

भारतीय भेषजी परिषद्
(स्वास्थ्य एवं परिवार कल्याण मंत्रालय के अंतर्गत सांविधिक निकाय)
भारत सरकार
आई-300, तीसरी मंजिल, टावर-1, वर्ल्ड ट्रेड सेंटर,
नौरोजी नगर, नई दिल्ली-110029
टेलीफोन नंबर 011-65218900-01
E-mail: registrar@pci.nic.in



काममे दुःखतानाम् प्राणिनामर्तिनाशनम्

PHARMACY COUNCIL OF INDIA
(Statutory body under Ministry of Health & Family Welfare)
Government of India
I-300, 3rd floor, Tower-I, World Trade Centre,
Nauroji Nagar, New Delhi-110029
Telephone No. 011-65218900-01
E-mail: registrar@pci.nic.in

CORRIGENDUM 1

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. In this connection, pre bid queries was held on 31.08.2026 and 01.09.2026 in the PCI Office.

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

The set of changes applicable for the RFP is cited below:

Changes 1:

S. NO Criteria Evaluation Parameters Documents Required	S. NO Criteria Evaluation Parameters Documents Required	S. NO Criteria Evaluation Parameters Documents Required	S. NO Criteria Evaluation Parameters Documents Required
2.	The Bidder should be an authorized partner of the proposed Cloud service provider (CSP).	Maximum Marks: 5 Marks - Up to 2 Years: 2 Marks - More than 2 Years and up to 5 Years: 3 Marks - More than 5 Years and up to 6 Years: 4 Marks - More than 6 Years:	The Bidder should be an authorized partner of the proposed Cloud Service Provider (CSP) and valid confirmation on CSP letter head declaring the same.

5 Marks

Changes 2:

4.	Number of Projects: Experience of the bidder for managing projects related to hosting DC/DR cloud services on MeitY empanelled Government Community cloud/Virtual Private Cloud/Public Cloud for any central/state Govt/PSU or government body under MeITy empanelled CSP only in India during last five FY from bid submission.	Maximum Marks: 10 Marks • More than 5 and less than or equal to 7 Projects: 5 Marks • More than 7 and less than or equal to 10 Projects: 7 Marks • More than 10 Projects: 10 Marks *The project(s) of minimum value INR 1 Cr. Per annum would be considered.	Copy of Work Order / Agreement and client satisfaction certificate/ statement signed by a competent authority should clearly mention the scope of project.

Changes 3:

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
15.	Cloud Native	The CSP should provide cloud-native managed database services for PostgreSQL and MongoDB as managed DBaaS capabilities. PostgreSQL shall be provided as a fully managed database service, while MongoDB shall be provided through a	Public Links and Letter from Authorized

	Database as Service	managed DBaaS offering. The respective services shall meet the required enterprise-grade functionality, security, HA/DR, performance, scalability, backup/recovery, monitoring, support and India data-residency requirements.	signatory on the letter head of the bidder.
--	---------------------	--	---

Changes 4:

Sl. No.	Environment	Category	Item Description	Tentative Specifications/ Configuration	Unit	Qty (Estimated) Part A	Qty (Estimated) Part A
B4	DR	Database	Managed PostgreSQL	Same engine as Production, 1 node, 16 vCPU, 64 GB RAM, 1 TB SSD/ NVMe, async cross-region replication, promotable to primary within RPO < 2 hours	Nodes	1	1

Changes 5:

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) empanelled 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.	Copy of the Work Order/ Contract and Completion Certificate issued by the client to the MSP for the qualifying DC & DR with Cloud Services project, along with the OEM Authorisation issued by the CSP to the MSP for the said project, as evidence of the CSP's involvement in the implementation/ commissioning of the project.

Changes 6:

S. No.	Criteria	Evaluation Parameters	Documents Required
		Maximum Marks: 10 Marks Two (2) qualifying GPU project	

15.	GPU Capability: The bidder should have successfully deployed, implemented, and managed GPU-enabled infrastructure for AI/ML, High-Performance Computing (HPC), Advanced Analytics, or similar compute-intensive workloads for any Central Government Department, State Government Department, PSU, Autonomous Body during the last five (5) financial years ending FY 2025-26, as on the bid submission date.	involving at least 25 GPUs capability per project: 4 Marks • Three (3) qualifying GPU project involving at least 25 GPUs capability per project: 7 Marks • Four (4) or more qualifying GPU project involving at least 25 GPUs capability per project: 10 Marks	Work Order / Purchase Order and Completion Certificate; or Client Certificate clearly indicating the GPU infrastructure deployed and managed and any other documentary evidence demonstrating the deployed GPU capacity.
-----	--	---	--

Changes 7:

Section - 8.2 Earnest Money Deposit (EMD)

ii. EMD can be either in the form of account-payee DD/FDR/Insurance Surety Bond (ISB) drawn in favour of 'Registrar-cum-Secretary, Pharmacy Council of India' payable at New Delhi, or a Bank Guarantee issued by any Nationalized/ Scheduled/ Commercial Bank of India, in the format provided in Annexure A, Form A.2, as applicable."

Changes 8:

Section - 9.3 Evaluation of Pre-Qualification Bids

a) Pre-Qualification Proposal Format

xi. A CSP may partner with multiple MSPs and issue Letters of Authorization to such MSPs for participation in the RFP. However, each MSP shall partner with only one CSP for this RFP and shall submit its bid based on the CSP so authorised.

The set of Clarifications being issued by the council as applicable for the RFP is cited below:

1. Clarification for Section 10, S. No. 3

- CMMI Level 5 is separately specified under the Technical Qualification Criteria for the MSP/bidder entity and shall be

considered for award of technical marks as per the scoring methodology prescribed in the RFP. Therefore, the certification to be submitted is for the MSP.

- TIA-942 Tier 4 is applicable to the CSP/data centre facility proposed for delivery of the services, and the relevant CSP/facility shall hold the applicable certification. Therefore, the certification to be submitted is for the CSP.

2. Clarification for Section 5.2.5, S. No. 2

- The migration shall be planned and executed with minimal disruption, with the objective of near-zero downtime and zero data loss, subject to the technical feasibility and approved migration plan. The bidder shall undertake appropriate migration planning, scheduling, coordination with the existing System Integrator at PCI, data-integrity validation, reconciliation, and rollback/fallback measures as specified in the RFP.
- Application/workload-specific RPO/RTO requirements, where applicable, shall govern the respective workload. Relevant source inventory, access arrangements, dependencies and cutover/freeze windows shall be mutually coordinated and finalized during the detailed migration planning phase.

3. Clarification for Section 5.2.7, S. No. 24

- The database environment currently comprises a mix of PostgreSQL and MongoDB databases, depending on the underlying application architecture. The Council shall provide the available application/database inventory and relevant technical information during the assessment/discovery phase, subject to applicable security, confidentiality and access requirements. The inventory provided during discovery shall be validated and assessed by the bidder as part of the implementation and further monitoring of DB.
- The bidder shall remain responsible for identifying the applicable databases, assessing the environment, sizing the required monitoring components and providing the database activity, privileged activity, replication, health and performance monitoring capabilities as specified in the RFP. Any additional databases identified during discovery that fall within the defined scope shall

also be considered in the proposed monitoring solution.

4. Clarification for BOQ Section Generic Queries

- The Council clarifies that the required services shall be provided through CSP-managed services as specified in the RFP/BoQ. Third-party or externally integrated managed services shall not be accepted as an alternative to the specified native managed cloud services. The proposed services shall be fully managed by the CSP and shall meet all applicable functional, technical, security, compliance, performance, scalability, availability, SLA, integration, support and requirements specified in the RFP.

5. Clarification for Section 6.3 and Section 7

- PCI will provide available information and access required for assessment and migration planning. The indicative migration quantity is approximately 40 TB, subject to application review. The data comprises of majorly text inputs, pdf documents, images etc.

6. Clarification 6 – Project Background & Objective

- The RFP provides the available information on PCI's existing applications and infrastructure. Detailed application architecture, integration points, current infrastructure configuration and dependencies shall be assessed and documented during the Assessment & Discovery phase as part of the bidder's scope.
- The tech stack for the upgraded web application is For DigiPharmed and PRTS: Database: PostgreSQL (typer ORM); Backend: Nest JS (Node JS); Frontend: Next JS (React); Mobile Application: Flutter.
- **E-office:** Database: PostgreSQL (transactional, workflow and metadata of e-office application) and MongoDB (to store and retrieve documents uploaded by user to enable HA and scalability).

7. Clarification for Section 5.2.3, S. No. 23

- A CSP managed DevOps service is accepted in lieu of a separately licensed platform, provided it meets all RFP

requirements and provides PCI with complete rights, access, control and implementation capabilities for all existing, ongoing and future projects.

8. Clarification for section 9.3, S. No. 8

- The requirement for CSP-native Machine Learning capabilities and seamless integration with native DevSecOps services only. Any Typo error regarding DevOps may be treated as DevSecOps.

9. Clarification for Section 5.3/ BOQ

- The BOQ provides 10 TB/month or the specified minimum data transfer/egress allowance prescribed under the RFP, as applicable, at zero cost, the bidder shall indicate the applicable free allowance and the CSP's published rate, if any, in the Remarks column and may quote "0" as the unit rate in the BoQ. No separate charges shall be payable for the specified minimum allowance and may quote the applicable rate accordingly.

10. Clarification for section 9.3, S. No. 5 or wherever required

- For this RFP, "Managed" shall mean a CSP managed service operated, maintained, patched, monitored, scaled and SLA-supported directly by the proposed CSP. Third-party services deployed on CSP infrastructure and managed by the MSP/third party shall not be accepted as an alternative.
- The RFP already specifies the pricing condition that the applicable service/rate shall be available on the proposed CSP's official website/public pricing, as applicable.

11. Clarification for section 11

- Detailed current-infrastructure state information will be established during Assessment & Discovery, covering infrastructure, applications, databases, integrations, security and migration readiness. Bidders are required to conduct their own assessment. As of now, approx. 40 VMs (OCPU ranging from 4 GB to 16 GB or higher as applicable; and memory ranging from 16 GB to 128 GB or higher as applicable) are being currently used for different applications of the council.

Therefore, based on these changes, organisations are requested to accordingly submit their technical and commercial proposal.

Digitally signed by

ANIL MITTAL

Date: 16-09-2026

18:08:23

(ANIL MITTAL)

Registrar-Cum-Secretary