

HSCC (INDIA) LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)
E-6(A), sector-1, NOIDA (U.P) 201301

Date: 20.05.2025

AMENDMENT NO. - III

Subject: Tender for “Appointment of Agency for Design, Development and Maintenance of The Software Infrastructure/Applications Including the Existing Portal/Applications for Pharmacy Council of India (PCI)”.
Ref: RFP Ref HSCC/IT/PCI/2025/01 Dated 05/05/2025

SR. No	RFP Page No	RFP Clause No	RFP Clause	Clarification / Suggestion	Replies/Amendments
1	Others	Others	As per RFP, it has been asked that Bidder Should submit ISO 9001:2015, ISO 20000, ISO 27001 and CMMI Level 3 certified.	Considering the mission-critical nature, complexity, and expected scalability of the proposed solution, we recommend enhancing the process maturity requirement to CMMI Level 3 and CMMI Level 5. CMMI Level 5 appraised organizations operate under quantitatively managed and continuously improving processes, which significantly reduce risks, improve predictability, and enhance delivery quality in large and complex engagements. It is requested that the prequalification criteria be revised to mandate that all participating bidders must possess a valid CMMI Level 5 certification. This change will ensure alignment with the project's strategic objectives, improve governance and compliance, and help secure outcomes aligned with global best practices.	CMMI Level 3 or higher is already mentioned in Tender.
2	19	Scope of work - Part-A	The contract duration for the aforesaid work shall be 60 months including 6 months for HOTO activities for the overall scope of Handing Over Taking Over (HOTO) existing applications /portals from the current vendor of PCI and design development, and maintenance of applications for PCI during the remaining period of 30 months.	We kindly request clarification regarding contract duration. As per the RFP requirements are divided into two parts (Part A and Part B), each with a duration of 36 months. Accordingly, the total contract duration should be 36 months. Please confirm whether support is required for 60 months instead of 36 months.	Amended. The contract duration is of 36 months.
3	19	Scope of work - Part-A	Application Development: Existing & new application development for various modules.	We kindly request to share the details of both existing and new modules that need to be developed or updated, along with tentative feature details. This will help us estimate the required manpower, efforts, and time needed for development.	Details already available in Scope of work section of tender document.
4	19	Scope of work - Part-A	Integration & Advanced Technologies: API integration with social media, DigiLocker, Aadhaar-based identification and emerging technologies such as Blockchain, AI, IoT, AR/VR.	Kindly confirm which emerging technologies (Blockchain, AI, IoT, AR/VR) need to be integrated. Also, please clarify whether HCC will provide the necessary services and devices for these technologies, or if the vendor will bear the cost of procuring and implementing them.	As per the scope of work. Vendor will bear cost of all the services. However, devices for IoT, AR/VR etc. will be provided by PCI.
5	19	Scope of work - Part-A	Video KYC function for all faculty, pharmacists, students and other user etc. Cam based real time recording of inspection and storage of the same in control center.	Please confirm whether the Video KYC feature already exists or needs to be developed.	Video KYC needs to be developed.
6	19	Scope of work - Part-A	Infrastructure & Cloud Management: Set Up, managing & migration cloud/data centers, SMS gateway, email services, payment gateways and data backup at DR sites.	Please confirm whether the costs for cloud infrastructure, SMS gateway, email services, payment gateway, etc., will be borne by HCC or if the vendor is expected to bear these costs.	The applications will be hosted in the Cloud Infrastructure of PCI. Recurring expenses like SMS gateway, payment gateway etc. will be borne by PCI.

7	19	Scope of work - Part-A	Security & Compliance: Implementation of security measures such as periodic security testing, GIGW 3.0 compliance, and CERT-In security audits before go-live.	As per the RFP, Agile methodology is preferred for development. Please confirm whether the modules will go live individually (module-wise) or if the entire application will go live at once. This will help us estimate the tentative number of VAPT audits required.	As per the requirement of PCI, the same will be finalized post SRS.
8	20	Scope of work - Part-A	DIGI-PHARMed Support: End-to-end support for the DIGI-PHARMed application, workflow management, integration with external URLs, and maintaining reports & dashboards.	We request to please provide walkthrough or features details of DIGI-PHARMed following module Institute Student Pharmacist Organization	As per the scope of work.
9	20	Scope of work - Part-A	Handholding & Support Services: Providing handholding support services to PCI, including development, maintenance, support activities, training & skilling of resources, issue resolution, bug fixing, and website maintenance.	Kindly confirm HCC's expectations regarding technical training and skilling of resources—for example, the number of training sessions required, whether they should be conducted on-site, and any other relevant details.	As per the requirements of PCI.
10	20	Scope of work - Part-A	2. Scholarship portal (New application) module (registration, document uploading, document verification & approval) with provision of upto 10 schemes will have to be created within one month in Part-A of the mentioned scope.	Kindly provide details of the existing modules and an overview of the functional requirements for the new modules 1) Institute 2) Student 3) PRTS 4) Faculty 5) Inspector 6) State Pharmacy 7) PCI Website 8) Accounting	As per the scope of work. Please refer to the scope of work in Part-A.
11	20	Scope of work - Part-A	Details of Existing application at PCI:	Kindly provide the technology stack details (including versions) for the PCI Website, DIGI-PHARM, PCI Job Portal, and Android & iOS applications, along with the average number of issues/service requests received per month.	PCI Website-Python Framework-wagtail CMS API-.Net Digi-Pharma Backend - .Net Front End - Angular 13 Job Portal - Angular 13 Mobile Android - Capacitor (Hybrid Application) IOS: Capacitor (Hybrid Application)
12	21	Scope of work - Part-A	Stakeholder engagement and requirement Gathering: a) Agency shall require engaging all stakeholders and PCI officials to understand their needs. b) Once the requirement-gathering phase is over, agency will prepare an FRS and will get approval from the PCI.	As per the RFP ' FINANCIAL BID PROFORMA ' the one-time cost for new development is expected to be fixed. Kindly clarify how the vendor should quote and submit the one-time cost if the detailed requirements will be discussed at a later stage.	No Change. Tender conditions prevail.
13	22	Scope of work - Part-A	All software licenses will be procured in the name of the Pharmacy Council of India.	Please share the details of the licenses that have been procured and provided Pharmacy Council of India	As per the scope of work.
14	22	Scope of work - Part-A	Effective grievance redressal system to dispose of a maximum number of grievances in a shorter duration.	Please confirm whether an existing grievance redressal system module is already in place or if it needs to be developed from scratch	As per the scope of work.
15	22	Scope of work - Part-A	SMS, Chatbot, email, and multiple gateways for smooth, transparent, and better user experiences	Please elaborate this requirement	As per the scope of work.

16	23	Scope of work - Part-A	Security Audit as per CERT-IN guidelines will be done by the SI as per the instructions of PCI	How many security audits need to be performed—for example, quarterly, monthly, etc.?	As per the Govt./PCI guidelines. Bidder will bear the cost for the same. Security Audit agency from the list of cert-in empanelment list will be approved by PCI before commencing audit.
17	24	Scope of work - Part-B	College Portal: Designed for colleges across India, this portal enables institutions to upload data of their passed-out students securely. This ensures seamless verification during the registration process, allowing the council to authenticate student credentials and confirm their legitimacy efficiently.	Do colleges need to register separately for this module, or can colleges already registered on DIGI-PHARMed log in using the same credentials or via Single Sign-On (SSO)? Are colleges allowed to register multiple users on this portal (e.g., Registrar, Clerk, etc.) based on their roles for data upload and management? Kindly provide a workflow diagram for better understanding of the portal's functional requirement understanding	At the time of SRS, will be finalized.
18	24	Scope of work - Part-B	Users of the Portal: State Council Representatives (as per hierarchy): i. President ii. Registrar iii. Sub Registrar iv. Senior Clerk v. Junior Clerk vi. Pharmacist Officer vii. Head Accountant viii. Junior Accountant ix. Medical Officer	Please provide a workflow or overview of the role-wise activities performed by each State Council user in the system.	As per the scope of work. Please refer RFP.
19	24	Scope of work - Part-B	Document Management Portal: Development of Document Management Portal for PCI users	Apart from standard DMS features (version control, document viewing, access control, etc.), please specify if there are any additional requirements — for example, direct document scanning and upload from a scanner, OCR/ICR capabilities, or online document editing and updating.	As per the scope of work.
20	26	Scope of work - Part-B	Users can register using their mobile number and email ID, which must be verified through a two-factor authentication (2FA) process to ensure data accuracy. Additionally, each profile undergoes verification via the UIDAI Aadhaar API for identity authentication and validation.	Will the UIDAI API cost be borne by PCI, or is the vendor expected to bear it? If the vendor is responsible, please provide the tentative number of Aadhaar API verifications expected per month.	UIDAI API will be provided by PCI.
21	26	Scope of work - Part-B	4.2. Application & Document Submission	Please provide workflow or overview so that we can understand the verification and approval process for each application.	As per the scope of work. Details will be provided in later stage.
22	29	Scope of work - Part-B	4.8. Accounting: The Accounting Module streamlines financial management by tracking all monetary transactions related to registrations, renewals, penalties, and other council services.	Please confirm whether any additional functionality will be required in the Accounting module apart from the mentioned features, such as e-Invoice generation, GST filing, Accounts Payable/Receivable, Profit & Loss Statement, Balance Sheet, Cash Flow Statement, etc.	As per the scope of work. Yes, These will be required. As per Govt. finance rules.
23	30	Scope of work - Part-B	The Reports Module provides detailed insights into various council activities, including registrations, renewals, payments, and attendance. It offers customizable reports with filtering and export options for analysis and compliance purposes. This module enhances data-driven decision-making by generating real-time statistical and financial reports.	Please provide the tentative number of reports that need to be developed.	As per the scope of work & requirement of PCI.

24	30	Scope of work - Part-B	Document Validation: Ensures that all submitted documents are authentic and meet regulatory requirements.	Any third-party system integration required for document validation (e.g., respective college system APIs, etc.) would need to be considered.	As per the scope of work & requirement of PCI.
25		Other	Multipal Payment Gateway	Is there any tentative number of payment gateways that need to be integrated for smooth payment operations?	As per the scope of work.
26		Section 2.0 Point No . 1 Minimum Eligibility Criteria: Page No 5	i) Experience of having successfully completed/ ongoing works during the last Seven (7) years ending previous day of last date of submission of tenders One *similar completed work of aggregate cost not less than the amount equal to 80% of the estimated cost. or Two *similar completed works, each costing not less than the amount equal to 60% of estimated cost put to tender or Three *similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender, "Similar Work" shall mean a Project comprising "Design, Development and Maintenance of Software /Applications excluding Hardware/ Network components".	We are requesting to department kindly amend the clause as per mentioned below; i) One *similar completed work of aggregate cost not less than the amount equal to 50% of the estimated cost. ii) Two *similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender iii) Three *similar completed works, each costing not less than the amount equal to 30% of estimated cost put to tender	No change. Tender conditions prevail.
27		Section 2.0 Point No . VIII Minimum Eligibility Criteria: Page No 5	Solvency Certificate: Bank Solvency Certificate issued from Nationalized or any Schedule Bank should be at least 40% of Estimated Cost of the Project put to tender (ECPT). The certificate should have been issued within 6 months from original last date of the submission of the tender.	we would like to request the removal of the clause or that alternative financial documents such as audited balance sheet or turnover certificate be accepted in its place	No change. Tender conditions prevail.
28		Section 2.0 Point No . 2 Technical Qualification: Page No 7	Turnover: Average annual financial turnover should be at least 50% but less than 75% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 10 Marks Turnover: Average annual financial turnover should be at least 75% but less than 100% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 15 Marks Turnover: Average annual financial turnover should be at least 100% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 20 Marks	We are requesting to department kindly amend the clause as per mentioned below; i) Average annual financial turnover should be at least 30% but less than 50% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 10 Marks Turnover: Average annual financial turnover should be at least 50% but less than 70% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 15 Marks Turnover: Average annual financial turnover should be at least 80% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 20 Marks	No change. Tender conditions prevail.
29		Section 2.0 Point No . 3 Technical Qualification: Page No 7	Manpower The bidder should have at least the following manpower on its roll (to be certified by HR of the agency): a) At least 50 but less than 75 nos. – 5 marks b) At least 75 nos. but less than 100 nos.- 8 marks. c) At least 100 nos. – 10 marks	We are requesting to department kindly amend the clause as per mentioned below Manpower The bidder should have at least the following manpower on its roll (to be certified by HR of the agency): a) At least 30 but less than 50 nos. – 5 marks b) At least 50 nos. but less than 70 nos.- 8 marks. c) At least 80 nos. – 10 marks	No change. Tender conditions prevail.
30		Section 22.0 Point No . N List of Documents to be scanned and uploaded Page No 12	Valid GST registration/ EPF registration/ PAN NO./ ESIC registration certificates	we would like to request the removal of ESIC Registration certificate	No change. Tender conditions prevail.

31		Page No. 18 Liquidated Damages (LD)/Penalty applicable:	Liquidated Damages (LD)/Penalty applicable: 0.5% per week subject to a maximum of 10% of contract value for development charges.	We are requesting to department kindly amend the clause as per mentioned below Liquidated Damages (LD)/Penalty applicable: 0.1% per week subject to a maximum of 3% of contract value for development charges.	No change. Tender conditions prevail.
32		Page No. 21 Technical Specifications of the existing applications:	Technical Specifications of the existing applications: Backend: .NET Framework Frontend: Angular Database: MS SQL Existing Cloud Platform: Oracle	Please clarify the point Existing Cloud Platform is oracle whether is mandratory or some other options can be explored	As per scope of work & requirement of PCI.
33	Minimum Eligibility Criteria – Solvency	6	Bidder must submit a bank solvency certificate of ₹5.4 Cr (40% of ECPT)	We request your kind consideration to relax the solvency certificate requirement of ₹5.4 Cr. This will encourage broader participation from capable and experienced bidders who may not meet this specific financial criterion but are otherwise technically qualified.	No change. Tender conditions prevail.
34	22	Other features required to be incorporated:	4) Effective grievance redressal system to dispose of a maximum number of grievances in a shorter duration.	a) Will Grievance redressal system require only a system or even manpower to resolve issues ?	System will only be required. However, technical grievances will be handled by bidder.
35	22	Other features required to be incorporated:	a) SMS, Chabot, email, and multiple gateways for smooth, transparent, and better user experiences	Will the department share the gateways required ?	Yes. As per scope of work.
36	28	4.6. Penalty	b) Online Payment Integration: Enables seamless fine payments through the portal.	Will the department share the payment gateway for integration ?	Yes.
37	34	7.0. Implementation Timeline:	Phase 1: Analysis & Planning (1 Month) d) To visit the state pharmacy councils (approx. 32 nos.) for the SRS and Data Migration	a) What is the volume of data to be migrated ? B) Will data cleansing be required ? Based on the above and past experience , we require 2 months.	No Change. Tender conditions prevail.
38	NA	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	As per the requirement & finalization of SRS
39	NA	General	Max Transaction per Day	What is the number of transactions per day	Approximately - 4000 to 5000 per day. However, as per the requirement & finalization of SRS
40	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	As per the requirement & finalization of SRS
41	NA	General	Any Document Upload Permitted	Is there any document upload required	As per the requirement & finalization of SRS
42	NA	General	Max Size of File in MB	What is the file Upload size in MB	As per the requirement & finalization of SRS
43	NA	General	Max Files per User	What is the file upload per user required	As per the requirement & finalization of SRS
44	NA	General	Database Backup Policy	What is the database back policy	As per the requirement & finalization of SRS
45	NA	General	Database Retention Policy	What is database retention policy	As per the requirement & finalization of SRS
46	NA	General	DC - DR Policy	What is Data recovery policy	As per the requirement & finalization of SRS
47	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	As per the requirement & finalization of SRS
48	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	As per the requirement & finalization of SRS
49	NA	General	Data Archival Policy	What is the current data archival policy	As per the requirement & finalization of SRS

50	NA	General	Budget	What is the Project Budget ?	As per tender.
51			1. Project Phasing and Team Allocation (Page # 19)	Q1. Will Part-A (HOTO, enhancement, and maintenance of existing applications) and Part-B (development of the new unified portal) be executed concurrently, or is there a dependency where Part-B starts only after Part-A is completed?	Both parts will be executed concurrently. There are no dependencies.
52				Q2. If both parts are to run in parallel, what is the expected minimum team size per stream (Part-A and Part-B)? Can resources be shared or rotated between the two parts?	As per tender. Minimum resource requirements has been defined.
53			2. Onsite Resource Requirements	Q3. How many full-time onsite personnel (functional/domain/technical) are required to be deployed at the PCI office? Should these resources be available throughout the entire project lifecycle or only during specific phases (e.g., UAT, training, support)?	Duration & number of resources has been clearly defined in tender.
54			3. Infrastructure Ownership and Hosting Costs	Q4. Will PCI provide the cloud infrastructure (compute, storage, DR, email/SMS gateways, payment integration), or is the selected agency expected to procure, host, and manage this under the project scope?	PCI will provide the Data Centre & hosting infrastructure.
55			4. Security Compliance and Certification	Q5. Who will bear the cost for periodic security audits (including vulnerability assessments), CERT-In empaneled testing, and compliance with GIGW 3.0 guidelines? Should these be included in the commercial proposal?	Yes. Bidder will bear all these expenses.
56			5. Licensing and API Subscription Costs	Q6. Are there any paid third-party APIs, SDKs, or platforms (e.g., Aadhaar, DigLocker, Video KYC, UIDAI) that the agency is expected to license independently, or will PCI facilitate access and bear the cost?	PCI will facilitate these APIs/SDKs/platforms for integration based on the approval from PCI.
57			6. Maintenance Team Planning	Q7. For the 30-month post-development maintenance phase, what is the expected number of dedicated resources (FTEs)? Are these expected to be deployed continuously, or can a flexible/shared model be proposed?	Duration & number of resources has been clearly defined in tender.
58			7. Video KYC & Surveillance Storage Requirements	Q8. Regarding the real-time video KYC and camera-based inspections: - Is the agency responsible for hosting and long-term storage of these videos? - What are the technical expectations in terms of video quality (HD/4K), storage duration (months/years), and access controls?	Hosting will be provided by PCI. Video quality, storage duration & access controls are as per requirement of PCI during execution.
59			8. Emerging Technology Modules (AI, Blockchain, AR/VR)	Q9. Are the advanced modules using technologies such as Blockchain, AI, IoT, and AR/VR part of the immediate scope with defined use cases, or will these be implemented in a future phase based on PCI's evolving requirements?	Requirements mentioned in scope will have to be implemented in the defined timeframe of tender.
60			9. Training, Deployment, and Handholding Support	Q10. What are the expectations around training and handholding activities? - How many sessions/user groups are anticipated? Will training need to be conducted onsite at PCI/state offices? Will travel, boarding, and lodging expenses be reimbursed separately, or should they be included in the proposal?	As per requirement of PCI. No reimbursements will be made on travel, boarding & lodging expenses.
61			10. Data Migration and Archival Strategy	Q11. What is the approximate volume of historical data (in GBs or record count) to be migrated from legacy systems?	As per the scope of work & requirement of PCI.
62				Q12. Are there any requirements for data cleansing, duplication handling, archival, or audit trail generation during this migration?	As per the scope of work & requirement of PCI.

63				1. Is sub-contracting of specialized components such as cloud infrastructure, security auditing, or UAT allowed?	As per tender conditions.
64				2. In case any company taking EMD exemption, is it going to adversely affect the participation?	As per Govt. guidelines & tender conditions.
65				3. Does HSCC provide cloud infrastructure or is the bidder responsible for provisioning and managing it?	Cloud infrastructure will be provided by PCI.
66				3. What are the preferred development methodologies expected – can we propose Agile or DevOps practices?	As per scope of work. Only the latest technology is accepted subject to meeting scope & requirements of PCI.
67				4. Is there a preferred technology stack to be used, or can the vendor propose alternatives to .NET, Angular, SQL Server?	Yes. As per scope of work. Only the latest technology is accepted subject to meeting scope & requirements of PCI.
68				5. Please clarify the milestone-based payment structure including audit clearances?	As per tender conditions.
69				6. Are reusable components or microservices architecture preferred in the unified platform development?	As per confirmation from PCI.
70				7. Is the SLA agreement with PCI a separate contractual document? Please provide a draft if available.	Yes. As per tender conditions.
71				8. Is there a minimum performance benchmark (e.g., max response time, number of concurrent users) required for the portal?	As per SLA to be executed by & between successful bidder & PCI.
72		- Reference: Page 13		9. Can HSCC provide clarity on expected load, traffic, and scaling requirements for the portal and mobile applications?	As per the scope of work.
73				10. As a bidder can we propose third-party tools (e.g., analytics, monitoring, testing frameworks) for performance and quality assurance?	As per the scope of work.
74				11. Please clarify the milestone-based payment structure including audit clearances.	As per tender conditions.
75				12. Is the SLA agreement with PCI a separate contractual document? Please provide a draft if available.	Yes.
76				13. Can you confirm if the 36 months is the total duration or post-HOTO/development duration?	As per scope & tender. Development - 6 months. Maintenance- 30 months.
77	1	Estimated Cost put to tender (ECPT)	Rs. 13.5 Cr./- (Rupees Thirteen Crore Fifty Lacs Only).	The overall project duration is 36 calendar months, covering development and Maintenance support. Considering the quantum of scope of work mentioned in the Tender document, for Both Part A and Part B, an average cost of Rs 37.5 Lakhs is too low for any agency to manage the tech and related resources, which may be even lower considering its 70:30 QCBS Bid. Further it dilutes the Financial competitiveness as Tender value is already provided. Request to consider removing the financial capping of the Tender	No change. Tender conditions prevail.

78	2	Period for completion	Total – 03 years 06 Calendar month- for Development Part. 30 Calendar month- for Maintenance Part	Phase 1 - 1 month, Phase 2 - 4 months and Phase 3 - 1 month, considering the quantum of scope of work mentioned in the Tender document for both Part A and Part B is too aggressive. This also involves HOTO Activities. Request you to remove the 3 phased capping on timelines and allow bidders to suggest a suitable timeframe in the project plan, and also increase the Implementation timelines to 1 year with 2 years Maintenance support, which may be further extended as required.	No change. Tender conditions prevail.
79	3	Period during which hard copy in original of EMD, Cost of Tender Document, e-tender processing fee, Letter of Acceptance of tender conditions unconditional, enlistment order of the contractor and other document as per NIT shall be submitted.	Before and Up to 15:00 hrs. (IST) on 20/05/2025	Request you to kindly consider increasing the submission deadline by 3 weeks post publication of Pre-Bid queries	
80	4	Pre-Tender Meeting & Venue	At 12/05/2025 at 11:00 AM in HSCC India Limited, Noida	Request you to kindly confirm the Pre-Bid conference date and time along with venue details	As per tender.
81	5	D. Technical Qualification: Turnover: Average annual financial turnover should be at least 50% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024.	Turnover: Average annual financial turnover should be at least 50% but less than 75% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 10 Marks Turnover: Average annual financial turnover should be at least 75% but less than 100% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 15 Marks Turnover: Average annual financial turnover should be at least 100% of the estimated cost put to tender during the immediate last three consecutive financial years ending 31st March 2024 – 20 Marks	Average Annual financial turnover of 50% or even 100% of the estimated cost of Tender is too low for scale and complexity of this project. As per procurement norms, the Turnover should be atleast 5 times the Total project cost. Request you to consider increasing the Turnover accordingly so capable firms with both financial and technical strength can participate and compete, and best agency may win.	No change. Tender conditions prevail.
82	6	D. Technical Qualification: Manpower	The bidder should have at least the following manpower on its roll (to be certified by HR of the agency): a) At least 50 but less than 75 nos. – 5 marks b) At least 75 nos. but less than 100 nos.- 8 marks. c) At least 100 nos. – 10 marks	Request you to please remove it, as a firm with just 100 personnel on its payroll may not be able to do justice to the scope and objectives of this project. Also not all personnel on payrolls of the firm would be deployed on this project, only quality resources with specific skill sets would be deployed by any firm	No change. Tender conditions prevail.
83	7	D. Technical Qualification: Certification:	Bidder should process ISO 9001:2015 certification – 2 Marks ISO 20000 – 5 Marks ISO 27001 – 5 Marks CMMI level 3 certified – 8 Marks	Request you to consider CMMI Level 5 certification enabling better and more qualified firms to participate and compete	CMMI Level 3 or higher is already accepted.
84	8	D. Technical Qualification: Presentation – Understanding, Approach & Methodology	Maximum 30 Marks as per presentation made to PCI at their office in New Delhi	Please confirm the following: 1. Structure and areas to be covered during Technical Presentation with breakup of marks 2. Duration of Technical Presentation 3. Presentation tentative date and time	Duration - Tentative 30-45 minutes. However, as per requirement of PCI.

85	9	5.0 Registration/ License: The firm should have his firm registered for GST registration –Uttar Pradesh, PF, ESIC, Building Cess Registration etc. with the appropriate Authorities.	5.0 Registration/ License: The firm should have his firm registered for GST registration –Uttar Pradesh, PF, ESIC, Building Cess Registration etc. with the appropriate Authorities.	Request you to please consider Firm Registration (Incorporation Certificate) for the same and not State specific registration	No change. Tender conditions prevail.
86	10	Technical Specifications of the existing applications: Backend: .NET Framework Frontend: Angular Database: MS SQL Existing Cloud Platform: Oracle	Technical Specifications of the existing applications: Backend: .NET Framework Frontend: Angular Database: MS SQL Existing Cloud Platform: Oracle	We understand that the existing Cloud platform would be continued and provided by the client, and the bidding Agency is not required to propose or procure another Cloud platform under this contract. Please confirm	Yes.
87	11	Security Testing (through CERT-In empaneled agency) before Go-Live shall be provided to PCI and PCI has right to acceptance of Audit agency.	Security Testing (through CERT-In empaneled agency) before Go-Live shall be provided	We understand that the bidding Agency shall only facilitate and support the Security Testing through CERT-IN empaneled agency. The selection, onboarding and actual security testing would be conducted by the client, and hence the bidding Agency is not required to factor in such cost or effort. Please confirm	Cost & efforts for security testing will be borne by bidder.
88	12	Other features required to be incorporated: 1) System integrator shall be responsible for the development and improvisation of mobile applications/portals with all essential features. 2) The PCI official website i.e. https://pci.gov.in/ shall comply with the latest guidelines of GIGW 3.0 (Guidelines for Indian Government Website). 3) Development of Software/Applications/Platforms in emerging technologies fields such as Blockchain, AI, IoT, AR/VR, etc. with required API integration, hosting & management. 4) Effective grievance redressal system to dispose of a maximum number of grievances in a shorter duration. 5) All software licenses will be procured in the name of the Pharmacy Council of India. 6) In case of redevelopment, migration of data from existing applications to new applications. a) SMS, Chatbot, email, and multiple gateways for	Other features required to be incorporated: 1) System integrator shall be responsible for the development and improvisation of mobile applications/portals with all essential features. 2) The PCI official website i.e. https://pci.gov.in/ shall comply with the latest guidelines of GIGW 3.0 (Guidelines for Indian Government Website). 3) Development of Software/Applications/Platforms in emerging technologies fields such as Blockchain, AI, IoT, AR/VR, etc. with required API integration, hosting & management. 4) Effective grievance redressal system to dispose of a maximum number of grievances in a shorter duration. 5) All software licenses will be procured in the name of the Pharmacy Council of India. 6) In case of redevelopment, migration of data from existing applications to new applications. a) SMS, Chatbot, email, and multiple gateways for smooth, transparent, and better user experiences b) Implementation and inclusion of data analytics and dashboarding for different user roles in all the	Each of these scope elements if very huge and vague. Request you to kindly elaborate and quantify so we can assess the level of effort required to fulfill the scope requirements and also submit a quality proposal with proper justification	As per the scope of work.
89	13	d) To visit the state pharmacy councils (approx. 32 nos.) for the SRS and Data Migration	d) To visit the state pharmacy councils (approx. 32 nos.) for the SRS and Data Migration	We understand that visits shall not be at all locations, but on a sample basis to select few locations. Also, cost of any such visits shall be reimbursed to the bidding Agency. Please confirm	Visits to all locations may be required. Cost of visits will be borne by bidder.

90	14	Resources Required for all the two parts (Part-A and B):	DEVELOPMENT and SUPPORT & MAINTENANCE	1. While the skill sets and number of resources are defined, we understand that there would be additional resources with varied skill sets and number required to execute this project. Please clarify if such additional resource cost and efforts can be included in the technical and financial proposal? 2. If so where such details should be included as the FINANCIAL BID PROFORMA doesn't support such details? 3. Please confirm if the specified resources are required to be deployed onsite or the bidding agency has the flexibility to plan and deploy resource in onsite / offsite mode as per the different stages of the project. Also please specify the consideration and working model for additional support resources	Mimumum resource requirement has been defined. Bidder can increase the resources. However, no additional cost will be paid for the same. Required resources should be onsite at PCI office for mentioned duration.
91	Section	Page no.	Points for Clarification	Clarification Required	
92	2.0 Minimum Eligibility Criteria A. Work Experience	5	v) For ongoing projects, CA certification for invoice cleared of at least 50% of the project cost.	v) For ongoing projects, CA certification for invoice cleared of at least 30% of the project cost.	No change. Tender conditions prevail.
93	2.0 Minimum Eligibility Criteria D. Technical Qualification	6 to 7	One similar completed work of aggregate cost not less than the amount equal to 80% of the estimated cost – 10 Marks OR Three similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender – 10 Marks	One similar completed work of aggregate cost not less than the amount equal to 80% of the estimated cost – 20 Marks OR Three similar completed works, each costing not less than the amount equal to 30% of estimated cost put to tender – 20 Marks	No change. Tender conditions prevail.
94	19		(c) Integration & Advanced Technologies: API integration with social media, DigiLocker, Aadhaar-based identification and emerging technologies such as Blockchain, AI, IoT, AR/VR.	We kindly request clarification on the inclusion and scope of AR/VR components within the project.	As per the scope of work.
95	19		Infrastructure & Cloud Management: Set Up, managing & migration cloud/data centers, SMS gateway, email services, payment gateways and data backup at DR sites	Additionally, please specify who will be responsible for the recurring costs associated with cloud infrastructure, SMS, email, and WhatsApp chatbot services, as these involve ongoing charges.	Recurring expenses for SMS, email, cloud will be borne by PCI. However, chatbot will be provided by bidder.
96	22		All software licenses will be procured in the name of the Pharmacy Council of India.	We also seek clarification on the responsibility for procuring software licenses. If the bidder is expected to bear these costs, we request that an additional row be provided in the BoQ to account for them. Furthermore, we would appreciate it if you could list the specific software licenses required by the department.	Software licenses, if any, will have to be procured in the name of PCI.
97	36		Resource required	Kindly confirm the minimum number of manpower required to be deployed on site for the development and maintenance phases.	Already defined in tender.
98		3	Non-refundable cost of Tender document	Please allow Exemption for MSE/NSIC Companies.	Registered & eligible MSEs are eligible for exemption from tender document fee & EMD as per Govt. norms.

99	Minimum Eligibility Criteria: The interested bidders should meet the following	5	i) Experience of having successfully completed/ongoing works during the last Seven (7) years ending previous day of last date of submission of tenders One *similar completed work of aggregate cost not less than the amount equal to 80% of the estimated cost. or Two *similar completed works, each costing not less than the amount equal to 60% of estimated cost put to tender or Three *similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender. "Similar Work" shall mean a Project comprising "Design, Development and Maintenance of Software /Applications excluding Hardware/Network components".	Please amend this clause - i) Experience of having successfully completed/ongoing works during the last Seven (7) years ending previous day of last date of submission of tenders One *similar completed work of aggregate cost not less than the amount equal to 60% of the estimated cost. or Two *similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender or Three *similar completed works, each costing not less than the amount equal to 30% of estimated cost put to tender, "Similar Work" shall mean a Project comprising "Design, Development and Maintenance of Software /Applications/Website excluding Hardware/Network components".	No change. Tender conditions prevail.
100	Clause e Pg no. 19	Infrastructure & Cloud Management: Set Up, managing & migration cloud/data centers, SMS gateway, email services, payment gateways and data backup at DR sites.		Who will be responsible for covering the cost of hosting and infrastructure, the PCI or the bidder? If the bidder is responsible for hosting, please provide details on the anticipated daily user traffic on the platform and the expected number of concurrent users.	PCI will be responsible.
101	Clause f Pg no. 19	Security & Compliance: Implementation of security measures such as periodic security testing, GIGW 3.0 compliance, and CERT-In security audits before go-live.		Please clarify whether Cert-in is required for one-time only before go-live or it is needed every year till the contract period. Additionally, who will bear the cost of Cert-In certificate, if required throughout the contract period, Bidder or PCI? Please confirm.	As per requirement of PCI.
102	Clause 5 Pg no. 22	All software licenses will be procured in the name of the Pharmacy Council of India.		We need to clarify whether the cost of all software licenses or tools will be covered by the PCI or the bidder.	Cost of software licenses i.e. tools will be borne by bidder.
103	Clause 6 Pg no. 22	In case of redevelopment, migration of data from existing applications to new applications.		Please specify the data size in GBs which need to be migrated and provide details about the database technology stack.	As per the scope of work.
104	Clause 6 a Pg no. 22	SMS, Chatbot, email, and multiple gateways for smooth, transparent, and better user experiences		Here, we need clarification on who will cover the expenses for bulk SMS, emails and whatsapp messages, including DLT registration and WABA account, Bidder or PCI? If bidder is responsible, please specify the daily / monthly quantity of bulk SMS, emails and whatsapp messages required. Additionally, a FAQ based chatbot is required or chatbot with a live chat functionality between users? Please clarify.	Recurring expenses for SMS, email, cloud will be borne by PCI. However, chatbot will be provided by bidder.
105	Clause 6 c Pg no. 22	API Level integration for the use of integration with social media, India Portal, Digi Locker, Aadhar-based identification, single sign-on, data sharing in open formats on the government's data Platforms, government's scheme discovery Platforms, government's citizen engagement Platforms MyGov, AI- based Indian language translation tools, seamless content/data access across web-based solutions of the government organizations.		We assume that all the APIs for integration with social media, India Portal, Digi Locker, Aadhar-based identification, single sign-on and other govt platforms will be provided by the PCI. Please confirm.	Yes.
106	Clause 6.1 Pg no. 33	Multi-Channel Payment Gateway Integration The Multi-Channel Payment Gateway Integration Module enables secure and hassle- free online transactions for various council-related services, ensuring flexibility in payment methods		Here, we assume that the PCI will provide the payment gateway and we need to integrate it only. Please confirm.	Yes.

107	Pg no. 36	Successful bidder has to deploy the following resources/manpower for the accomplishing works as detailed in part-a and part-b of the scope of work.		Is there any requirement for onsite deployment of resources during the development and maintenance period? If yes, then please specify the locations of the PCI where resources may be required to work. Additionally, please clarify whether the responsibility for providing internet connectivity, seating arrangement and travel allowances to the deployed resources lies with the Bidder or PCI.	PCI, New Delhi. Seating arrangement & internet connectivity will be provided by PCI. Travel expenses will be borne by bidder. Laptops/Systems will have to arranged by bidder.
108	-	General Query		We are assuming that the existing domain name will be used for newly developed portal and its renewal will be in the PCI's scope. Please confirm.	Domain name will be provided by PCI & its renewal will also be borne by PCI.
109	-	General Query		We are assuming that all the content that needs to be uploaded on the platform will be provided and uploaded by the PCI . Please confirm.	As per the scope of work
110	-	General Query		Kindly confirm whether the tender processing fee, tender document fee, and EMD payment are exempted for MSME-registered bidders under the relevant category.	Registered & eligible MSEs are eligible for exemption from tender document fee & EMD as per Govt. norms.
111				We therefore request an extension of 7 days, and would be grateful if the deadline could be moved to 27/05/2025 by 15:00 hrs (IST).	
112				could you please share the format for the EMD BG? We noticed that the BG format provided in RFP Annexure-III is for the Performance BG.	
113				Considering the extensive scope of work outlined in the tender, we respectfully request an extension of at least 7 to 10 days to ensure a thorough and comprehensive proposal.	
114	1	5	2.0 Minimum Eligibility Criteria: A. Work Experience: i) Experience of having successfully completed/ongoing works during the last Seven (7) years ending previous day of last date of submission of tenders One *similar completed work of aggregate cost not less than the amount equal to 80% of the estimated cost. or Two *similar completed works, each costing not less than the amount equal to 60% of estimated cost put to tender or Three *similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender. "Similar Work" shall mean a Project comprising "Design, Development and Maintenance of Software /Applications excluding Hardware/Network components".	A. Work Experience: i) Experience of having successfully completed/ongoing works during the last Seven (7) years ending previous day of last date of submission of tenders One *similar completed work of aggregate cost not less than the amount equal to 60% of the estimated cost. or Two *similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender or Three *similar completed works, each costing not less than the amount equal to 20% of estimated cost put to tender. "Similar Work" shall mean a Project comprising "Design, Development and Maintenance of Software /Applications or Deployment of IT Manpower excluding Hardware/Network components".	No change. Tender conditions prevail.

115	2	6	D. Technical Qualification: One similar completed work of aggregate cost not less than the amount equal to 80% of the estimated cost. or Two similar completed works, each costing not less than the amount equal to 60% of estimated cost put to tender or similar completed works, each costing s than the amount equal to 40% of ted cost put to tender,	D. Technical Qualification: One similar completed work of aggregate cost not less than the amount equal to 60% of the estimated cost. or Two similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender or Three similar completed works, each costing not less than the amount equal to 20% of estimated cost put to tender,	No change. Tender conditions prevail.
116	Please note that Responsibility of execution of Part-A & Part-B is of the bidder as per the defined scope of work.				

(-sd-)
General Manager (IT)
HSCC (India) Limited