

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)

Tender Reference Number: HSCC/IT/PCI/2025/02
Dated: 27/06/2025



HSCC INDIA LIMITED
(A Govt. of India Enterprise)
E-6 (A) Sector-1 Noida, UP – 201301, India
Website – www.hsccltd.co.in
Email: itprojects@hsccltd.co.in

HSCC INDIA LIMITED
(A Government of India Enterprise)
E 6 (A), Sector – 1, Noida, UP – 201301, India

NOTICE INVITING e-TENDER

TENDER No: HSCC/IT/PCI/2025/02

Date: 27/06/2025

HSCC India limited (HSCC), a government of India enterprise, invites 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).”

1.

Tendering Document No.	Tender No. HSCC/IT/PCI/2025/02
Name of the Work	Appointment of Agency for Design, Development and Maintenance Of The Software Infrastructure/Applications Including the Existing Portal/Applications for Pharmacy Council of India (PCI)
Brief Scope of Work	Design, Development and Maintenance Of The Software Infrastructure/Applications Including the Existing Portal/Applications for Pharmacy Council of India (PCI).
Type of Tender	Item Rate
Period for completion	Total – 01 year six months 06 Calendar months- for Development Part. 12 Calendar months- for Maintenance Part Extendable as per requirement of PCI with 10% escalation on maintenance cost from 2 nd year & so on.

Earnest Money Deposit	Rs 31.03 Lacs/- (Rupees Thirty One Lacs Three Thousand only) in shape of demand draft of a scheduled bank issued in favor of “<i>HSCC (India) Limited</i>” Payable at New Delhi/Noida or Banker’s cheque or Bank Guarantee in favor of “<i>HSCC (India) Limited</i>” as per Annexure-III of NIT, <u>having validity for 180 days or more from the last date of receipt of tenders or any extension thereof.</u> Bank Details of HSCC (India) Ltd. are provided herewith for the purpose of preparation of Bank Guarantee (as per “Annexure -III” of NIT) only: Name of Beneficiary: HSCC (India) Limited Bank: Punjab National Bank, Sec-27, Noida Current A/C No. : 2726001800000011 IFS Code: PUNB0272600 Registered & eligible MSEs & start-ups are eligible for exemption from EMD.
Non-refundable cost of Tender document	Rs. 5,900/- (Rupees Five Thousand Nine Hundred Only) inclusive of GST @ 18.00% in the shape of Demand Draft in favour of “<i>HSCC (India) Limited</i>”, payable at Noida/New Delhi. Registered & eligible MSEs & start-ups are eligible for exemption from EMD.
Non-refundable cost of e-Tender processing fee	Rs. 2950_ through e payment gateway to RailTel Ltd.
Last date & time of submission of Online Tender	Up to 14.07.2025 by 15:00 hrs (IST)

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 14.07.2025
Venue of Submission of hard copies	Corporate Office : HSCC (India) Ltd. , E- 6(A), Sector – 1, NOIDA, (U.P.) - 201 301.
Date & Time of Opening of Technical Tender	14.07.2025 at 16:00 hrs.
Date & Time of Opening of Financial Tender	Shall be opened either at the Bid opening or at a subsequent date to be intimated in advance to such eligible Bidders.
Validity of offer	180 (One Hundred Eighty) days from the last date of submission of bid/tender.
Pre-Tender Meeting & Venue	At 04.07.2025 at 15:00 hrs in HSCC India Limited, Noida
Performance Security in the form of Bank Guarantee	3% of contract value valid upto 18 months

The tender document can be downloaded from HSCC e-tender portal <https://hsccltd.co.in> and HSCC website [www.hsccltd.co.in](https://hsccltd.co.in). "Corrigendum/amendments etc., if any, will be notified on this portal only and not be published".

2.0 Minimum Eligibility Criteria:

The interested bidders should meet the following minimum qualifying criteria:

A. Work Experience:

i) Experience of having successfully completed works during the last Seven (7) years ending previous day of last date of submission of tenders

Minimum three completed projects of similar nature for at least Rs.8.4 Cr.

or

Minimum two completed projects of similar nature for at least Rs.12.6 Cr.

or

Minimum three completed projects of similar nature for at least Rs.16.8 Cr.

"Similar project" shall mean a Project comprising "Design, Development and Maintenance of Software /Applications excluding Hardware/Network components".

ii) The value of executed works shall be brought to the current level by enhancing the actual value of work done at a simple rate of 7% per annum, calculated from the date of completion to previous day of last day of submission of tenders.

iii) The past experience of similar nature of work should be in the name of the bidder and not in the name of associate company/ parent company/ group company/ subsidiary company etc. Past experience as part of a Joint Venture/Consortium/SPV (Special Purpose Vehicles) etc. shall also not be considered. Own works / work under the same management / own certification of the bidder shall not be considered for pre-qualification.

iv) The past experience of similar nature of work should be supported by completion certificate(s) issued by the concerned organization. In case the work experience is of Private sector, the completion certificate shall be supported with copies of Letter of Award, Agreement, Bill of Quantities, Certified Copy of Bills and copies of Corresponding TDS Certificates. Value of work will be considered commensurate with the value of TDS Certificates.

B. Financial Strength:

i) **Turnover:** Average annual financial turnover should be at least Rs.10.51 Cr. during the immediate last three consecutive financial years ending 31st March 2024. The requisite Turnover shall be duly certified by a Chartered Accountant with his Seal/ signatures and registration number.

ii) The value of annual turnover figures shall be brought to the level of the last Financial Year FY-2024-25 by enhancing the actual turnover figures at a simple rate of 7% per annum.

iii) The requisite Turnover shall be duly certified by a Chartered Accountant with his Seal/ signatures and registration number. Year in which no turnover is shown would also be considered for working out the average. In case a Company/Firm is less than 3 years old, then the average turnover shall be calculated taking the turnover for the year for which no data is provided as zero.

vi) Profit/loss: The bidder should not have incurred any loss (profit after tax should be positive) in more than two years during available last five consecutive financial years ending FY-2023-24. Balance sheet (balance sheet in case of private/public limited company means its standalone financial statement and consolidated financial statement both), duly audited by the Chartered Accountant.

The P&L Statement of parent company/group company/subsidiaries shall not be considered.

vii) The bidders are required to upload and submit relevant pages of summarized Profit & Loss Account (Audited) for last five years ending 31st March 2024.

viii) Solvency Certificate: Bank Solvency Certificate issued from Nationalized or any Schedule Bank should be at least Rs.8.41 Cr. *The certificate should have been issued within 6 months from original last date of the submission of the tender.*

ix) Net Worth of the company /firm as on last day of the preceding financial year i.e. FY-2023-24, should be positive.

Registered & eligible MSEs & Start-ups are exempted from Minimum Eligibility Criteria (A&B).

C. Disqualification: Even if a Contractor meets the eligibility criteria as, HSCC (India) Ltd. may, at their discretion and at any stage during the selection process or execution of the Project, order disqualification of the contractor if the Contractor has:

- i) Made misleading or false representations in the forms, statements and attachments submitted; or
- ii) The Contractor / firm /Company who have been blacklisted/holiday list/barred/banned from tendering by any government or government agency or public sector undertaking or judicial authority/arbitration body at any time during the last five years ending last day of the month previous to the one in which the tenders are invited, even after bids have been opened.

D. Technical Qualification:

S No.	Criteria	Marks
1	Minimum one similar* completed project for State Pharmacy Councils. At least one corresponding work orders & completion certificates must be submitted. or Minimum two similar* completed projects for State Pharmacy Councils. Submission of at least two work orders & completion certificates must be submitted. or Minimum three similar* completed projects for State Pharmacy Councils, with at least three work orders & completion certificates must be submitted. "Similar* completed project" shall mean a Project comprising "Development of Software	Minimum one similar* completed project for State Pharmacy Councils. At least one corresponding work orders & completion certificates must be submitted. – 10 Marks Minimum two similar* completed projects for State Pharmacy Councils. Submission of at least two work orders & completion certificates must be submitted. – 20 Marks Minimum three similar* completed projects for State Pharmacy Councils, with at least three work orders & completion certificates must be submitted. – 30 Mark

	/Applications/Website/Portal excluding Hardware/Network components”. No AMC/maintenance work shall be considered.	
2	Manpower	The bidder should have at least the following manpower on its roll (to be certified by HR of the agency): - At least 20 but less than 30 – 10 marks - At least 30 – 20 marks
3	Certification:	Bidder should have following certification: ISO 9001:2015 – 4 Marks ISO 20000 – 8 Marks ISO 27001 – 8 Marks
4	Presentation – Understanding, Approach & Methodology	Maximum 30 Marks as per presentation made to PCI at their office in New Delhi
	Total	100

Note: 1. An agency will need to score minimum 50 marks from Sr. No. 1 to 3 to be eligible for presentation.

2. An agency will need to score minimum 75 marks to be eligible for opening of financial bids.

Commercial Evaluation Criteria:

- I. Evaluation methodology is for this RFP is based on QCBS Method.
- II. The Commercial Bids of technically qualified Bidders will be opened on the prescribed date & time in the presence of Bidder representatives and bid evaluation committee.
- III. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- IV. Only fixed price commercial bids indicating total prices for all the deliverables/services specified in this bid document will be considered.
- V. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- VI. Any conditional bid would be rejected.
- VII. Incomplete Price bid will be rejected.
- VIII. Price Bids that do not conform to the Tender’s price bid format will be rejected
- IX. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

- X. Errors & Discrepancies: Any errors and discrepancies in the information given in financial and technical bids, calculations, mismatch in rates and costs etc. will lead to rejection of the bid.
- XI. Each bidder should offer/ quote single make and models against all items. Bidder quoting multiple make and models in their technical bid will lead to rejection. All the switches shall be from the same OEM.
- XII. Information provided in other than the format mentioned will not be considered for evaluation.
- XIII. The bid price should be inclusive of all taxes and levies and should be in Indian Rupees.

EVALUATION CRITERIA

Under QCBS Selection, the technical proposals will be allotted weightage of 70% (Seventy Percent) while the financial proposals will be allotted weightages of 30% (Thirty Percent). Proposal with the lowest cost may be given a financial score of 100 (hundred) and other proposals given financial scores that are inversely proportional to their prices w.r.t the lowest offer. Similarly, proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100 (hundred) and other proposals be given technical score that are proportional to their marks w.r.t the highest technical marks. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. The proposal obtaining the highest total combined score in the evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.

In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1. In such a case, Evaluation Bid Score (B) will be calculated for each responsive bid using the following formula, which permits a comprehensive assessment of the bid price and the technical merits of each bid.

$$B = C(\text{Low})/C \times T/T (\text{High}) (1-X)$$

Where;

C = Evaluated Bid Price

C (Low) = the lowest of all evaluated bid Prices among responsive bids.

T = The total technical score awarded to the bid.

T (High) = The technical score achieved by the bid that was scored best among all responsive bids.

X = Weightage of the price as specified in the BDS.

The bid with the best evaluated bid score (B) among responsive bids shall be the most advantageous bid & will be awarded the work.

3. The firm should submit **an affidavit duly notarized as per format enclosed at "Annexure-IX"** should be submitted along with their Bid for correctness of Documents/ Information, which also certified the participating firm/bidder have not blacklisted/ holiday list/ barred /banned from tendering by any government agency or public sector undertaking or judicial authority/arbitration body etc.
4. Bidders shall submit, along with bid/tender, a Power of Attorney (POA), on a stamp paper of appropriate value, in favour of the person signing the Bid documents authorizing him to sign the Bid documents, (along with supporting documents i.e. Board Resolution (BR) in case of Pvt. Ltd. / Limited company etc.) make corrections/ modifications thereto and interacting with HSCC and act as the contact person. **The format for the power of attorney shall be as per "Form-B" of Bid Document Volume-I (NIT).**

Note : Certified copy of Board Resolution (BR) should be signed by Majority of Directors of the bidding company/firm.

In the event of tender being submitted by a firm, it must be signed separately by each partner thereof or in the vent of the absence of any partner, it must be signed on his behalf by a person holding a power of attorney authorizing him to do so, such power of attorney to be produced with the tender, and it must disclose that the firm is duly registered under the Indian Partnership Act 1932.

1. The contractor/firm will indemnify HSCC (India) Ltd./ HSCC as the case may be, against all penal action that may be levied/effected by any concerned authority for default in any labour regulation/PF/ESI and other statutory requirements of the relevant Acts/Laws related to the work of the contractor and will bear the legal charges, if any, and will pay the legal charges/dues directly to the concerned authority. **An Undertaking "Form - K" in this regard is required to be submitted by applicants along with prequalification.**
2. The intending tenderer must read the terms and conditions of HSCC carefully. He should only submit his tender if he considers himself eligible and he is in possession of all the documents required. Information and Instructions for Tenderers posted on Website(s) shall form part of Tender Document.
3. Those intending tenderers/contractors not registered on the website i.e., <https://hsc.enivida.com> mentioned above with M/s RailTel, are required to get registered beforehand. If needed they can be imparted training on Online tendering process as per details available on the website i.e., <https://hsc.enivida.com>. The intending tenderer must have class-III digital signature to submit the tender.

4. The Tender Document as uploaded can be viewed and downloaded free of cost by anyone including intending tenderer. But the tender can only be submitted after uploading the mandatory scanned documents such as a) Demand Draft / Pay order or Banker's Cheque towards cost of tender document, b) proof of deposit of e-Tender Processing Fee, c) Demand Draft/Pay Order or Banker's Cheque / Bank Guarantee of any Nationalized or all Commercial Scheduled Bank against EMD/Bid Security & all other documents shall be as per Notice Inviting e-tender.

5. Set of Contract/Tender Documents:

The following documents will constitute set of tender documents:

- a) Notice Inviting e-Tender (NIT)
- b) Memorandum of NIT
 - c) Unconditional Letter of Acceptance of Tender Conditions / Form of Bid with Appendix (Annexure-V of NIT)
- d) Addendum/Corrigendum, if any - Duly signed by authorized person.
- e) "Annexure-IX" of NIT – Affidavit for correctness of Documents/ Information.
- f) Litigation History as per "Form -N" of NIT
- g) Bill of Quantities (BoQ).
- h) Quoting Sheet for Tenderer/ Bidder
- i) Pre-bid clarifications, if any
- j) All Amendment(s)/ addendum(s)/ Corrigendum(s) / Clarification(s) issued, if any.

11. The tenderers are required to quote strictly as per terms and conditions, specifications, standards given in the tender documents and not to stipulate any deviations.

12. The bidders are advised in their own interest to submit their bid documents well in advance from last date/time of submission of bids so as to avoid problems which the bidders may face in submission at last moment /during rush hours.

However, after submission of the tender the tenderer can re-submit revised tender any number of times but before last time and date of submission of tender as notified.

13. When it is desired by HSCC to submit revised financial tender then it shall be mandatory to submit revised financial tender. If not submitted, then the tender submitted earlier shall become invalid.

14. On opening date, the tenderer can login and see the tender opening process.

15. Contractor can upload documents in the form of PDF format.

16. Contractor to upload scanned copies of all the documents including valid GST registration/ PAN No./ EPF registration/ ESIC registration as stipulated in the tender document.

17. If the contractor is found ineligible after opening of tenders, his tender shall become invalid and cost of tender document and processing fee shall not be refunded.

18. If any discrepancy is noticed between the documents as uploaded at the time of submission of tender and hard copies as submitted physically by the contractor the tender shall become invalid and cost of tender document and processing fee shall not be refunded.
19. Notwithstanding anything stated above, HSCC/Client reserves the right to assess the capabilities and capacity of the tenderer to perform the contract, in the overall interest of HSCC/Client. In case, tenderer's capabilities and capacities are not found satisfactory, HSCC/Client reserves the right to reject the tender.
20. The tenderer(s) if required, may submit queries, if any, through E-mail and in writing to the tender inviting authority to seek clarifications **within 3 days** from the date of uploading of Tender on website but latest by so as to reach HSCC office not less than 2 days prior to the date of Pre-bid meeting (if to be held as per NIT). HSCC will reply only those queries which are essentially required for submission of bids. HSCC will not reply the queries which are not considered fit like replies of which can be implied /found in the NIT/ Tender Documents or which are not relevant or in contravention to NIT/Tender Documents, queries received after 3 days from the date of uploading of Tender on website, request for extension of time for opening of technical bids, etc. Technical Bids are to be opened on the scheduled dates. Requests for Extension of opening of Technical Bids will not be entertained.

The Pre-Bid meeting shall be attended by the intending bidders only and not by vendors/manufacturers. Further, the intending bidders should depute their authorized person with authorization letter in original to attend the pre-bid meeting.

22.0 List of Documents to be scanned and uploaded on the e-tender website within the period of tender submission:

- a) Original Non – refundable Demand Draft/Pay Order or Banker's Cheque of any Scheduled Bank towards cost of Tender Document as Mentioned in NIT.
- b) Original - Demand Draft/Pay Order or Banker's Cheque/ Bank Guarantee of any Nationalized or all Commercial Scheduled Bank against EMD/ Bid Security. **Validity of EMD in terms of Bank Guarantee (as per Annexure-III of NIT) shall be minimum period of 180 days from the last date of receipt of tenders or any extension thereof.**
- c) Unconditional Letter of Acceptance of Tender Conditions (in original) (**Annexure-V** of NIT) (On Letter Head of the Applicant/ Bidder).
- d) Affidavit duly notarized by Notary Public on Non-Judicial Stamp Paper of Rs. 100 for correctness of Documents /Information (**as per Annexure-X** of NIT).
- e) Memorandum of NIT.
- f) **"FORM-A"**(List of all works of similar nature successfully completed during the last seven years)
- g) Power of Attorney of the person authorized for signing/submitting the tender (as per **"FORM – B"**)
- h) **"FORM-C"**- (Financial Information- Annual Financial Statement for the last Five Years
- i) **"FORM-D"** - TDS Details of Projects
- j) **"FORM-E"**- (Solvency certificate form a scheduled Bank)

- k) Documents regarding Net Worth of the Company Firm.
- l) **"Form-F"** (General Information - Structure & Organization)
- m) Work Experience Certificates consisting of details as mentioned in **"Form-G"**
- n) Valid GST registration/ EPF registration/ PAN NO./ ESIC registration certificates
- o) Registration Details of the contractor in the GST Act- **Form-I**
- p) **Indemnity/ undertaking** as per **"Form- K"** of NIT
- q) **Litigation History** as per **"Form- N"** of NIT
- r) E-payment Transaction details towards cost of processing fees.
- s) Pre-bid clarifications, if any.
- t) All pages of the entire Corrigendum's / Amendment's (if any) duly signed by the authorized person.

NOTE:

1. The documents at Sl. Nos. a, b, c and d (i.e. Cost of tender document, Demand Draft / Banker's Cheque/ Pay Order or Bank Guarantee against EMD as per NIT, Unconditional letter of acceptance duly signed on letter head, Notarized Affidavit for correctness of document/information) are required to be submitted in original in hard copy also within the period of tender submission. **All other documents are not required to be submitted in hard copy.**
2. **The document submitted uploaded on the website by the bidders with the bids should be indexed and duly page numbered also.**
3. **All the uploaded documents should be in readable, printable and legible form failing which the Bids shall not be considered for evaluation and are also liable for rejection.**
4. In case of non-submission of Cost of tender document and/or Demand Draft / Banker's Cheque/ Pay Order or Bank Guarantee against EMD, the bid shall be rejected summarily without seeking any further clarification.
5. Unconditional letter of acceptance duly signed on letter head, Notarized Affidavit for correctness of document/information are mandatory documents and are needed to be checked carefully for its correctness before submission of tender. The bid shall be rejected outrightly in case of its non-submission, without seeking any further clarification/document. No claim of the bidder whatsoever shall be entertained by HSCC in this regard.
6. The bidders are advised to upload complete details with their bids as **Technical Bid Evaluation** will be done on the basis of documents uploaded on the website (HSCC e-tender portal) by the bidders with the bids only. Please note no fresh document other than in the form of clarification/revision in respect of an already-submitted document shall be accepted after last date of submission of bids.
7. The information should be submitted in the prescribed proforma. Bids with Incomplete/Ambiguous information are liable to be rejected.

8. Bank Guarantee for EMD submitted by the bidders shall be strictly in the format prescribed in NIT (as per Annexure-III). In case, Bank Guarantee for EMD is not found to be a verbatim copy of the prescribed format, the bid will be liable for rejection.

23.0 (a) No Clarification will be sought in case of non-submission of Cost of tender document or EMD of requisite amount or Unconditional letter of acceptance or Affidavit for correctness of document/information. In such cases the bid shall be rejected out rightly without seeking any further clarification/document.

(b) All the uploaded and submitted documents shall be considered as duly signed by contractor/ authorized representative.

24.0 HSCC/Client reserves the right to reject any or all tenders or cancel/withdraw the invitation for bid without assigning any reasons whatsoever thereof. HSCC does not bind itself to accept lowest tender. The HSCC reserves the right to award the work to a single party or to split the work amongst two or more parties as deemed necessary without assigning any reason thereof. The contractor is bound to accept the portion of work as offered by HSCC after split up at the quoted/ negotiated rates. No claim of the contractor whatsoever shall be entertained by HSCC/Client on this account.

25.0 Canvassing in connection with the tender is strictly prohibited, and such canvassed tenders submitted by the contractor will be liable to be rejected and his earnest money shall be absolutely forfeited.

26.0 In case of any query, please contact GM (IT), HSCC during the Office hours & Further, any correspondence / clarifications these Email Id's: itprojects@hsccltd.co.in can be used.

The completion certificates of the works, which will be submitted by the bidders with their bids would also be verified form their respective clients by the HSCC – IT Dept's Email Id: itprojects@hsccltd.co.in

General Manager (IT)
HSCC (India) Limited

Section – 1

Instructions to the Applicants (ITA)

GENERAL INFORMATION TO THE APPLICANTS

Applicants may please go through the TENDER document carefully to understand the documents required to be submitted as part of the TENDER. Any deviations from these may lead to rejection of the TENDER.

Applicant should consider any corrigendum published on the TENDER before submitting their TENDERS.

In case, it is found during the evaluation or at any time before signing of the TENDER or after its execution and during the period of subsistence thereof applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by the HSCC including black listing.

HSCC reserves the right to verify the claims made by the Applicants and to carry out the capability assessment of the Applicants and the HSCC's decision shall be final in this regard.

On demand of the TENDER Inviting Authority, this whole set of certificates and documents shall be sent to the TENDER Inviting Authority's office address (as given in the NIT) by registered post/Speed post of India Post in such a way that it shall be delivered to the TENDER Inviting Authority before the deadline mentioned. The TENDER Inviting Authority reserves the right to reject any TENDER, for which the above details are not received before the deadline.

The TENDER Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Applicant during the e-TENDER process.

1. SUBMISSION OF TENDER

The Interested applicant shall submit their TENDER online only through the HSCC's e-TENDER portal (URL: <https://www.hsc.enivida.com>) as per the procedure laid down for e- submission as detailed in the web site. The Applicant shall fill up the documents and submit the same online using their Digital Signature Certificate (DSC). Copies of all desired certificates and documents shall be uploaded while submitting the TENDER online. On successful submission of TENDERS, a system generated receipt can be downloaded by the applicant for future reference.

The TENDER is invited in 2 Envelope system from the registered and eligible firms.

a) Envelope - I (TENDER document Fee, EMD & Technical Document):

TENDER Document fee (Non-refundable) & EMD as per the TENDER conditions shall be submitted separately in the form of Demand Draft (DD in favour of HSCC (India) Ltd payable at Noida/New Delhi) before last date of submission of TENDER.

Document of the above transactions completed successfully by the applicants, shall be uploaded separately while submitting the TENDERS online.

MSMEs & Start-ups are not eligible for exemption from TENDER Document Fee & EMD.

Technical TENDER should contain dully filled, signed, and scanned soft copy documents as mentioned in SECTION 2 – SELECTION PROCESS.

b) Envelope -II (Financial Bid):

Bidder has to quoted the price bid as mentioned in the price bid document. The bidder should download the price bid, fill it and same should be uploaded in the price bid section only. Bidder should be rejected if they upload the price bid in PDF file in the technical document.

NOTE: HSCC reserves the right to verify the credential submitted by the agency. If at any stage, any information/documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the firm then HSCC shall take the following action:

The agency shall be liable for debarment from participation in HSCC apart from any other appropriate contractual/legal action.

1. DEADLINE FOR SUBMISSION OF THE TENDER FOR INTERESTED APPLICANTS

- 1.1.** TENDER shall be received only online on or before the date and time as notified in TENDER.
- 1.2.** The TENDER Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of TENDERS, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Applicant will not be able to submit his TENDER after expiry of the date and time of submission of TENDER (server time).
- 1.3. Modification, Resubmission and Withdrawal of TENDERS:** Resubmission or modification of TENDER by the Applicants for any number of times before the date and time of submission is allowed. Resubmission of TENDER shall require uploading of all documents.
- 1.4.** If the applicant fails to submit his modified TENDERS within the pre-defined time of receipt, the system shall consider only the last TENDER submitted.
- 1.5.** The Applicant can withdraw his/her TENDER before the date and time of receipt of the TENDER. The system shall not allow any withdrawal after the date and time of submission.

2. TENDER OPENING

TENDERS of Interested Applicants shall be opened on the specified date & time, by the TENDER inviting authority or his authorized representative in the presence of Applicants or their designated representatives who choose to attend. The Applicants & guest users can

view the summary of opening of TENDERS from any system. Applicants are not required to be present during the TENDER opening at the opening location if they so desire.

3. EXAMINATION OF TENDER AND DETERMINATION OF RESPONSES

- 3.1.** During the TENDER opening, the TENDER Inviting Authority will determine for each TENDER whether it meets the required eligibility as specified in the note inviting TENDER.
- 3.2.** A substantially responsive TENDER is one which conforms to all the terms, conditions, and requirements of the TENDER documents, without any deviation or reservation only will be considered.
- 3.3.** Non submission of required documents or evidence may render the TENDER non-responsive.
- 3.4.** If an TENDER is not substantially responsive, it shall be rejected by the TENDER Inviting Authority, and shall not subsequently be made responsive by correction or withdrawal of the nonconforming material deviation or reservation.
- 3.5.** Applicant can witness HSCC activities and view the documents/summary reports for that work by logging on to the portal with his DSC from anywhere.
- 3.6.** In case only single TENDER is received, then the HSCC reserves the right to accept/reject the TENDER as per prevailing norms of GFR and enivida portal, or to go for re-invitation of TENDER.

4. CLARIFICATION ON TENDER

- 4.1.** To assist in the examination, evaluation, and comparison of TENDERS, the TENDER Inviting Authority may ask the applicant for required clarification on the information submitted with the TENDER.
- 4.2.** The request for clarification and the response shall be in writing or by e-mail.
- 4.3.** No Applicant shall contact the TENDER Inviting Authority on any matter relating to the submitted TENDER from the time of the TENDER opening to the time the applicant is empaneled or summarily rejected.
- 4.4.** In exceptional circumstances, prior to expiry of the original TENDER validity period, the TENDER inviting Authority may request the Applicants to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email.

5. TENDER DOCUMENT FEE & EMD

- 5.1.** The TENDER Document fee (Non-refundable) and EMD as per the TENDER conditions to be submitted in physical mode (copy of the same also required to be uploaded along with TENDER documents). MSEs & start-ups are exempted from submission of EMD & Tender Document Fee.

Document of the above completed successfully by the applicant, shall be uploaded at the locations separately while submitting the TENDERS online.

Note: Any charges levied while using enivida portal must be borne by the applicant. The applicant will be evaluated only if valid Document/ fee are submitted.

The Applicants who failed to submit the TENDER document fee and EMD before the submission deadline will be considered as technically nonresponsive.

6. ALTERATION AND ADDITIONS

- 6.1.** The TENDER shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the applicant, in which case such corrections shall be initiated by the person or persons signing the TENDER.
- 6.2.** The Interested applicant shall not attach any conditions of his own to the TENDER. Any applicant who fails to comply with this clause will be disqualified.

7. COURT JURISDICTION

In the event of any dispute arising, the parties agree that the courts of Delhi alone will have exclusive jurisdiction.

8. HSCC'S RIGHT TO ACCEPT OR REJECT ANY OR ALL TENDERS

- 8.1.** HSCC reserves the right to accept or reject any TENDER, and to annul the TENDER process and reject all TENDERS at any time prior to empanelment TENDER empanelment, without thereby incurring any liability to the affected applicant or Applicants.
- 8.2.** HSCC does not bind itself to accept the submitted TENDERS and reserves the right to reject any or all TENDERS at any point of time prior to the issuance of the Notice of empanelment/Letter of Intent/Purchase order without reason whatsoever.
- 8.3.** HSCC reserves the right to resort to re-invite TENDER without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection. The purchaser reserves the right to modify any terms, conditions, or specifications for submission of offer and to obtain revised TENDERS from the Applicants due to such changes, if any.
- 8.4.** Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the applicant from its empanelment.

9. GOVERNING LANGUAGE

The TENDER shall be written in English language. English language version of the TENDER shall govern its interpretation. All correspondence and documents pertaining to the TENDER which are exchanged by the parties shall be written in the same language.

10. EMPLOYEES OF HSCC NOT INDIVIDUALLY LIABLE

No Director or official or employee of HSCC shall in any way be personally bound or liable for the acts or obligations of HSCC under the TENDER /empanelment or answerable for any default or omission in the observance or performance of the acts, matters or things which are herein contained. The Applicant shall not be entitled to any increase on the scheduled rates or any other rights or claims whatsoever by reason of any representation, explanation, statement, or alleged understanding, promise or guarantees given or to have been given to him by any person.

11. INTEGRITY PACT

The Integrity pact annexed shall be part and parcel of this document and has to be signed by applicant(s) at the pre-TENDER stage itself, as a pre TENDER obligation and should be submitted along with the financial and technical TENDERS. All the Applicants are bound to comply with the Integrity Pact clauses. TENDERS submitted without signing Integrity Pact will be initio rejected without assigning any reason.

DOCUMENTS TO BE SUBMITTED WITH TENDER

- Signed copy of TENDER Document (all pages of TENDER documents to be signed & stamped) by the Applicant as token of acceptance of the Terms & Conditions.
- TENDER document fee Payment details.
- Certificate of No Deviation as per Annexure-I
- Certificate of Price Justification as per Annexure-II
- Undertaking as per Annexure-IV
- TENDER Acceptance form as per Annexure-V
- Checklist as per Annexure -VI
- Performance statement as per Annexure-VII
- Integrity Pact as per Annexure-VIII
- Certificate of incorporation/registration of the Organization
- Copy of GST registration certificate
- Copy of PAN Card
- Memorandum of Association/Articles of Association.
- Certificate issued by CA for Turnover for last three financial years with Unique Document Identifier Number (UDIN).
- Audited balance sheet and Profit and Loss statement for last three years.
- Power of attorney for authorized signatory of TENDER in Rs.100 stamp paper duly notarized.
- Declaration stating that firm is not de-recognized/debarred/banned/blacklisted by any State Government/Central Govt. Organization /State Medical Corporations/Director Health Services and or convicted by any court of law non conviction in any illegal activities (as per Annexure 6).
- Other documents mentioned in technical qualification criteria.
- Annexure IX- Affidavit
- Annexure -X (Litigation History).
- Undertaking as per Annexure -XI
- General Information – Structure & Organization as per Annexure-XII

Payment Terms:

- One Time development Cost
 - 25% on submission of project plan, SRS & System design subject to receipt of all corresponding documentation.
 - 15% on Analysis & Development subject to submission of UAT report.

- 15% on Enhancement and Development subject to submission of FAT report.
 - 20% on Security Audit (subject to clearance) & Go-Live subject to submission of security audit report & Go-Live certificate from PCI.
 - 20% on successful completion of 3 months hand-holding period post go-live subject to submission of Hand-Holding clearance report from PCI.
 - Remaining 5% will be released after six months post Go-Live, subject to submission of the final Hand-Holding Clearance from PCI.
- Maintenance Charges (subject to Minimum 99.9% uptime): Quarterly subject to submission of attendance, preventive maintenance report, issues/defect clearance logs, SLA (Service Level Agreement) commitments

Liquidated Damages (LD)/Penalty applicable: 0.5% per week subject to a maximum of 10% of contract value for development charges. For maintenance charges, the agency will need to enter into a separate agreement for SLA/MSA with PCI which will have well defined penalty clauses as per SLA/MSA.

Scope of work:

Scope of work of the aforementioned NIT is detailed as under:

New Application and Integration (Total Duration - 18 months): Design, Development and maintenance of unified portal (Version 3.0) for integration of workflows of pharmacy council of India, state pharmacy council, colleges, pharmacists and students (6 Months for Development and Integration + 12 Months for Maintenance).

Detailed Scope of Work:

Design, Development and Maintenance of Unified Application, Portal and Dashboard for State Pharmacist Registration

1. Introduction

This document provides a comprehensive breakdown of the unified portal required for the effective execution of State Pharmacy Council operations as per the Pharmacy Act, 1948. It outlines the scope of the project and the functionalities necessary for seamless and centralized operations across all State Councils, in alignment with the guidelines set by the Pharmacy Council of India.

The proposed system comprises two distinct interfaces:

- 1. User Portal:** Designed for pharmacists and candidates applying to the State Council.
- 2. Office Portal:** Designed for State Council representatives, ensuring role-based access and hierarchy-based operations.
- 3. 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.
- 4. Document Management Portal:** Development of Document Management Portal for PCI users.
- 5. 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.

Users of the Portal:

- Pharmacy Candidates & Professionals:
 - 1) Recent graduates (D.Pharm, B.Pharm, Pharm.D, M.Pharm)
 - 2) Registered pharmacists seeking council-related services
- 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

2. Objective

The objective of this proposal is to establish a centralized, digital platform for State Pharmacy Councils to streamline operations, enhance efficiency, and ensure compliance with the Pharmacy Act, 1948. This system aims to:

- i. Standardize Processes:** Implement a unified framework for pharmacist registration, license renewal, document verification, and grievance redressal across all State Councils.
- ii. Enhance Accessibility:** Provide a seamless online portal for pharmacists, reducing the need for physical visits and manual paperwork.
- iii. Improve Operational Efficiency:** Automate workflows, reduce processing time, and enable role-based access for council representatives.
- iv. Ensure Data Security & Transparency:** Maintain secure, centralized records with audit trails, minimizing errors and fraudulent activities.
- v. Facilitate Regulatory Compliance:** Align with the guidelines of the Pharmacy Council of India, ensuring smooth governance and adherence to statutory regulations.

By implementing this platform, the State Pharmacy Councils can modernize their operations, improve service delivery, and enhance the overall experience for pharmacists and council representatives alike.

3. System Overview

3.1 User Types

The system will cater to two main user groups:

- a) Pharmacy Professionals & Candidates:** For registration, renewal, and document submission.
- b) State Council Representatives:** For managing applications, approvals, and internal operations.

3.2 System Modules

- i. User Registration & Profile Management**
- ii. Role & User management**
- iii. Appointment Module**
- iv. Application & Document Submission**
- v. License Renewal & Verification**
- vi. Certificate Module**
- vii. Penalties Module**
- viii. Electoral Module**
- ix. Receipt/Invoices Module**
- x. Accounting Module**
- xi. Inward/Outward Registers**
- xii. Scrutiny Module**
- xiii. Grievance Redressal System**

- xiv.** Payment Gateway for Fees & Renewals
- xv.** Reports & Analytics for Council Representatives
- xvi.** Communication & Notifications

4. Features & Functionalities

4.1. User Registration & Profile Management

- a)** 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.
- b)** User can re-login to the system by OTP authentication, doesn't need to remember the password.

4.2. Application & Document Submission

Users can submit various applications, which are reviewed and processed by the admin. The platform provides a structured workflow to ensure efficient handling and verification of each request.

Available Applications:

- a.** Fresh Registration (Within State)
- b.** Fresh Registration (Other State)
- c.** License Renewal
- d.** Re-entry
- e.** Transfer to Another State
- f.** Eligibility Application
- g.** Address Change
- h.** Name Change
- i.** Good Standing Certificate
- j.** Duplicate Certificate
- k.** Degree Addition Certificate
- l.** Provisional to Original Certificate

4.3. Appointment

The Appointment Module is designed to streamline the scheduling process and manage visitor flow at council premises for physical verification.

- a)** User Booking: Applicants can book an appointment slot as per their convenience for physical verification.
- b)** Slot Management: The council can define available slots, ensuring an organized appointment system.

- c) **Booking Reports:** Council representatives can view reports on booked, available, and canceled slots.
- d) **Cancellation & Rescheduling:** Users can modify or cancel their appointments based on availability.
- e) **Queue Optimization:** Helps manage foot traffic efficiently, reducing wait times and overcrowding.

4.4. Certificate:

The Certificate Module facilitates the issuance of various certificates with a unique identification number and an encrypted QR code for authentication. This ensures security, traceability, and easy verification.

- a) **Automated Certificate Generation:** The system generates different types of certificates with unique serial numbers.
- b) **Encrypted QR Code:** Each certificate includes a secure QR code for instant verification.
- c) **Digital Signature Integration:** Select certificates are digitally signed with a Government Class 3 digital signature for authenticity.
- d) **Printing & Online Access:** Users can download digital copies, while specific certificates are printed directly within the council, such as the original certificate.

Types of Certificates Issued:

- a) Provisional Certificate
- b) Original Certificate
- c) Duplicate Certificate
- d) Additional Qualification Certificate
- e) Good Standing Certificate

4.5. Role & User Management

The Role & User Management Module is designed to ensure secure, structured access to the system based on predefined roles and responsibilities. This module enables seamless user onboarding, access control, and hierarchy-based workflow management.

- a) **Role-Based Access Control (RBAC):** Users are assigned specific roles with permissions based on their position within the council.
- b) **User Onboarding & Verification:** New users are registered with multi-factor authentication.
- c) **Hierarchy Management:** Ensures structured reporting and workflow by defining access levels for council representatives.
- d) **Activity Logs & Audit Trails:** Tracks user actions for accountability and transparency.
- e) **Permission Customization:** Admins can configure role-specific access, restricting or granting privileges as needed.

- f) Secure Login & Authentication:** Includes 2FA (Two-Factor Authentication) for enhanced security.

User Roles & Access Levels:

- A. Pharmacy Candidates & Professionals:** Can register, apply for certificates, and book appointments.
- B. Council Representatives (Hierarchy-Based Access):**
 - i. President** – Overall system supervision and approvals.
 - ii. Registrar** – Manages registrations, approvals, and reports.
 - iii. Sub-Registrar** – Assists in registration and verification tasks.
 - iv. Senior Clerk/Junior Clerk** – Handles documentation, inquiries, and processing.
 - v. Pharmacist Officer** – Oversees pharmacist-related operations.
 - vi. Head Accountant / Junior Accountant** – Manages financial transactions and fee processing.
 - vii. Medical Officer** – Verifies medical-related credentials.
 - viii. Record & Office Attendants** – Assist in document handling and general operations.

4.6. Penalty

The Penalty Module manages fines and penalties for non-compliance with council regulations. It ensures transparency in imposing penalties and streamlines the payment and resolution process.

- a) Automated Penalty Calculation:** Determines fines based on predefined rules and violations.
- b) Online Payment Integration:** Enables seamless fine payments through the portal.
- c) Penalty History & Reports:** Maintains records of imposed penalties and settlements.
- d) Dispute Resolution:** Allows users to appeal or clarify penalties through the system.

4.7. Receipt/Invoices:

The Receipt/Invoices Module ensures accurate financial record-keeping by generating detailed receipts and invoices for all transactions conducted through the system.

- a) Unique Invoice Number:** Every receipt is assigned a system-generated unique invoice number for tracking.
- b) Tax Information:** All invoices include applicable tax details as per government regulations.
- c) Payment Transaction Number:** Each receipt is linked to a specific transaction number for verification and audit purposes.
- d) Automated Receipt Generation:** Users receive digital receipts instantly upon successful payment.

- e) **Download & Print Options:** Receipts and invoices can be downloaded or printed directly from the system.
- f) **Transaction History:** Users and council representatives can access past payment records for reference.

4.8. Accounting:

The Accounting Module streamlines financial management by tracking all monetary transactions related to registrations, renewals, penalties, and other council services.

- a) **Automated Transaction Recording:** Logs all financial activities, including payments, refunds, and penalties.
- b) **Unique Invoice & Receipt Generation:** Each transaction is assigned a unique invoice number with tax details and a payment transaction ID.
- c) **Multi-Tiered Financial Reporting:** Generates real-time financial reports for audits and reconciliation.
- d) **Tax Compliance & Calculation:** Ensures accurate GST or other applicable tax calculations in compliance with government regulations.
- e) **Ledger & Balance Sheet Management:** Tracks income, expenses, and outstanding payments for better financial oversight.
- f) **Payment Reconciliation:** Matches payments with invoices to prevent discrepancies.
- g) **Export & Integration:** Supports data export and integration with external accounting software if required.

4.10. Inward/Outward Registers:

The Inward/Outward Registers Module facilitates the systematic recording and tracking of all incoming and outgoing documents within the council office.

- a) **Inward Register:** Logs all incoming correspondence, including applications, letters, and official documents.
- b) **Outward Register:** Tracks outgoing communications, such as approvals, certificates, and notices.
- c) **Unique Entry Number:** Each document is assigned a unique reference number for easy tracking.
- d) **Status Tracking:** Monitors document movement, processing status, and assigned personnel.
- e) **Search & Retrieval:** Allows quick access to records with advanced search filters.
- f) **Digital Acknowledgment:** Generates digital receipts for submitted documents, ensuring accountability.

4.11. Scrutiny:

The Scrutiny Module ensures a thorough multi-level verification process for applications before granting final registration certificates to candidates. This enhances accuracy, compliance, and transparency in the registration process.

- a) **Multi-Level Verification:** Applications go through multiple scrutiny stages by designated council representatives before approval.
- b) **Application Categories:** Includes Fresh Registration (within state and other states), Degree Addition, Re-entry Applications, Transfer from Other States, and more.
- c) **Document Validation:** Ensures that all submitted documents are authentic and meet regulatory requirements.
- d) **Automated Status Updates:** Candidates receive real-time updates on their application progress.
- e) **Approval Workflow:** Allows different hierarchy levels (clerks, registrars, and officers) to review and approve applications step by step.
- f) **Audit Trail:** Maintains logs of all scrutiny actions for accountability and compliance.

5.0 Other Features

5.1. Master Table

The Master Table Module manages standardized data essential for council operations, such as course lists, fee structures, and document types, registration fees, colleges, boards, and universities. It ensures data consistency across all system modules, enabling smooth workflow automation. Updates to master data reflect instantly across relevant processes, maintaining accuracy and reducing redundancy.

5.2. Reports:

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.

5.3. Student History:

The Student History Module maintains a comprehensive record of a candidate's application history, certificate issuances, penalties, and renewals. It ensures easy access to past data, allowing council representatives to verify previous transactions and decisions. Users can also track their historical activity via their dashboard.

5.4. Dynamic Website

The Dynamic Website Module allows the council to manage and update content effortlessly, including announcements, news, guidelines, and course details. It ensures real-time updates without requiring technical expertise. This module enhances transparency and accessibility by providing the latest information to users.

5.5. Grievance:

The Grievance Module provides a structured system for candidates and pharmacists to submit complaints and inquiries to the council. Users can track their grievance status, while council representatives can categorize, assign, and resolve issues efficiently. This module ensures timely resolution and improved communication between stakeholders.

5.6. PCI College Approval:

The PCI College Approval Module simplifies and automates the accreditation process for pharmacy colleges under the Pharmacy Council of India (PCI). It enables seamless retrieval of year-wise college approval data from the PCI website, integrating it into the state council platform. This ensures that during the scrutiny process, the council can verify whether a college had approved seats in a given year, enhancing compliance, transparency, and accuracy in decision-making.

5.7. UIDAI Aadhaar:

The UIDAI Aadhaar Module integrates Aadhaar-based authentication for identity verification of applicants. It ensures data accuracy by validating user details directly with UIDAI. This module enhances security, eliminates duplicate entries, and strengthens compliance with regulatory requirements.

5.8. 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.

6.0. Third-Party Integrations:

The Third-Party Integrations Module ensures seamless communication and real-time updates for users at every stage of their application process. It integrates with various external services to enhance user engagement and system efficiency.

- a) **Email Notifications:** Users receive automated email alerts regarding application status, approvals, payments, and upcoming events.
- b) **SMS Alerts:** Instant SMS notifications for important updates, reminders, and OTP verifications.
- c) **WhatsApp Integration:** Real-time updates on application progress, appointment confirmations, and document approvals via WhatsApp.

6.1. 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.

- a) **Multiple Payment Options:** Supports credit/debit cards, net banking, UPI, wallets, and other digital payment methods.
- b) **Automated Invoice Generation:** Every payment is linked to a unique invoice with tax details and transaction reference ID.
- c) **Real-Time Payment Status Updates:** Users receive instant confirmation via email, SMS, and WhatsApp.
- d) **Payment Reconciliation:** Ensures accurate tracking of payments and prevents discrepancies.

6.2. Third-Party Testing:

The Third-Party Testing & Compliance ensures the platform meets industry standards for security, performance, and reliability. It integrates with external testing agencies to conduct thorough assessments, ensuring a robust and secure system.

- a) **Penetration Testing (Security Audit):** Identifies vulnerabilities through ethical hacking simulations and security audits to protect against cyber threats.
- b) **Load Balancer:** Distributes traffic efficiently across multiple servers, ensuring optimal system performance and fault tolerance.
- c) **Elastic Search:** Enables fast and scalable search capabilities for user queries, application tracking, and document retrieval.
- d) **Object Storage (S3, Blob Storage):** Stores large documents, certificates, and logs securely with backup and versioning.
- e) **Containerization & Orchestration:** Uses Docker & Kubernetes for seamless deployment, scalability, and microservices management.
- f) **Monitoring & Logging:** Integrates with cloud-native monitoring tools (AWS CloudWatch, Azure Monitor) for real-time performance tracking and alerts.
- g) **Disaster Recovery & Backups:** Ensures automated backups, failover mechanisms, and data recovery strategies for business continuity.
- h) **Security Audit as per CERT-IN guidelines** will be done by the SI as per the instructions of PCI.

7.0. Implementation Timeline:

The implementation of the platform will be structured into 3 phases for 6 months to ensure a smooth and efficient rollout. Below is the estimated timeline:

Phase 1: Analysis & Planning (1 Month)

- a) Finalize system requirements and features.
- b) Identify cloud infrastructure requirements and third-party integrations.
- c) Define user roles, workflows, and compliance needs.
- d) To visit the state pharmacy councils (approx. 32 nos.) for the SRS and Data Migration
- e) Create project roadmap and resource allocation.
- f) Data Collection & refining team will be required for planning & analyzing.

Phase 2: Development (4 Months)

Setup cloud infrastructure (Compute, Database, Load Balancer, Storage, etc.).

- a) Configure security protocols (Firewalls, IAM, Penetration Testing Plans).
- b) Implement DevOps pipelines for CI/CD and version control.
- c) User Registration & Authentication (2FA, UIDAI Aadhaar Integration)
- d) Application Processing & Scrutiny Workflow
- e) Certificate Generation with Encrypted QR Code
- f) Job Portal, Grievance Module, & PCI College Approval System
- g) Master Data Management, Reports, & Student History
- h) Integration of Email, SMS, and WhatsApp Notifications.
- i) Multi-channel Payment Gateway Setup (UPI, Cards, Net Banking, Wallets)
- j) Secure Invoice & Tax Management Implementation.
- k) Compliance Testing (Security, Load, and Performance Testing).

Phase 3: Testing, Quality Assurance, Deployment, Data Migration and Go-Live (1 Month)

- a) Unit Testing: Verify functionality of each module.
- b) Integration Testing: Ensure smooth operation between modules.
- c) Load & Performance Testing: Validate system scalability and response time.
- d) Security & Compliance Testing: Conduct penetration testing and audit readiness.
- e) Deploy the platform on the existing cloud infrastructure.
- f) Perform final security audits and performance optimizations.
- g) Migrate existing data from legacy systems to the new platform.
- h) Provide training sessions for council representatives.

- i) Conduct pilot testing with a small group of users.
- j) Official launch of the platform.
- k) Continuous monitoring, performance optimization, and issue resolution.
- l) Regular updates and feature enhancements based on user feedback.

Note: The system architecture must be designed using the microservices-based approach, ensuring modular, scalable & independently deployable services for each major functional component.

Resources Required:

Successful bidder has to deploy the following resources/manpower for the accomplishing works as detailed in the scope of work:

DEVELOPMENT				
Sl. No.	Designation	Numbers	Experience	Domain Experience
1	Project Manager/Coordinator	1	MBA in (any degree) /B.E/B. Tech/MCA (in any Degree) with more than 15+ Years of Experience in Leading IT Development, Data Migration, Storage, Maintenance & Support projects in any Govt/Private Organization.	Java Spring boot, System & Architecture Design, JSP Frontend, JavaScript, CSS, HTML Designing, load balancing, react, angular Deployment of Application, Java Core, PostgreSQL, MySQL, NoSQL, API Development and integration, MVC, JS, .Net Frame work, Mobile Application Development.
2	Team Lead	1	MBA in (any degree) /B.E/B. Tech/MCA (in any Degree) with more than 10+ Years of Experience in Leading IT Development, Data Migration, Storage, Maintenance & Support projects in any Govt/Private Organization.	Java Spring boot, System & Architecture Design, JSP Frontend, JavaScript, CSS, HTML Designing, load balancing, react, angular Deployment of Application, Java Core, PostgreSQL, MySQL, NoSQL, API Development and integration, MVC, JS, .Net Frame work, Mobile Application Development.
3	Business Analyst	2	MBA in (any degree) /B.E/B. Tech/MCA (in any Degree) with more than 8+ Years of Experience in Designing, Maintenance & Support projects in any Govt/Private Organization.	Graphics Designing, UI/UX, Prototyping, Presentation Skills, Flow Chart, Wireframe designing.

4	Senior developer (Frontend)	3	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience up to 10 Years in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization.	JSP Frontend design, JS, HTML, CSS, API and Java, database administration, System design architecture design, PostgreSQL, SQL, NoSQL, API Development and Integration, react, angular Deployment of Application, JavaCore, PostgreSQL, MySQL, No SQL, API development and integration, MVC, JS, .Net Framework, Mobile Application Development
5	Developers (Frontend)	3	B.E/B. Tech/MCA (in any Degree) with More than 5+ Years up to 6 years of Experience in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization.	Deployment of Application, Java Core, PostgreSQL, MySQL, NoSQL, API Development and integration, MVC, JS, .Net Frame work, Mobile Application Development.
6	DBA Administrator	2	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience in Handling database-related projects in any Govt/Private Organization.	Database administration, PostgreSQL, MySQL, NoSQL, API development and integration, MS SQL, and handling of multiple Databases on cloud servers.
7	Testers	3	B.E/B. Tech/MCA (in any Degree) with More than 5+ Years of Experience in Testing projects with tools in any Govt/Private Organization	Database administration, PostgreSQL, MySQL, NoSQL, API development and integration, MS SQL and handling of multiple Databases on cloud servers.
8	Server Administrator cum Cloud Expert	1	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience in Handling Server Administration, Cloud Management, Maintenance & Support activities in any Govt/Private Organization.	Capable of handling & managing Servers (Windows/Linux) on premises and Cloud. Must have experience in cloud servers' administration (preferably Oracle cloud, AWS, Azure), Cloud Certified professional Would be an advantage.

9	Senior Backend Developer	3	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience up to 10 Years in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization	JSP Frontend design, JS, HTML, CSS, API and Java, database administration, System design architecture design, PostgreSQL, SQL, NoSQL, API Development and Integration, react, angular Deployment of Application, Java Core, Postgre SQL, My SQL,
10	Backend Developer	3	B.E/B. Tech/MCA (in any Degree) with More than 5+ Years up to 6 years of Experience in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization.	Deployment of Application, Java Core, PostgreSQL, MySQL, NoSQL, API development and integration, MVC, JS, .Net Framework, Mobile Application Development.
11	Junior Business Analyst (Data Collection)	10	B.E/B. Tech/MCA (in any Degree) with More than 1+ Years up to 1 year of Experience in Data Collection, Maintenance & Support projects in any Govt/Private Organization.	Collection of data, digitization of manual data, experience of import, export, SQL, MySQL, Oracle & other Databases etc.

SUPPORT & MAINTENANCE				
Sl. No.	Designation	Numbers	Experience	Domain Experience

1	Project Manager/Coordinator	1	MBA in (any degree) /B.E/B. Tech/MCA (in any Degree) with more than 15+ Years of Experience in Leading IT Development, Data Migration, Storage, Maintenance & Support projects in any Govt/Private Organization.	Java Spring boot, System & Architecture Design, JSP Frontend, JavaScript, CSS, HTML Designing, load balancing, react, angular Deployment of Application, Java Core, PostgreSQL, MySQL, NoSQL, API Development and integration, MVC, JS, .Net Frame work, Mobile Application Development.
2	Business Analyst	0.5	MBA in (any degree) /B.E/B. Tech/MCA (in any Degree) with more than 8+ Years of Experience in Designing, Maintenance & Support projects in any Govt/Private Organization.	Graphics Designing, UI/UX, Prototyping, Presentation Skills, Flow Chart, Wireframe designing.
3	Senior developer (Frontend)	1	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience up to 10 Years in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization.	JSP Frontend design, JS, HTML, CSS, API and Java, database administration, System design architecture design, PostgreSQL, SQL, NoSQL, API Development and Integration, react, angular Deployment of Application, JavaCore, PostgreSQL, MySQL, No SQL, API development and integration, MVC, JS, .Net Framework, Mobile Application Development

4	Developers (Frontend)	1	B.E/B. Tech/MCA (in any Degree) with More than 5+ Years up to 6 years of Experience in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization.	Deployment of Application, Java Core, PostgreSQL, MySQL, NoSQL, API Development and integration, MVC, JS, .Net Frame work, Mobile Application Development.
5	DBA Administrator	1	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience in Handling database-related projects in any Govt/Private Organization.	Database administration, PostgreSQL, MySQL, NoSQL, API development and integration, MS SQL, and handling of multiple Databases on cloud servers.
6	Testers	1	B.E/B. Tech/MCA (in any Degree) with More than 5+ Years of Experience in Testing projects with tools in any Govt/Private Organization	Database administration, PostgreSQL, MySQL, NoSQL, API development and integration, MS SQL and handling of multiple Databases on cloud servers.
7	Server Administrator cum Cloud Expert	0.5	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience in Handling Server Administration, Cloud Management, Maintenance & Support activities in any Govt/Private Organization.	Capable of handling & managing Servers (Windows/Linux) on premises and Cloud. Must have experience in cloud servers' administration (preferably Oracle cloud, AWS, Azure), Cloud Certified professional Would be an advantage.
8	Senior Backend Developer	1	B.E/B. Tech/MCA (in any Degree) with More than 10+ Years of Experience up to 10 Years in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization	JSP Frontend design, JS, HTML, CSS, API and Java, database administration, System design architecture design, PostgreSQL, SQL, NoSQL, API Development and Integration, react, angular Deployment of Application, Java Core, Postgre SQL, My SQL,

9	Backend Developer	1	B.E/B. Tech/MCA (in any Degree) with More than 5+ Years up to 6 years of Experience in Handling IT Development, Maintenance & Support projects in any Govt/Private Organization.	Deployment of Application, Java Core, PostgreSQL, MySQL, NoSQL, API development and integration, MVC, JS, .Net Framework, Mobile Application Development.
---	-------------------	---	--	---

The above is minimum manpower requirement to be deployed during the development & maintenance duration. The agency may deploy more manpower of same or different field to complete the scope of work & maintain the applications as per requirement of PCI.

FINANCIAL BID PROFORMA

S No.	Description	Quantity (Nos.)	Unit	Estimated Cost (Rs.)	
				Rate	Amount
1	One-Time Development	1	Lumpsum		
2	Annual Maintenance and Technical Support Cost for 1 st Year	1	Per Year		
TOTAL (1+2)					

*Note: The one-time development cost to be quoted should include travelling, lodging/boarding or any other expenses to be incurred including visit to 32 or more State Pharmacy Councils all over India.

CERTIFICATE OF NO DEVIATION

[To be given on letter head]

NIT No.:

I/We, M/s_____ hereby certify that notwithstanding any contrary indication / conditions elsewhere in our offer documents, I/We have neither set any terms and conditions nor there is any deviation taken from the conditions of HSCC's tender specification, either technical or commercial, and I/We agree to all the terms and conditions mentioned in HSCC (India) Ltd. tender specification with associated amendments & clarification

[Signatures of the Bidder with Name, Designation & Company's Seal]

CERTIFICATE OF PRICE JUSTIFICATION

[To be given on letter head]

NIT No.:

I/We, M/s. _____ certify that the rates provided are our best rates and we have not given these materials to any Government Department/ PSU/ Institution for lesser than these rates in last one year.

SIGNATURE AND STAMP OF THE BIDDER

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

Whereas _____ (Name and address of the Bidder) (*hereinafter called the "the Supplier"*)

has undertaken, in pursuance of NIT No. _____ dated _____ valid from

_____ to _____ for supply _____ (*insert description of goods*), (*Hereinafter called "the Contract"*), to HSCC(I) Ltd. (*Hereinafter called "the Purchaser"*)

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of _____ (*insert Amount of the Performance Security in words and figures*), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee will remain in force upto _____ (*insert last date of currency of Contract plus Warrant Period (If applicable) plus additional Ninety Days*) and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature with date of the authorised officer of the Bank)

.....
Name and designation of the officer

.....
.....
Seal, name & address of the Bank and address of the Branch

Undertaking

1. That I/we have carefully studied all the terms & conditions of NIT and shall abide by it.
2. That I/We shall supply the items of requisite quality.
3. That I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.
4. That I/We undertake that sample of items will be kept ready for inspections by the Client.
I/We shall be responsible for the cancellation of tender if samples are not up to mark.

(Dated Signature of the Tenderer with stamp of firm) Date:

Place:

Letter No..... dated.....

TENDER ACCEPTANCE FORM

To

**The General Manager (IT),
HSCC(India) Ltd,
E-6(A), Sector-1,
Noida-201301(UP)**

Ref. Your NIT No.: - _____ .due for opening on

We, the undersigned have examined the above-mentioned Tender Enquiry Document, including amendment / corrigendum (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver in conformity with your above referred document for the sum as shown in the Price Schedules (BoQ) uploaded herewith and made part of this bid. If our bid is accepted, we undertake to supply the items for which Tender has been concluded, in accordance with the delivery schedule specified in the Schedule specified in the schedule of Requirements.

We further confirm that, if our bid is accepted, we shall provide you with a Performance Security of required amount in an acceptable form as mentioned in your NIT. in terms of, read with modification.

We agree to keep our bid valid for acceptance as required in your NIT Document, read with modification, or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal Tender is executed, this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any bid you may receive against your above- referred advertised tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by Central / State Govt. / Ministries / Departments.

We confirm that we fully agree to the terms and conditions specified in above mentioned Tender Enquiry Document, including amendment / corrigendum if any.

We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the Bid Security / Performance Security.

Name:

Business Address

Place:

Date:

CHECK LIST

Particulars		Page No.:
Name of Firm	:	
Complete Address, Telephone No. & Email Id	:	
State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization	:	
Name of Proprietor / Partner / Managing Director / Director.	:	
Whether the firm is a registered firm Yes/No (attached copy of certificate)	:	
Name & Mobile No. of person / authorized signatory who are responsible for conduct of business	:	
Details of the Earnest Money Deposit (EMD) (Yes/No) DD / Bank Guarantee No.: Validity Period (In case of Bank Guarantee): Dated: Drawn on Bank: Amount: (Rupees.....)	:	
Whether each page of NIT and its annexure have been signed and stamped?	:	
CERTIFICATE OF PRICE JUSTIFICATION as per Annexure – II	:	
Tender Acceptance Certificate Annexure – V	:	
GST Registration No.:	:	
Pre-signed integrity pact duly		
Any other information, if necessary	:	

Page number/serial number may be given to each and every page of Tender Documents and photocopies of the documents attached. Mention Page number, wherever the copy(ies) of the document(s) are kept.

In case of non-fulfillment of any of the above information/ document(s), the Tender will be summarily rejected without giving any notice.

(Dated Signature of the Tenderer with stamp of firm)

Dated :

Place :

Affidavit for correctness of Documents/ Information, which also certified the participating firm/bidder have not blacklisted/ holiday list/ barred /banned from tendering by Organization

AFFIDAVIT

(To be submitted by bidder on non-judicial stamp paper of Rs.100/- (Rupees Hundred only) duly attested by Notary Public)

Affidavit of Mr.S/o.....
R/o.....

I, the deponent above named do hereby solemnly affirm and declare as under:

1. That I am the Proprietor/Authorized signatory of M/s Having its Head Office/Regd. Office at
2. That the information/documents/Experience certificates submitted by M/s..... along with the tender for
(Name
of the work)..... To HSCC are genuine and true and nothing has been concealed.
3. I shall have no objection in case HSCC verifies them from issuing authority(ies). I shall also have no objection in providing the original copy of the document(s), in case HSCC demands so for verification.
4. I hereby confirm that in case, any document, information & /or certificate submitted by me found to be incorrect / false / fabricated, HSCC at its discretion may disqualify / reject / terminate the bid/contract and also forfeit the EMD / All dues.
5. I shall have no objection in case HSCC verifies any or all Bank Guarantee(s) under any of the clause(s) of Contract including those issued towards EMD and Performance Guarantee from the Zonal / Branch office of issuing Bank and I/We shall have no right or claim on my submitted EMD before HSCC receives said verification.
6. That the Bank Guarantee issued against the EMD issued by (name and address of the Bank) is genuine and if found at any stage to be incorrect / false / fabricated, HSCC shall reject my bid, cancel pre-qualification and debar me from participating in any future tender for three years.
7. I hereby confirm that our firm /company has not been blacklisted/holiday list/barred/banned from tendering by any government or government agency or public sector undertaking or judicial authority/arbitration body at any time during the last five years ending last day of the month previous to the one in which the tenders are invited.

I hereby confirm that no quality related matter/court case/investigation/arbitration is pending in any project executed by us for any government or government agency or public

sector undertaking or Judicial authority/arbitration body except those mentioned in litigation history mentioned at **Form-N**.

It is also certified that I/We Shall be liable to be debarred/ disqualification/ terminated in case any information furnished by me/us is found to be incorrect.

8. The person who has signed the tender documents is our authorized representative. The Company is responsible for all of his acts and omissions in the tender.

I,, the Proprietor / Authorised signatory of M/s
.....
do

hereby confirm that the contents of the above Affidavit are true to my knowledge and nothing has been concealed there from..... and that no part of it is false.

DEPONENT

Verified atthis.....day of

ATTESTED BY (NOTARY PUBLIC)

DEPONENT

DETAILS OF ALL WORKS OF SIMILAR NATURE COMPLETED

**DURING THE LAST SEVEN YEARS ENDING LAST DAY OF THE MONTH PREVIOUS TO THE
ONE IN WHICH THE BIDS ARE INVITED**

S l. N o	Name of Work / Project & locati on	Owner of sponsori ng Organiza tion, Address & their official E-mail id's	Cost of Work In Lakh)	Date of Com menc emen t As per contr act	Stipu lated Date of com pleti on	Actu al date of com pleti on	Litigatio n/ Arbitrat ion Pending / in Progres s with details*	Name & address/ Telephon e No. of officer to whom reference may be made	Remarks indicating all component of works as per requirement of similar nature of work executed or not.
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

--	--	--	--	--	--	--	--	--	--

* indicate gross amount claimed and amount awarded by the Arbitrator.

Note:- Copy of “Work Orders” and “Completion Certificates” of the above works should also be submitted.

Signature of Applicant

Format for Power of Attorney for authorized signatory

**(To be submitted by bidder on non-judicial stamp paper of appropriate value
& duly attested by Notary Public)**

FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

Know all men by these presents, we (Name of the Tenderer and address of their registered office) do hereby constitute, appoint and authorize Mr / Ms.....(name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for the Project and submission of all documents and providing information / responses to ____ ____, representing us in all matters before ____ ____, and generally dealing with ____ __ in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

(Authorized Signatory of bidder)

FINANCIAL INFORMATION**Name of Firm/ Company: M/s**

1. Financial Analysis - Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last five years duly as submitted by the applicant to the Income tax Department (Copies to be attached) and duly certified by the Chartered Accountant mentioning the membership number issued by ICAI along with the full address.

i) Gross Annual Turnover on construction works for last three years ending 31.03.2024

Financial Year	Annual Turn Over in Indian Rupees (or equivalent to Indian Rupees) as per Audited Balance Sheet
2021-2022	Rs.
2022-2023	Rs.
2023-2024	Rs.
Average Annual Turnover over the past three years	Rs.

ii) Profit / Loss for last Five years ending 31.03.2024

Financial Information in Rs. Equivalent	For year 2019-2020	For year 2020-2021	For year 2021-2022	For year 2022-2023	For year 2023-2024
1. Total Assets					

2. Current Assets					
3. Total Liabilities					
4. Current Liabilities					
5. Profit before Tax					
6. Profit after Tax					
7. Net Worth					

Financial arrangements for carrying out the proposed work.

Solvency certificate from Bankers of the bidder in the prescribed "Form - E".

UDIN No.

Date :

Signature of Chartered

Accountant with Seal

Signature of Applicant

TDS DETAILS FOR PRIVATE SECTOR PROJECTS

S. No.	Name of Work	Name of Clients	Project Cost in Crores	No. And Date of Completion Certificate	Cost of the work on completion in Crores	Payments Received as per TDS In Crores	TDS Corresponding to the Payments	Year wise TDS as per Form-26AS/Form 16A relating to the work
1.								
2.								
3.								

Note: Value of Work done will be considered equivalent to the amount received as per the TDS Certificates.

In case of multiple contracts undertaken from a Client, details of TDS/Form- 26AS for each work mentioned above need to be segregated and given separately.

This form need to be supported with Form-26AS taken in HTML format or Form -16A.

Signature of Bidder with Seal

Signature of Chartered Accountant
With Stamp and Membership Number

UDIN :

FORM OF BANKERS 'CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information that M/s./Shri having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rs.(Rupees.....). This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

DATE : _____

(Signature & Seal)

For the Bank

NOTE (1) Bankers certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.

(2) In case of partnership firm, certificate should include names of all partners as recorded with the bank.

(GENERAL INFORMATION)

-: Structure & Organization:-

1.	Name of Applicant/Company	
2.	Address for correspondence	
3.	Official e-mail for communication	
4.	Contact Person: Telephone Nos. Fax Nos.	
5.	Type of Organization: a) An individual b) A proprietary firm c) A firm in partnership (Attach copy of Partnership)	
6.	Place and Year of Incorporation	
7.	Name of Directors/Partners/Proprietor/ Owner in the organization	
8.	Name(s) and Designation of the persons, who is authorized to deal with HSCC (Attach copy of power of Attorney)	
9.	<u>B</u> <u>a</u> <u>n</u> <u>k</u> <u>D</u> <u>e</u> <u>t</u> <u>a</u> <u>i</u>	

(Signature of Bidder with Seal)

PERFORMANCE REPORT OF WORKS**REFERRED TO IN FORM "A"**

01.	Name of work / Project & Location	
02.	Name of Company/ Firms	
03.	Agreement No.	
04.	Bided Cost	
05.	Executed Cost	
06.	Date of Start	
07.	Date of completion:	
	i) Stipulated date of completion	
	ii) Actual date of completion	
08	(a) Whether case of levy of compensation for delay has been decided or not	YES / NO
	(b) If decided, amount of compensation levied for delayed completion, if any	
09.	Performance Report:	
	a) Qualify of work	Outstanding/ Very Good / Good / Poor
	b) Financial soundness	Outstanding/ Very Good / Good / Poor

	c) Technical Proficiency	Outstanding/ Very Good / Good / Poor
	d) Resourcefulness	Outstanding/ Very Good / Good / Poor
	e) General behavior	Outstanding/ Very Good / Good / Poor
10	Details of arbitration / court cases if any including amount of claim amount of award and present position.	

Dated: _____

Executive Engineer or Equivalent

"FORM - H"

UNDERTAKING

Deleted

GST Registration Details of Contractor/Vender	
Name	
Address (As per registration with GST Department)	
City	
Postal Code	
Region/State (Complete State Name)	
Permanent Account Number	
GSTIN ID/Provisional ID No.: (copy of Acknowledgement required)	
Type of Business (As per registration with GST)	
Service Accounting Code/HSN Code:	
Contact Person	
Phone Number and Mobile Number	
Email ID	
Compliance Rating (if updated by GSTN)	

Signed by an Authorised Officer of the Firm

UNDERTAKING

Deleted

UNDERTAKING

We do hereby **indemnify** HSCC (India) Ltd./ HSCC against all penal action that may be levied/effectuated by any concerned authority for default in any labour regulation/PF/ESI and other statutory requirements of the relevant Acts/Laws related to the work of the contractor and will bear the legal charges, if any, and will pay the legal charges/dues directly to the concerned authority.

Signed by an Authorized Officer of the Firm

“Form-L”

Deleted

FORM OF CONTRACT AGREEMENT

This Agreement made the _____ day of _____ 20_____ between HSCC (India) Ltd. for "....., HSCC Office, Noida (U.P.) and their maintenance"(hereinafter called "HSCC"), Corporate office at E-6(A), Sector-1, Noida (U.P)- 201301 who enters into this Agreement of the one part and M/s (Hereinafter called "The Contractor") of the other part.

Whereas the HSCC (India) Ltd. is desirous that certain works should be executed by the Contractor, viz _____ ("the Works") and has accepted a Bid by the Contractor for the execution and completion of the works and the remedying of any defects therein.

Now this Agreement witnessed as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz :

The Letter of Award;

The said Bid;

Notice Inviting Tender (NIT)

- Instructions to Tenderer (ITT)
- Scope of work

Any other relevant documents referred to in this Agreement or in the aforementioned documents & All the correspondence till award of contract i.e. addendum, LOA etc.

Technical and Financial bids submitted by bidder.

3. In consideration of the payments to be made by the HSCC to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the HSCC to execute and complete the Works and remedy any defects therein in conformity in all respects with the provisions of the Contract.

4. The HSCC hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying of defects therein the Contract Price or only such other sums as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

In Witness whereof the parties hereto have caused this Agreement to be executed the day and year first before written.

Signed, Sealed, and Delivered by the Said

Binding Signature of [HSCC] for and on behalf of HSCC (India) Ltd.

Binding Signature of Contractor

In the presence of

Witness (1) :

Witness (2) :

LITIGATION HISTORY

(On letterhead of the applicant)

Applicants should provide information of litigation history regarding Quality related Matter/ court case/ Investigation/ arbitration is pending in any project executed.

Name of Bidder/ Applicant: M/s							
Year	Name of the work/ Project	Name of the Client, with Address	Title of the court Case/ Arbitration/	Detail of the Court/ Arbitrator	Status Pending / Decided	Disputed Amount (Current Value, the equivalent) in case of Court Cases/ arbitration	Actual Awarded Amount (Rs) in decided Court Cases/ arbitration

Authorized Signatory of bidder

Annexure - Bidder's Declaration
(to be submitted on letterhead)

Subject: Declaration on Non-Collusion and Related Entity Participation

To

[Procuring Authority Name],

[Address]

We, the undersigned, do hereby declare that:

We are submitting our bid for [Tender Name / ID] in our own name and not in collusion with any other bidder.

We have not entered into any agreement or understanding with any other bidder, directly or indirectly, to influence the bidding process.

We hereby declare that we (tick the appropriate option):

☐ Do not have any common director/partner/beneficial owner with any other bidder.

☐ Have common director/partner/beneficial owner with the following entity(ies):

Name of Entity: _____

Director/Partner in Common: _____

Nature of Relationship: _____

(Attach additional sheet if required)

We understand that failure to fully and truthfully disclose such relationships may result in:

Rejection of our bid,

Blacklisting from future tenders,

Reporting to the appropriate authority including the CCI.

We declare that the information provided above is true and correct to the best of our knowledge and belief.

Authorized Signatory

(Signature, Name, Designation, Date)

(On Company Letterhead with Seal)

FORMAT FOR EMD/ BID SECURITY BANK GUARANTEE

(To cover payment of Bid Security and Conditions of Contract)

(On a stamp paper of appropriate value from any Nationalised Bank or Scheduled Bank)

To
HSCC (India) Limited,
E-6(A), Sector 1,
Noida – 201 301

Dear Sir,

In consideration of your agreeing to accept Bank Guarantee for Rs. (Rupees) in lieu of payment from M/s having its /their registered office at (hereinafter called the Bidder) towards Bid Security in respect of your Tender no. calling for Tender for at and for due fulfilment of the terms and conditions of the said Tender, we hereby undertake and agree to indemnify and keep you indemnified to the extent of Rs (Rupees).

In the event of any loss or damages, costs, charges or expenses caused to or suffered by you by reason of any breach or non-observance on the part of the Bidder of any terms and conditions of the said Tender, we shall on demand and without cavil or argument, and without reference to the Bidder, irrevocably and unconditionally pay you in full satisfaction of your demand the amounts claimed by you, provided that our liability under this guarantee shall not at any time exceed Rs (Rupees).

This guarantee herein contained shall remain in full force and till you finalise the Tender and select the Tender as per your choice and it shall in the event of the said Bidder being selected and entrusted with the said work, continue to be enforceable till the said Bidder executes the Agreement with you and commences the work as stipulated under the terms and conditions of the said Tender have been fully and properly carried out by the said Bidder and accordingly discharges the guarantee.

We also agree that your decision as to whether the Bidder has committed any breach or non-observance of the terms and conditions of the said Tender shall be final and binding on us.

We undertake to pay the consultant (HSCC (India) Ltd.) any money so demanded by the consultant notwithstanding any dispute or disputes raised by the Contractor(s) in any suit or proceedings pending before any Court or Tribunal relating thereto, our liability under this present being absolute and equivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such a payment.

This guarantee shall continue to be in full force and effect for a period of 180 days from the date of submission of Bid i.e. valid up to DD/MM/YYYY .

Notwithstanding the above limitations, we shall honour and discharge the claims preferred by you within thirty days of expiry of this guarantee.

We shall not revoke this guarantee during its currency except with your previous consent in writing. This guarantee shall not be affected by any change in Constitution of our bank or of the Bidder firm. Your neglect or forbearance in the enforcement of the payment of any money, the payment whereof is intended to be hereby secured or the giving of time for the payment hereto shall in no way relieve us our liability under this guarantee.

Dated this day of

Yours faithfully,

For and on behalf of

The.....Bank.

Signature of authorized bank official

Name:

Designation:

Stamp/Seal of the Bank:

INTEGRITY PACT

To,

.....
.....

Sub:

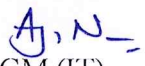
Dear Sir,

It is hereby declared that HSCC is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting TENDER (NIT) is an invitation to offer made on the condition that the Applicant will sign the integrity Agreement, which is an integral part of TENDER documents, failing which the Applicant will stand disqualified from the TENDER process and the application of the Applicant would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the HSCC.

Yours faithfully


GM (IT)



INTEGRITY PACT
(Pre-contract integrity pact on Non-judicial Stamp Paper of INR 50)

To,
GM(IT)

HISCC (India) Limited
E-6(A), Sector-1,
Noida-201301

Sub: Submission of TENDER for the work of

Dear Sir,

I/We acknowledge that HISCC is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the TENDER document.

I/We agree that the Notice Inviting TENDER(NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of TENDER documents, failing which I/We will stand disqualified from the TENDER process. I/We acknowledge that THE MAKING OF THE TENDER SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main TENDER, which will come into existence when TENDER is finally accepted by HISCC. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 6 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the TENDER, HISCC shall have unqualified, absolute and unfettered right to disqualify the Applicant and reject the TENDER.

Yours faithfully

(Duly authorized signatory of the Applicant)



A handwritten signature in blue ink, consisting of a stylized 'A' followed by a flourish.

To be signed by the Applicant and same signatory competent / authorized to sign the relevant contract on behalf of HSCC.

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day of 20
.....

BETWEEN

HSCC (India) Limited, represented by GM (IT), HSCC (India) Limited (hereinafter referred as the '**HSCC**', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

..... (Name and Address of the

Individual/firm/Company) through (Details of duly authorized signatory) (Hereinafter referred to as the "**Applicant**" and

which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS HSCC has floated the TENDER (TENDER No. HSCC/IT/TENDER/2024-25/06) (hereinafter referred to as "TENDER") and intends to empanelment, under laid down organizational procedure, TENDER for "....." hereinafter referred to as the "**TENDER**".

AND WHEREAS HSCC necessarily requires full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Applicant(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "**Integrity Pact**" or "**Pact**"), the terms and conditions of which shall also be read as integral part and parcel of the TENDER documents and TENDER between the parties.

AND WHEREAS In order to achieve these goals, HSCC will appoint Independent External Monitor(s) (IEM(s)) who will monitor the TENDER process and the execution of the TENDER for compliance with the principles mentioned hereinunder

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

[Handwritten signature]



Article 1: Commitment of HSCC

HSCC is committed to follow the principle of transparency, equity and competitiveness in public Procurement.

(1) HSCC commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of HSCC, personally or through family members or through any other channel, will in connection with the TENDER, or the execution of the TENDER, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) HSCC will, during the TENDER process, treat all Applicant(s) with equity and reason. HSCC will, in particular, before and during the TENDER process, provide to all Applicant(s) the same information and will not provide to any Applicant(s) confidential/additional information through which the Applicant(s) could obtain an advantage in relation to the TENDER process or the TENDER execution.

(c) HSCC shall endeavour to exclude from the TENDER process any person, whose conduct in the past has been of biased nature.

(2) If HSCC obtains information on the conduct of any of its employees, Applicant(s) which constitutes a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, HSCC will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Applicant(s)

1. It is required that each Applicant (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to HSCC all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the TENDER process and throughout the negotiation or empanelment of a TENDER.

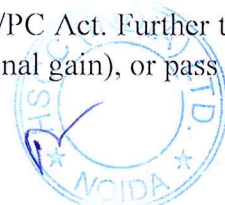
2. The Applicant(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the TENDER process and during the TENDER execution:

(a) The Applicant(s) will not, directly or through any other person or firm, offer, promise or give to any of HSCC's employees involved in the TENDER process or execution of the TENDER any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the TENDER process or during the execution of the TENDER.

(b) The Applicant(s) will not enter with other Applicant(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary, submission or non-submission of TENDER or any other actions to restrict competitiveness or to cartelize in the TENDER process.

(c) The Applicant(s) will not commit any offence under the relevant IPC/PC Act. Further the Applicant(s) will not use improperly, (for the purpose of competition or personal gain), or pass on

A.N.



to others, any information or documents provided by HSCC as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Applicant(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Applicant(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign Principal or the foreign Principal directly could participate in a TENDER but not both. It shall be incumbent on the Indian Agent and the foreign Principal to adhere to the relevant guidelines of the Government of India, issued from time to time regarding availing of services of Indian Agents for Foreign Suppliers. The Applicant(s) shall disclose details mentioned in the "Guidelines of Indian Agents of Foreign Suppliers. Also as mentioned in the Guidelines, all the payments made to Indian agent/representatives shall be in Indian Rupees only.

(e) The Applicant(s) will, when presenting his TENDER, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the empanelment of the TENDER.

(f) Applicant(s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEM(s) and shall wait for their decision in the matter.

3. The Applicant(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4. The Applicant(s) will not, directly or through any other person or firm indulge in fraudulent practice, wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of HSCC's interests.

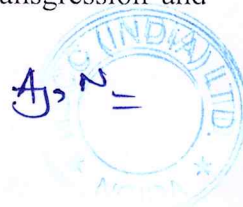
5. The Applicant(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the TENDER process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to HSCC under law or the TENDER or its established policies and laid down procedures, HSCC/ shall have the following rights in case of breach of this Integrity Pact by the Applicant(s) and the Applicant or accepts and undertakes to respect and uphold HSCC's absolute right:

1. If the Applicant(s), either before empanelment or during execution of TENDER or during the validity of the Integrity Pact has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, HSCC at its sole discretion after giving proper opportunity to the Applicant(s) shall have powers to disqualify the Applicant(s) from the TENDER process or terminate/determine the TENDER, if already executed or exclude the Applicant from future TENDER empanelment processes for that reason, without prejudice to any other legal rights or remedies available to HSCC under the relevant provisions of the TENDER. The imposition and duration of the exclusion will be determined by the severity of transgression and

A



determined by HSCC. Such exclusion may be forever or for a limited period as decided by HSCC.

2. Criminal Liability: If HSCC obtains knowledge of conduct of an Applicant or of an employee or a representative or an associate of an Applicant or which constitutes a criminal offence within the meaning of IPC/PC Act, or if HSCC has substantive suspicion in this regard, HSCC will inform the same to the Chief Vigilance Officer

Article 4: Previous Transgression

1. The Applicant declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the TENDER process.
2. If at any point of time during the TENDER Process or after the empanelment of TENDER, it is found that the Applicant has made an incorrect statement on this subject, he can be disqualified from the TENDER process or terminate/determine the TENDER, if already executed or action can be taken for banning of business dealings/ holiday listing of the Applicant as deemed fit by HSCC.
3. If the Applicant can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, HSCC may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Applicants

1. The Applicant(s) undertake(s) to demand from all sub-vendors a commitment in conformity with this Integrity Pact. The Applicant shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its sub- vendors.
2. HSCC will enter into Pacts on identical terms as this one with all Applicants.
3. HSCC will disqualify Applicants, who do not submit, the duly signed Pact between HSCC and the Applicant, along with the TENDER or violate its provisions at any stage of the TENDER process, from the TENDER process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the TENDER or/Vendor 12 months after the completion of work under the TENDER or till the continuation of defect liability period, whichever is more and for all other Applicants, till the TENDER has been empanelled.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/determined by the Competent Authority of HSCC.

A, NS



Article 7- Independent External Monitor(s) (IEM(s))

1. HSCC shall appoint competent and credible Independent External Monitor, nominated by the Central Vigilance Commission, for this pact in case of all works with estimated cost in excess of Rs.5 crores. The task of the Monitor is to review independently and objectively, the cases referred to it to assess whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. In case of non-compliance of the provisions of the Integrity Pact, the complaint/non-compliance is to be lodged by the aggrieved party with the Nodal Officer only who shall be nominated by the MD, HSCC. The Nodal Officer shall refer the complaint/non-compliance so received by him to the aforesaid monitor.
3. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor shall report to MD, HSCC.
4. The Applicant(s) accepts that the Monitor shall have the right to access without restriction all project documentation of HSCC including that provided by the TENDER or. The TENDER or will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The Monitor is under TENDER obligation to treat the information and documents with confidentiality.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform HSCC and request HSCC to discontinue or take corrective action, or to take other relevant action(s). The Monitor can in this regard submit non-binding recommendations. However, beyond this, the Monitor has no right to demand from the parties that the act in a specific manner and/or refrain from action and/or tolerate action.
6. The Monitor will submit a written report to the MD, HSCC within 4 to 6 weeks from the date of reference or intimation to him/her and, should the occasion arise, submit proposals for corrective actions for the violation or the breaches of the provisions of the agreement noticed by the Monitor.
7. If the Monitor has reported to the MD, HSCC of a substantiated suspicion of an offence under relevant IPC/PC Act, and the MD, HSCC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Chief Vigilance Officer.
8. Issues like Warranty/Guarantee etc. shall be outside the purview of the IEMs.
9. The role of the Monitor is advisory and would not be legally binding and is restricted to resolving issues raised by the Applicant.
10. The word "Monitor" means Independent External Monitor and includes both singular and plural forms.

Article 8- Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the Registered Office of HSCC, i.e., New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing.
3. If the Applicant is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by





board resolution.

4. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by HSCC in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

6. In view of the nature of the Integrity Pact, the Integrity Pact is irrevocable and shall remain valid even if the contract is terminated till the currency of the Integrity Pact.

Article 9- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the TENDER and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the TENDER documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....
..... 

(For and on behalf of Principal)

(For and on behalf of Applicant)

WITNESSES:

1
(Signature, name and address)

2
(Signature, name and address)

Place: Dated:

