

Sl. No.	Pre-Bid Query	Response
1	Will the hosting infrastructure (server, firewall, SSL, etc.) be managed by NHSRC or should the vendor provision it?	Both websites are already hosted on servers managed by the hosting provider. The AMC agency will need to coordinate with the team as needed.
2	Does redesign include only UI/UX changes or backend functionality too? Will NHSRC provide design inputs?	Can include both UI/UX changes and backend functionality. NHSRC will be providing design inputs.
3	Is the vendor responsible for major version upgrades (e.g., Drupal 9 to 10)?	Yes, the vendor is responsible for major version upgrades. However, the vendor needs to assess the compatibility of the new version with the existing website to ensure that the upgrade does not break the website.
4	Please clarify the expected frequency for full-site and log backups. Where should backups be stored?	Full-site backups can be performed weekly, while log and database backups should be performed daily. Backups should be stored locally, with database backups stored both on the server and locally.
5	Should the vendor deploy their own tools for 24x7 monitoring? Any preference on monitoring tools or protocols?	Yes, the vendor can deploy their own tools for 24x7 monitoring. There is no specific preference.
6	Are functional specifications or mockups available for the new modules like the recruitment page?	Yes
7	Should components like STQC certification and redesign be quoted separately or as part of the maintenance cost?	STQC certification should be included as part of the contract. And Redesign is also part of the maintenance.
8	Will the performance security need to be extended in case of contract extension?	Yes, the performance security will be held and returned at non-extension or expiration of the contract.
9	How many onsite visits are expected during the contract? Will travel costs be reimbursed?	On-site visits are expected only when necessary. In such cases, travel costs will be borne by the agency.
10	What is the expected turnaround time for uploading content provided by NHSRC?	The expected turnaround/response time is 15 minutes. If the task is taking longer, updates should be provided every 2 hours. The task should be completed within 12 hours at most.
11	What formats and contents are expected for uptime, security, and update reports?	Standard format
12	Will any feature additions or new modules during the year be covered or separately billed?	Covered
13	Where the both of the website has been hosted. In NIC Server / any other.	Other
14	Current PHP version = PHP 7.4.20. NHSRC wants to update the PHP version of the entire website & updated version of Drupal in the AMC period / not.	if required, Yes
15	Where the uploaded files are stored for the websites. In the server itself / any other Object block storage like AWS S3 / NIC Object Storage / Microsoft Azure Blob etc.	Database Server
16	For uploading of Map, Tenders, Notices etc. – Single file is 20 MB / total files uploaded size is 20 MB. Please clarify.	Single file
17	Please confirm the exact no. of static & dynamic pages are there in both of the website.	Please refer both websites
18	Directory Allocated for divisions: Is this website	Query not clear
19	PMNDP Data: PMNDP data is integrated in the website using APIs / uploaded manually. *If API, who is maintaining the API & what is the format. *What is the size of PMNDP data / per month will be transferred to nhsrcindia.org.	Manually
20	Is the CMS website is theme based & dynamically theme creation / selection option is available.	Custom theme
21	In the Expected Activities during the Maintenance Period section, any new design & additional work, means complete revamping of the website / only Addition of new pages to the existing website. Please clarify.	Addition of new pages/module
22	Onsite Maintenance will be provided / only off-site maintenance will be provided. Please confirm. If onsite maintenance will be provided, it will be one manpower / more. Please clarify.	off-site maintenance
23	CERT-IN Security audit & SQTC certification cost will be managed by the NHSRC / NICSI vendor. Please clarify.	NHSRC
24	How many no. of security audits will be conducted for the NHSRC website on yearly basis. Please specify.	Yearly Basis
25	Who will manage the server? NIC / Hosting Provider.	Hosting Server Provider
26	Where the Periodic Backup data & website source code will be stored? Please specify.	Locally
27	Re-design of Home page as & when required: Kindly confirm how many times in a year Home-page design will be changed.	As and when required
28	Recruitment Page: Workflow flow will be run in the recruitment page once applied by the Candidate / only form submission by candidate & display in NHSRC Admin. Please clarify.	recruitment portal is not part of the this scope, is being maintained seperately.
29	Regarding the Recruitment Page: The scope lists a "New / additional work: Recruitment page". Could you please elaborate on the required features? Is this intended to be a static page listing vacancies, or does it require dynamic functionality like online application forms, user registration, and an admin panel for managing applications?	recruitment portal is not part of the this scope, is being maintained seperately.
30	Regarding Drupal Version Upgrades: The scope includes "Updation of... Drupal version as per requirement". Does this requirement cover only minor version updates and security patches within Drupal 9, or could it include a major version upgrade (e.g., to Drupal 10 or higher) during the contract period?	Yes
31	When was the last security audit performed for https://www.nhsrcindia.org and www.qps.nhsrcindia.org	Jan-25
32	NA	NA