

भारतीय भेषजी परिषद्

(स्वास्थ्य एवं परिवार कल्याण मंत्रालय के अंतर्गत सांख्यिक निकाय)

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कामये दुःखतपानाम् प्राणिनामार्तिनाशनम्

PHARMACY COUNCIL OF INDIA
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Government of India

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CORRIGENDUM 2

This is in reference to the RFP titled “Engagement of a Managed Service Provider (MSP) for Provision of Cloud Services at the Pharmacy Council of India (PCI)” uploaded on GEM Portal with the bid reference number GEM/2026/B/7966123 dated 27.08.2026.

Accordingly, Council has published Corrigendum 1 dated 17.09.2026 and subsequently, few queries were received after publishing the corrigendum.

Based on the queries received from multiple bidders, it is hereby informed you regarding the updates/changes/clarifications in respect to the queries wherever applicable as under:

1. Change: BOQ (Annexure C) titled Indicative Bill of Material

Sl. No.	Environment	Category	Item Description	Tentative Specifications/Configuration
B3	Production	Database	Managed PostgreSQL	Managed RDBMS with full PostgreSQL wire-protocol compatibility, 3-node HA (auto-failover), 64 GB RAM serverless compute capacity, 1 TB SSD/NVMe per node, SSL/TLS mandatory, automated backups (30-day PITR), encryption at rest (AES-256), read replicas support, connection pooling, 10,000+ concurrent connections, should vertically auto-scale compute (without reboot) based on workload demand.

2. Change: Ref. Section 9.3 (2) titled CSP Pre-Qualification Criteria

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
8.	Machine Learning and DevSecOps Capability	The Cloud Service Provider (CSP) should have native Machine Learning capabilities, enabling users to automatically select suitable models and hyperparameters for their data. The CSP should also have capability for seamless integration with native/managed MLOps and/or DevSecOps capabilities for operationalizing and securely deploying Machine Learning models.	Undertaking on CSP letterhead with link (URL) to public facing website having the service and functionality description.

3. Change: Ref. section 10 titled Technical Qualification Criteria

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
3.	Technical Certifications: CMMI Level 5 TIA-942 (Tier 4)	Maximum Marks: 5 Marks • CMMI Level 5: 2 Marks • TIA-942 (Tier 4): 3 Marks	Valid copy of certification as on bidding due date.

4. Change: Ref. Section 9.3 (2) titled CSP Pre-Qualification Criteria

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
10.	Experience	The CSP should have successfully implemented / commissioned at least five (5) projects of DC & DR with Cloud services provided on MeitY (Ministry of Electronics and Information technology) empaneled cloud for any central/state Govt./PSU/Public listed Enterprises or government body in India during last three (3) financial years ending 2025-2026. Each project cost must be at least 1 cr. Per annum.	Work order/ contract along with the completion certificate from client.

Note: The aforesaid clause is hereby deleted from this RFP.

5. Change: Refer to section 7 titled Project Timelines

B. Operations, and Maintenance		
The bidder shall provide end-to-end operations, maintenance, and support services for the hosted cloud infrastructure and applications, including continuous monitoring, incident management, patching, security updates, performance optimization, and SLA compliance reporting. The bidder shall ensure submission and acceptance of periodic SLA adherence reports covering uptime, performance, security, and service levels.	Week 8 – Week 260	Submission of SLA Compliance Report, Incident Reports with RCA, Monitoring & Health Reports, security and patch compliance report, Cost & Utilization Report, Service Desk & Support Report, and Audit Compliance & Closure Report etc.

6. Change: BOQ (Annexure C) titled Indicative Bill of Material

The revised header for the Annexure C (Indicative Bill of Material) is as under:

Sl . No.	Environ ment	Categ ory	Item Descrip tion	Tentative Specifications/Confi guration	Un it	Qty (Estimat ed) PART A - digiphar med	Qty (Estimat ed) PART B - National Single Window Registra tion Platfor m	Tot al Qty (A+ B)	Unit Rate based on public price (INR)/M onth	Total Amount A - digiphar med (INR)/M onth	Total Amount B - (INR)/M onth	Total Amount (INR)/M onth
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In this new header, “Unit Price” as quoted in RFP to be read as “Unit Rate based on public price (INR)/Month)”.

Rest of the BOQ line items for the cloud services remains same in alignment with relevant Updation in the corrigendum issued by the council including corrigendum 1 and corrigendum 2. Further the calculation section of the BOQ shall be read as under:

Previous Format in RFP	Updated Format
Total Monthly Amount	Total Monthly Amount (as per applicable CSP Public/List Pricing) = ₹ _____
GST @18% (Assumed)	Proposed Uniform Discount on CSP Public/List Pricing = _____ %
—	Total Monthly Amount after Applying Discount = ₹ _____
—	GST @18% (Assumed) = ₹ _____
Total Monthly Amount Inclusive of Taxes (X)	Total Monthly Amount Inclusive of Taxes (X) = ₹ _____

Annual Cost Y = (X × 12)	Final Annual Cost after Discount (Y) = X × 12 = ₹ _____
Overall Project Cost Z = Y × 5	Overall Project Cost for 5 Years (Z) = Y × 5 = ₹ _____

Therefore, the revised Annexure C (Indicative Bill of Material) can be viewed as under:

[illegible]

													Amount (as per applicabl e CSP Public/Li st Pricing)	
													Proposed Uniform Discount on CSP Public/Li st Pricing (%)	
													Total Monthly Amount after Applying Discount i.e. Offered Monthly Price	
													GST @18% (Assume d)	
													Total Monthly Amount	

7. Clarifications in respect to the queries received on various pointers as under:

S. No.	Queries Raised	Clarification
Clarification 1	The RFP requires a Client Satisfaction Certificate/Statement signed by a competent authority for qualifying project experience. We request that a CA Certified Value Certificate may also kindly be accepted as an alternative, along with supporting project documents such as Work Order, Purchase Order, Contract, Completion Certificate, Invoice, etc., to enable evaluation of qualifying project experience under the applicable marking criteria.	A CA Certified Certificate may be considered for establishing qualifying project experience, provided it is submitted along with the corresponding valid Work Order/Contract with clearly defined scope of work. The CA Certificate shall clearly certify that 100% of the applicable Work Order/Contract amount has been settled against the said project, thereby confirming completion of the financial value of the Work Order/Contract.
Clarification 2	CSP PQ #9 (DR Site): "Proposed DR site should be decided based on the risk assessment to confirm that the DR location does not share the same risks of the proposed primary Data Centre or seismic zones i.e. DC and DR must have different seismic zones." BoQ (e.g., Item A6, Production): "Managed Kubernetes... HA control plane (multi-AZ)..." — i.e., the BoQ requires multi-AZ high availability within the region. Queries raised regarding clarification on BOQ/CSP Pre-Qualification Criteria.	For the purpose of uniform interpretation of the RFP, wherever the term "Multi-AZ" is cited independently, it shall be read and construed as "Multi-Availability Zone (Multi-AZ)/High Availability architecture across independent fault domains." Accordingly, the proposed CSP shall support Multi-Availability Zone (Multi-AZ)/High Availability architecture across independent fault domains, wherever Multi-AZ/HA has been specified in the RFP/BoQ. The CSP shall provide relevant public-facing technical documentation/URL demonstrating such capability for the proposed region. The existing requirement regarding Primary DC and DR separation based on risk assessment, including placement in different seismic zones, shall remain unchanged.
Clarification 3	Similar Multiple queries related to fixed pricing, USD-INR Conversion flexibility, absence of baseline rate for	Council clarifies that cloud services shall be billed on a Pay-as-you-Go (PAYG) basis based on actual

	the RFP commercial purpose etc.	consumption during the respective billing period. Where CSP pricing is denominated in foreign currency, the applicable publicly verifiable conversion rate as per RBI Reference for the respective billing period shall be considered, while payment shall be made in INR only. Any reference to fixed/firm rates in the RFP shall apply to the baseline/reference pricing of the related services for the said contract within the cited BOQ line items, committed discount, service charges and other fixed commercial components, and not to actual consumption-based cloud billing. Note: For the purpose of uniform bid comparison and commercial evaluation, all bidders shall consider a conversion rate of ₹95.80 per USD while submitting their Commercial Proposal under this RFP. Any deviation from the prescribed conversion rate shall be treated as non-compliance with the Commercial Proposal requirements and may result in rejection/disqualification of the bid, as applicable.
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ANIL MITTAL
Date: 25-09-2026
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ANIL MITTAL

Registrar-Cum-Secretary