it determines that the Applicant/empanelled SDO has engaged in any of the practices defined above, at any stage of the empanelment process or during the execution of any assignment, without prejudice to any other remedy available to HKCL under law, including reference to appropriate investigative/law enforcement agencies.

CHAPTER 17: Blacklisting Policy

HKCL reserves the right to blacklist/debar an empanelled SDO from participation in this and future empanelment/tenders of HKCL, for a period ranging from one (1) to five (5) years, depending on the gravity of the default, on account of any of the following:

1. Submission of false, forged, or fabricated documents or information at any stage of the empanelment or execution process.
2. Indulgence in any corrupt, fraudulent, coercive, collusive, or obstructive practice as defined in Chapter 16.
3. Consistent failure to meet SLA parameters or project deliverables, resulting in imposition of maximum liquidated damages under two or more Work Orders.
4. Unauthorised sub-contracting or assignment of the empanelment/Work Order to a third party.
5. Breach of confidentiality or unauthorised use/disclosure of Government data.
6. Abandonment of an assigned project without valid justification or prior written consent of HKCL.
7. Conviction under any law involving moral turpitude, fraud, or corruption.

Prior to blacklisting, HKCL shall issue a show-cause notice to the concerned SDO, affording it a reasonable opportunity (not less than fifteen (15) days) to submit its explanation. The decision to blacklist shall be taken by a Committee constituted by HKCL, and the blacklisted SDO shall be intimated in writing of the decision along with the period of debarment. A blacklisted SDO already empanelled shall stand automatically removed from the panel with immediate effect upon issuance of the blacklisting order, and any Empanelment Security submitted by it shall stand forfeited.

In respect of performance-related defaults do not involve fraud, corruption, coercion, collusion, or obstruction as defined in Chapter 16, HKCL shall ordinarily apply a graded corrective action mechanism, comprising a written warning, a performance improvement notice with a defined remediation period, and suspension from fresh work allocation, prior to initiating blacklisting proceedings, save where HKCL determines that immediate blacklisting is warranted in the interest of Government work.

CHAPTER 18: Termination

18.1 Termination of Empanelled SDO

HKCL may terminate the empanelment of an SDO, in whole or in part, by giving fifteen (15) days' written notice, under any of the following circumstances:

1. Breach of any material term or condition of this EOI or the empanelment.
2. Blacklisting/debarment as per Chapter 17.
3. Insolvency, liquidation, winding up, or cessation of business operations of the empanelled SDO.
4. Consistent unsatisfactory performance across assignments, as documented by HKCL.
5. At HKCL's convenience, without assigning any reason, subject to fair completion/settlement of ongoing assignments, if any.

18.2 Termination of Individual Work Orders/Contracts

In respect of any specific Work Order/Contract awarded to an empanelled SDO, HKCL/the concerned client Department may terminate such Work Order/Contract, in whole or in part, for default (including failure to deliver services within the specified period, or breach of any other obligation), for insolvency, or for convenience, as more particularly detailed in the project-specific Conditions of Contract. Termination of a specific Work Order/Contract shall not, by itself, result in termination of the overall empanelment, unless the grounds for such termination also constitute grounds for termination of empanelment under Clause 18.1 above.

18.3 Exit Plan and Knowledge transfer

Upon termination of empanelment or any Work Order/Contract, the empanelled SDO shall hand over all deliverables, data, source code, and documentation completed up to the date of termination, and shall be entitled to payment only for work satisfactorily completed and accepted, after adjustment of any liquidated damages or other amounts due to HKCL. In respect of any assignment under execution at the time of termination, the empanelled SDO shall prepare and submit an Exit Management and Knowledge Transition Plan, covering handover of source code, documentation, credentials, and operational knowledge to HKCL or its nominated successor agency, within the timeline specified by HKCL.

CHAPTER 19: Empanelment Validity

1. The empanelment granted under this EOI shall be valid for a period of three (3) years from the date of issue of the formal Empanelment Letter by HKCL, unless terminated earlier in accordance with Chapter 18.
2. During the period of empanelment, the empanelled SDO shall continue to satisfy the eligibility criteria of the category in which it is empanelled. Any material change in the financial position, ownership, legal status, or blacklisting status of the SDO shall be intimated to HKCL within fifteen (15) days of such change.
3. Empanelment Security and other statutory compliances (GST registration, ISO certification validity, etc.) shall be kept valid and renewed by the empanelled SDO throughout the period of empanelment. Failure to maintain valid Empanelment Security shall render the SDO ineligible to participate in any fresh allocation of work until rectified.
4. Empanelment under this EOI shall not automatically extend to any successor EOI issued by HKCL. SDOs shall be required to re-apply, or seek renewal, in accordance with Chapter 20, for continued empanelment beyond the validity period.
5. HKCL may require every empanelled SDO to undergo an annual capability review, during which the SDO may update its certifications, technology stack, domain expertise, and project portfolio, for consideration in category review and future work allocation.

CHAPTER 20: Renewal of Empanelment

1. HKCL may, at its discretion, invite empanelled SDOs to apply for renewal of empanelment, ordinarily not later than three (3) months prior to the expiry of the then-current validity period.
2. Renewal shall be subject to a fresh evaluation of the SDO's eligibility, financial standing, and performance track record during the preceding empanelment period, including SLA compliance, client feedback, and any instances of default or penalty.
3. HKCL reserves the right to upgrade or downgrade the category of an empanelled SDO at the time of renewal, based on its demonstrated financial growth, project execution capability, or, conversely, performance deficiencies, as documented during the preceding empanelment period.
4. An SDO with a satisfactory performance record, no pending penalties, and continued fulfilment of eligibility criteria shall ordinarily be granted renewal for a further period of up to three (3) years, subject to the sole discretion of HKCL.
5. HKCL also reserves the right to open fresh empanelment (rolling empanelment) at any time during the validity of this EOI, to induct new SDOs into the panel, without affecting the empanelment already granted to existing SDOs.
6. HKCL may permit an empanelled SDO to be upgraded to a higher category, ahead of the ordinary renewal cycle, based on demonstrated project delivery performance and capability enhancement, subject to the SDO meeting the eligibility criteria of the higher category and such upgrade being approved by the Evaluation Committee.

CHAPTER 21: Allocation of Work

Empanelment under this EOI does not guarantee any minimum business or assignment to any empanelled SDO. HKCL reserves the absolute right to allocate work among empanelled SDOs through any one or a combination of the following mechanisms, as it may deem appropriate for a given project, having regard to project value, urgency, complexity, and available budget:

21.1 Limited Tender / Request for Proposal (RFP) among Empanelled SDOs

For projects above a threshold value to be notified by HKCL from time to time, HKCL may invite competitive financial bids from all empanelled SDOs (or all empanelled SDOs of the relevant category/domain), and award the assignment based on the Least Cost (L1) method, Quality-and-Cost-Based Selection (QCBS), or such other method as may be specified in the specific Request for Proposal.

21.2 Nomination Basis

For projects that are time-critical, of a specialised/niche nature, or below a threshold value to be notified by HKCL, HKCL may directly nominate an empanelled SDO possessing the requisite domain expertise, subject to a reasonability check on the quoted price against prevailing market rates/HKCL's internal cost estimates.

21.3 Competitive Bidding

HKCL may invite multiple empanelled SDOs of the relevant category/domain to submit competitive quotations for a specific Scope of Work, and select the most suitable bidder based on price and/or technical merit, as specified in the respective bid document.

21.4 Direct Allocation

In exceptional circumstances, such as extension of an ongoing project, urgent requirement, or continuity of a solution already implemented by a specific empanelled SDO, HKCL may directly allocate work to such SDO, with appropriate written justification recorded on file.

The specific mechanism to be adopted for a given project shall be determined by HKCL's competent authority, in accordance with HKCL's internal procurement policy/manual, and shall be binding on all

empanelled SDOs. No empanelled SDO shall have any claim, cause of action, or right to challenge the mode of allocation adopted by HKCL for any specific assignment.

HKCL may, at its discretion, publish an indicative category-wise project allocation matrix and threshold values on its website/empanelment portal, for the general information of empanelled SDOs, without creating any enforceable entitlement to work.

HKCL may earmark selected pilot assignments as Innovation Challenge/Pilot Projects for UDYAM/MSME-registered and DPIIT-recognized Startup organizations, to encourage innovation before such organizations are considered for larger assignments.

CHAPTER 22: Project Execution Methodology

Every empanelled SDO awarded a specific assignment shall execute the project in accordance with the following broad methodology, unless a different methodology is specifically prescribed in the project-specific Scope of Work:

1. **Requirement Gathering & Business Analysis:** Detailed study of the functional and technical requirements of the client Department, culminating in a Software Requirement Specification (SRS) document, to be reviewed and approved by HKCL/the client Department.
2. **Solution Design:** Preparation of High-Level Design (HLD) and Low-Level Design (LLD) documents, including system architecture, database design, Design Thinking and UX Research inputs, and UI/UX wireframes/prototypes, for approval prior to commencement of development.
3. **Development:** Iterative/Agile Scrum, DevSecOps, Continuous Delivery, or Waterfall development (as appropriate to project scale and criticality), following secure coding practices and version-controlled source code management.
4. **Quality Assurance & Testing:** Unit Testing, Integration Testing, System Testing, User Acceptance Testing (UAT), Security Testing/VAPT, and Performance/Load Testing, as applicable, prior to go-live.
5. **Deployment & Go-Live:** Deployment on the designated hosting environment (MeitY-empanelled cloud or Government data centre, as specified), with a documented roll-back/contingency plan.
6. **Training & Handholding:** Training of end-users and administrators, and provision of user manuals/SOPs.
7. **Warranty & Post-Implementation Support:** Defect-free warranty support for the period specified in the project-specific contract (ordinarily not less than ninety (90) days from go-live, unless otherwise specified).
8. **Operations & Maintenance (O&M)/AMC:** Where applicable, ongoing operation, maintenance, and support of the deployed solution, as per the SLA will be part of agreement.

Each empanelled SDO shall submit periodic progress reports (weekly/fortnightly, as specified) and shall participate in project review meetings convened by HKCL/the client Department.

CHAPTER 23: Resource Deployment

Empanelled SDOs shall deploy adequately qualified and experienced personnel for each assignment, commensurate with the scale and complexity of the project. As a general guideline, the following minimum qualifications and experience shall be expected of key project personnel, unless otherwise specified in the project-specific Scope of Work:

1. **Project Manager:** Minimum bachelor's degree in engineering/computer applications/equivalent, with at least five (5) years of experience in managing similar software development/implementation projects, preferably PMP/PRINCE2 certified.
2. **Solution Architect/Technical Lead:** Minimum bachelor's degree in engineering/computer science, with at least five (5) years of relevant technical experience in the proposed technology stack.

3. Software Developers: Minimum bachelor's degree in engineering/computer applications/equivalent, with relevant hands-on experience in the required technology stack.
4. Quality Assurance/Testing Engineers: Relevant qualification and experience in manual and/or automated testing, including security testing where applicable.
5. UI/UX Designer: Relevant qualification/portfolio demonstrating experience in designing citizen-facing/enterprise digital interfaces, with due regard to accessibility (WCAG 2.1) standards.
6. Database Administrator / DevOps Engineer: Relevant certification/experience in the specified database and cloud/hosting technologies.
7. Information Security Specialist: Relevant certification (e.g., CEH, CISSP, CISA) for projects involving VAPT/cyber security scope.

Empanelled SDOs shall submit the CVs of proposed key personnel for HKCL's review and concurrence prior to deployment on any assignment and shall not replace/substitute key personnel during project execution without HKCL's prior written approval, except in unavoidable circumstances, subject to deployment of an equally or better qualified replacement. Such replacement may be sourced from among the empanelled SDO's on-roll employees, or equivalent contractual/associate resources, subject to HKCL's prior written approval and verification of qualifications and experience.

CHAPTER 24: Payment Terms

1. Payment to the empanelled SDO shall be made by HKCL strictly on a back-to-back basis, i.e., only upon and to the extent of receipt of corresponding payment from the concerned client Department, unless otherwise specifically agreed in the project-specific contract.
2. Payment milestones shall be specified in the project-specific Work Order/Contract and shall ordinarily be linked to the completion and acceptance of defined deliverables/milestones (e.g., requirement sign-off, UAT completion, go-live, and periodic O&M/AMC payments).
3. All invoices shall be raised only after formal acceptance of the corresponding deliverable/milestone by HKCL/the client Department, duly supported by an acceptance certificate/UAT sign-off.
4. Applicable taxes (GST, TDS, and any other statutory levy) shall be deducted/added as per prevailing law at the time of payment.
5. No interest shall be payable by HKCL on delayed payments arising from delay on the part of the client Department in releasing funds to HKCL, though HKCL shall make reasonable efforts to expedite such payments.
6. Prices quoted/agreed for a specific assignment shall remain fixed for the duration of that assignment and shall not be subject to variation, except for statutory tax changes, as may be specifically provided in the project-specific contract.
7. HKCL may levy a service margin/facilitation charge over the SDO's quoted price, payable by the client Department, as may be determined by HKCL from time to time; such margin shall not affect the payment due to the empanelled SDO.
8. For projects with a Contract Value below a threshold to be notified by HKCL (ordinarily Rs. 25 Lakhs), HKCL may consider milestone-based payment timelines that are not strictly back-to-back, to support the cash-flow requirements of MSME/Startup empanelled SDOs, while maintaining appropriate financial controls and safeguards for HKCL.

CHAPTER 25: Arbitration

1. In the event of any dispute or difference arising between HKCL and the empanelled SDO, in connection with or arising out of this empanelment or any Work Order/Contract issued thereunder, the parties shall, in the first instance, endeavour to resolve the same amicably through mutual consultation.
2. If the dispute is not resolved through mutual consultation within thirty (30) days of it arising, either party may refer the matter to arbitration by serving a written notice of its intention to invoke arbitration.

3. The dispute shall be referred to and finally resolved by arbitration under the Arbitration and Conciliation Act, 1996 (as amended), by a Sole Arbitrator to be appointed by the Managing Director, HKCL, or an officer authorised in this behalf.
4. The seat and venue of arbitration shall be Panchkula, Haryana, and the language of the arbitral proceedings shall be English or Hindi.
5. The decision/award of the Arbitrator shall be final and binding on both parties. The cost of arbitration shall be borne as determined by the Arbitrator.
6. Notwithstanding the pendency of any arbitration proceedings, the parties shall continue to perform their respective obligations under the empanelment/Work Order, unless otherwise mutually agreed.

CHAPTER 26: Force Majeure

Neither HKCL nor the empanelled SDO shall be liable for any failure or delay in performance of its obligations under this empanelment or any Work Order/Contract, to the extent such failure or delay is caused by a Force Majeure event, being an event beyond the reasonable control of the affected party and not involving its fault or negligence, including but not limited to acts of God, war, riot, civil commotion, epidemic, pandemic, earthquake, flood, fire, natural disaster, or any Government-imposed restriction/lockdown, quarantine, or embargo.

The party affected by a Force Majeure event shall promptly notify the other party in writing, giving details of the event and its likely impact on performance, and shall take all reasonable steps to mitigate the impact of such event and resume performance at the earliest possible opportunity. Force Majeure shall not excuse a party from obligations that could reasonably have been performed notwithstanding the event, nor shall it extend to any default arising from the affected party's own negligence or failure to implement reasonable precautions.

In case a Force Majeure event continues for a period exceeding sixty (60) days, either party may, by written notice, terminate the affected Work Order/Contract, in which case the empanelled SDO shall be entitled to payment only for work satisfactorily completed and accepted up to the date of such termination.

CHAPTER 27: Jurisdiction

This EOI, and any empanelment/Work Order/Contract arising thereunder, shall be governed by and construed in accordance with the laws of India. Subject to the arbitration provisions of Chapter 25, all disputes arising out of or in connection with this EOI shall be subject to the exclusive jurisdiction of the competent Courts at Panchkula, Haryana, to the exclusion of all other courts.

CHAPTER 28: Important Dates

Particulars	Date / Timeline
Date of Publication of EOI	20.08.2026
Last Date and Time for Submission of Application	04.09.2026 upto 5:00 P.M.
Date and Time of Opening of Applications	07.09.2026
Tentative Date of Technical Presentation	To be intimated separately to shortlisted Applicants
Tentative Date of Issue of Empanelment Letters	Within 45 days of closing of evaluation, or as extended by HKCL

HKCL reserves the right to extend, preclude, or revise any of the above dates through a corrigendum published on its official website/empanelment portal. Applicants are advised to regularly check the HKCL website for updates.

CHAPTER 29: Formats & Annexures

The formats/proformas listed below are appended to this EOI document and shall be used by Applicants for submission of the requisite information. Applicants must ensure that all Annexures are duly filled, signed by the authorised signatory, and submitted along with the application, failing which the application is liable to be treated as non-responsive. Annexure-X is optional and is recommended for Applicants seeking evaluation under the Category C-I (Innovation) sub-classification, or claiming Digital Transformation Consulting, Product/SaaS, or AI-related capability, all annexure(s) are required to submit on company letter head with duly signed and stamped by authorised person.

Annexure No.	Title
Annexure-I	Application Form
Annexure-II	Company Profile
Annexure-III	Project Experience
Annexure-IV	Financial Details
Annexure-V	Team Strength
Annexure-VI	Undertaking of non-blacklisting
Annexure-VII	Declaration of Conflict of Interest
Annexure-VIII	Power of Attorney
Annexure-IX	Checklist of Documents
Annexure-X	Technology, Innovation & Domain Profile

Annexure-I: Application Form

(To be submitted on the letterhead of the Applicant)

EOI Reference No.: _____

1. Name of the Applicant Organization: _____

2. Registered Address: _____

3. Correspondence Address: _____

4. Legal Status (Company/LLP/Partnership/Proprietorship):

5. Date of Incorporation / Registration: _____

6. PAN No.: _____

7. GST Registration No.: _____

8. Name & Designation of Authorised Signatory:

9. Email ID of Authorised Signatory: _____

10. Mobile/Telephone No. of Authorised Signatory:

11. Category Applied For (A / B / C / C-I - Innovation, if applicable):

12. Service Domain(s) Applied For (as per Chapter 5):

I/We hereby certify that the information furnished above and in the accompanying Annexures is true and correct to the best of my/our knowledge and belief, and I/we have read and understood all the terms and conditions of this EOI document and undertake to abide by the same.

Signature of Authorised Signatory: _____

Name & Designation: _____

Seal of the Organization:

Date: _____ Place: _____

Annexure-II: Company Profile

1. Name of the Organization: _____
2. Year of Establishment: _____
3. Nature of Business/Core Competencies: _____
4. Registered Office Address: _____
5. Branch Office(s), if any: _____
6. Website: _____
7. Names of Directors/Partners/Proprietor: _____
8. Total Number of Employees: _____
9. Number of Technical Employees: _____
10. Details of ISO/Other Quality Certifications held (with validity):

11. Major Clients (Government & Private): _____
12. Brief Write-up on Organizational Strengths (max. 300 words, attach separately if required):

Signature of Authorised Signatory with Seal

Annexure-III: Project Experience

(Applicants shall provide details of projects claimed towards fulfilment of the experience criteria specified in Chapter 6 and Chapter 7. Copies of Work Orders and Completion/Satisfactory Performance Certificates must be enclosed in support of each entry.)

Sl. No.	Name of Project	Client/Department	Project Value (Rs.)	Period of Execution	Technology/Domain	Status (Completed/Ongoing)
1						
2						
3						
4						
5						
6						

Note: Only projects satisfying the minimum value threshold prescribed for the category applied for (Chapter 7) shall be considered for evaluation. Ongoing projects with at least 70% completion, supported by Work Orders and client certification, and equivalent private-sector projects (Banking, Healthcare, Manufacturing, Education, Enterprise), where permitted under Chapter 7, may also be listed, with the Status column marked accordingly.

Signature of Authorised Signatory with Seal

Annexure-IV: Financial Details

Financial Year	Annual Turnover (Rs.)	Net Worth (Rs.)
FY 2023-24		
FY 2024-25		
FY 2025-26		

Average Annual Turnover (last 3 FYs) (Rs.): _____

Net Worth as per latest Audited Balance Sheet (Rs.):

Name of Chartered Accountant / Firm: _____

Membership No. of Chartered Accountant: _____

UDIN of CA Certificate: _____

(Enclose CA Certificate, Audited Balance Sheets, Profit & Loss Accounts and ITRs for the last three Financial Years)

Signature of Authorised Signatory with Seal

Annexure-V: Team Strength

Category of Personnel	No. of Available / Associated	Average Experience (Years)	Relevant Certifications
Project Managers			
Solution Architects			
Software Developers			
QA/Testing Engineers			
UI/UX Designers			
DBA/DevOps Engineers			
Information Security Specialists			
Others (specify)			

Note: Attach CVs of key technical personnel proposed to be deployed, along with proof of employment/engagement (appointment letter/Form 16/EPF record for on-roll employees; engagement letter, consulting agreement, or empanelment agreement for associate consultants and contractual experts).

Signature of Authorised Signatory with Seal

Annexure-VI: Undertaking of Non-Blacklisting

(On Company Letter Head)

I/We, _____ (Name of Applicant Organization), having its registered office at _____, do hereby solemnly affirm and declare as under:

1. That my/our organization has not been blacklisted, debarred, or declared ineligible by any Central Government Department/Ministry, State Government Department, Public Sector Undertaking, Board, Corporation, University, Autonomous Body, or any other Government entity in India, as on the date of this declaration.
2. That no criminal case/proceeding involving fraud, corruption, or moral turpitude is pending against my/our organization or any of its Directors/Partners/Proprietor before any Court of Law or investigative agency.
3. That in the event any of the above statements is found to be false or incorrect at any stage, my/our organization shall be liable for summary disqualification/termination of empanelment, forfeiture of Empanelment Security, and blacklisting by HKCL, without prejudice to any other action that may be taken under law.

Deponent

Signature of Authorised Signatory with Seal

Verified at _____ on this _____ day of _____, 20____, that the contents of the above declaration are true and correct to the best of my/our knowledge and belief.

Annexure-VII: Declaration of Conflict of Interest

I/We, _____ (Name of Applicant Organization), hereby declare that:

1. My/our organization does not have any direct or indirect controlling shareholding, or common directorship/partnership, with any other Applicant submitting an application against this EOI.
2. Neither my/our organization, nor any of its Directors/Partners/Key Employees, has any relationship with any officer/employee of HKCL or the concerned client Department that is directly or indirectly involved in this empanelment process, such as would give rise to a conflict of interest as defined in Chapter 15 of this EOI.
3. My/our organization has not been engaged by HKCL or any client Department in an advisory/consultancy capacity in relation to the preparation of this EOI.

[OR, if applicable:]

My/our organization declares the following potential conflict of interest, and requests HKCL's guidance on the same: _____

I/We understand that any suppression or misrepresentation of facts in relation to conflict of interest shall render my/our application/empanelment liable for rejection/cancellation.

Signature of Authorised Signatory with Seal

Date: _____

Place: _____

Annexure-VIII: Power of Attorney

(To be executed on Non-Judicial Stamp Paper of appropriate value)

KNOW ALL MEN BY THESE PRESENTS that we, _____ (Name and registered address of the Applicant Organization), do hereby nominate, constitute and appoint Mr./Ms. _____, son/daughter of _____, holding the position of _____ in our organization, as our true and lawful Attorney, to do the following acts, deeds and things on our behalf:

1. To sign and submit the application for empanelment against EOI Reference No. as specified above, along with all Annexures, undertakings, and supporting documents.
2. To participate in any technical presentation, clarification meeting, or correspondence with HKCL in connection with this empanelment.
3. To negotiate, sign, and execute the Empanelment Letter/Agreement and any subsequent Work Orders/Contracts on behalf of our organization, if empanelled.
4. To do all other acts, deeds and things necessary and incidental to the above.

All acts, deeds and things lawfully done by our said Attorney shall be construed as acts, deeds and things done by us, and we undertake to ratify and confirm all and whatsoever our said Attorney shall lawfully do or cause to be done for us, by virtue of this Power of Attorney.

IN WITNESS WHEREOF, we have executed this Power of Attorney on this _____ day of _____, 20____.

For _____ (Applicant Organization)

(Signature of Executant with Company Seal)

Witnesses:

1. _____
2. _____

Annexure-IX: Checklist of Documents

(Applicants are requested to fill this checklist and enclose it as the first page of their application, indicating page numbers of enclosed documents)

Sl. No.	Particulars	Enclosed (Yes/No) & Page No.
1.	Application Form (Annexure-I), duly filled and signed	
2.	Company Profile (Annexure-II)	
3.	Project Experience details with supporting Work Orders/Completion Certificates (Annexure-III)	
4.	Financial Details with CA Certificate, Audited Balance Sheets, P&L Accounts, ITRs (Annexure-IV)	
5.	Team Strength details with CVs of key personnel (Annexure-V)	
6.	Notarized Undertaking of Non-Blacklisting (Annexure-VI)	
7.	Declaration of Conflict of Interest (Annexure-VII)	
8.	Power of Attorney / Board Resolution (Annexure-VIII)	
9.	Certificate of Incorporation / Registration Certificate	
10.	PAN Card	
11.	GST Registration Certificate	
12.	ISO/Quality Certification(s), if applicable	
13.	EPF & ESI Registration Certificates, where applicable	
14.	Technology, Innovation & Domain Profile (Annexure-X), if applicable/claimed	
15.	Non-Blacklisting self-declaration	

I/We confirm that all documents indicated as "Yes" above are duly enclosed with this application.

Signature of Authorised Signatory with Seal

Date:

Place:

Annexure-X: Technology, Innovation & Domain Profile

1. Technology Stack (languages, frameworks, platforms, cloud/DevOps tools):

2. Product Portfolio (in-house products/platforms owned, if any):

3. Innovation Portfolio (patents, reusable frameworks, accelerators, R&D initiatives):

4. AI Capabilities (Generative AI, AI Agents, ML, RPA, LLM Applications, AI Governance, etc.):

5. Domain Expertise (industry/sector domains served, e.g. e-Governance, Education, Healthcare, Banking): _____

6. Customer References (name, sector, and contact of up to 3 reference clients):

7. Founder/Promoter Experience Summary, if claimed under Chapter 6/Chapter 9 (name, designation, years of experience, brief description):

Signature of Authorised Signatory with Seal