

## Minutes of Pre-Bid Meetings

NIT No: NCBS/IT/E-in-C/02/2026

Date: 08<sup>th</sup> May 2026

**Sub: Works Contract for Maintenance and Development of New/Existing Web Applications (based on Drupal CMS and/or LAMP) at NCBS, Bangalore**

**Committee Members:**

1. Shri. Prasanta Kumar Baruah - Engineer 'F'
2. Shri. Suresh Kumar - Engineer 'F'
3. Shri. Kamesh - Accounts Officer 'D'
4. Shri. Manish Bharti - Scientific Officer 'C'
5. Shri. Jayaprakash - Engineer 'C'

**Vendors:**

1. M/s NSP Global Tech
2. M/s Ipsator Analytics
3. M/s Primenumbers Technologies Private Limited
4. M/s Orange Computers

**Committee welcomed all the participants and briefly explained the scope of work and also discussed the pre-bid queries raised from M/s NSP Global Tech, M/s Ipsator Analytics, M/s Orange Business Services and M/s Primenumbers Technologies Private Limited. The committee clarified all the queries as follow:**

S No.	Queries raised by M/s Primenumbers Technologies Private Limited	Clarification by the Committee
1	Please provide a complete inventory of all websites and applications covered under the contract, including domain/subdomain, public/internal status, purpose, criticality, technology stack, Drupal/PHP version, database version, and hosting location.	<p>The current scope encompasses the management of 70+ websites, 30+ applications, and 5+ open-source platforms deployed across multiple environments.</p> <p>The current scope of work is primarily limited to application-level activities, including development, deployment, operation, and maintenance of websites and applications.</p> <p>The current environment primarily utilizes Drupal 10 for new developments. However, there are existing websites/applications running on Drupal 7, 8, and 9, which are planned to be upgraded or migrated to supported/latest versions as part of ongoing activities. The typical technology stack includes:</p>

	<ul style="list-style-type: none"> <li>• Operating System: Ubuntu Server (CLI-based, without GUI)</li> <li>• Database: MariaDB (MySQL-compatible)</li> <li>• PHP: Version varies depending on the application and Drupal version, aligned with compatibility requirements</li> <li>• The scope of work under this tender is primarily limited to the development of new websites and web applications, as well as the operation and maintenance of existing laboratory websites and applications hosted or developed at the campus.</li> <li>• This includes, but is not limited to: <ul style="list-style-type: none"> <li>◦ Management of multiple public-facing and internal websites/applications</li> <li>◦ Content updates and enhancements</li> <li>◦ Security hardening and routine patching</li> <li>◦ Version upgrades and performance optimization</li> <li>◦ Regular backups and restoration support</li> <li>◦ Application-level monitoring and troubleshooting</li> </ul> </li> </ul> <p>It is clarified that the scope does not extend to infrastructure-level activities such as configuration of network devices (switches/routers), provisioning or installation of servers/virtual machines, or data center/network administration tasks.</p>
<p>2</p> <p>Please provide the Drupal version-wise breakup of the websites: Drupal 7, Drupal 8, Drupal 9, Drupal 10, Drupal 11, or other versions.</p>	<p>The backup and restoration requirements under this scope are as follows:</p> <ul style="list-style-type: none"> <li>• Backup Frequency: Incremental backups performed on a daily and full backup on a weekly basis.</li> <li>• Retention Period: Backup data shall be retained for a minimum period of 30 days.</li> <li>• Responsibility: The contractor shall be solely responsible for performing backups, ensuring data integrity, and executing restoration activities whenever required.</li> <li>• Infrastructure Support: The institute will provide the necessary storage space and mechanism to facilitate backup and retention.</li> <li>• Additionally, the contractor is expected to periodically validate backup integrity and ensure readiness for restoration, as part of standard operational practices.</li> </ul>
<p>3</p> <p>Are any websites or applications running unsupported/end-of-life versions of Drupal, PHP, MySQL/MariaDB, operating system, Moodle, dotProject, phpSchedule/Booked, or any other software?</p>	<p>Yes</p>
<p>4</p> <p>Is migration to newer Drupal/PHP/application versions expected during the contract period? If yes, how many sites/applications are expected to be migrated, and will this be included in the fixed monthly rate?</p>	<p>Yes, refer to response 1.</p>
<p>5</p> <p>Which websites contain custom Drupal modules, custom themes/templates, inline PHP/JavaScript, custom cron jobs, workflows, rules, or non-standard modifications?</p>	<p>Most of the websites contain custom Drupal modules, custom themes/templates, inline PHP/JavaScript, custom cron jobs, workflows, rules, and non-standard modifications.</p>
<p>6</p> <p>Are source code repositories, deployment scripts, database dumps, configuration</p>	<p>Yes, Git-based repositories (primarily GitLab) are used for source code management.</p>

	backups, module/theme inventories, and previous vendor handover documentation available?	The selected bidder is expected to adhere to established best practices, including Drupal coding standards, version control discipline, and structured deployment processes.
7	Is there a separate development/staging environment for each website/application before production deployment? If not, is the contractor expected to create staging environments?	Yes, development of a website / application is done on an on-site resource system or local VM. Once the development is completed the website / application is deployed on the production server.
8	What is the current deployment process for code, configuration, database changes, and content changes? Are tools like Git, Composer, Drush, CI/CD, or configuration management currently used?	Yes, For development and deployment: <ul style="list-style-type: none"> <li>Version Control: Git-based repositories (primarily GitLab) are used for source code management</li> <li>CI/CD &amp; Deployment: Standard workflows are followed; containerized (Docker-based) deployments are used in select cases, based on project requirements; in most case base system deployment is followed.</li> <li>The selected bidder is expected to adhere to established best practices, including Drupal coding standards, version control discipline, and structured deployment processes.</li> </ul>
9	Please provide details of the hosting/server architecture, including number of servers/VMs, OS versions, web server software, PHP versions, database servers, backup systems, monitoring tools, and whether root/sudo/admin access will be provided where required.	Refer to response 1.
10	What is the expected process and turnaround time for security updates, including Drupal core, contributed modules, themes, PHP applications, server packages, and database components?	All websites and applications under this scope are required to adhere to established security best practices and standards. Key expectations include: <ul style="list-style-type: none"> <li>Patch Management: All existing and newly developed websites/applications must be maintained with the latest stable security patches and updates.</li> <li>Secure Development Practices: Applications shall follow industry-standard secure coding guidelines (including OWASP best practices) to mitigate common vulnerabilities.</li> <li>Vulnerability Assessment: Periodic security assessments (such as VAPT) may be conducted internally as required, and identified vulnerabilities must be promptly addressed by the contractor.</li> <li>Access Control &amp; Logging: Necessary access control mechanisms and audit logging should be implemented to ensure traceability and accountability of system activities.</li> <li>Compliance: Applications should meet applicable security guidelines and achieve acceptable security compliance scores as defined by the institute or relevant authorities.</li> <li>The contractor will be responsible for ensuring continuous security compliance across all managed applications</li> </ul>
11	Are there any known unresolved vulnerabilities, recurring bugs, failed cron jobs, performance issues, broken forms, email delivery issues, or unstable	Yes there are recurring bugs, failed cron jobs, performance issues, broken forms, email delivery issues, or unstable websites/applications at present. As for security the website /

	websites/applications at present?	application are required to adhere to established security best practices and standards and secure accordingly.
12	What backup systems are currently in place for code, files, databases, and server configurations? What backup frequency and restore-testing frequency are expected?	Refer to response 2. However, limited coordination with respective internal teams/vendors may be required where application deployment or maintenance activities interface with underlying infrastructure.
13	How will the 95% uptime SLA be measured: per website, per server, per application, or overall service? Will approved maintenance windows, NCBS network issues, power issues, ISP issues, or NCBS-controlled infrastructure issues be excluded?	SLAs will be defined based on industry best practices and may include: <ul style="list-style-type: none"> <li>Severity-based response and resolution timelines for incidents and service requests</li> <li>Application uptime and availability targets for critical systems</li> <li>Defined escalation matrix and support windows</li> </ul> SLA performance will be monitored through mutually agreed reporting mechanisms, including periodic performance reviews.
14	The tender mentions additional responsibilities such as configuring switches/routers, installing servers/VMs, monitoring servers, and checking system logs. Please clarify whether these are mandatory in-scope responsibilities and whether they are included in the same fixed monthly rate.	It is clarified that the scope does not extend to infrastructure-level activities such as configuration of network devices (switches/routers), provisioning or installation of servers/virtual machines, or data center/network administration tasks. However, limited coordination with respective internal teams/vendors may be required where application deployment or maintenance activities interface with underlying infrastructure.
15	Since the scope includes approximately 50 Drupal websites, custom code, inline scripts, migrations, security updates, backups, non-Drupal PHP applications, server monitoring, and possible network/server work, please clarify whether all remediation, upgrade, migration, security hardening, custom-code repair, and new development work must be included within the fixed monthly quoted rate.	Yes
16	Similar-Work Experience Equivalence: PRIMENUMBER TECHNOLOGIES has over 10 years of IT services experience and operates on a SaaS subscription model with approximately 700 active customers (each subscription / annual order Rs. 1-2 Lakhs). While our cumulative annual contract value far exceeds the tender's experience threshold, no single individual work order reaches the Rs. 19,92 / 14,94 / 9,96 Lakhs single-project size. We request NCBS to accept, as an equivalent qualification, the aggregate value of multiple similar SaaS / IT-service contracts whose total value in any financial year is not less than Rs. 19,92 Lakhs (with CA-certified turnover, sample agreements, client letters and TDS proof).	The Committee informed that the bidder is required to submit a copy of the Purchase Order /Work Order clearly indicating the total annual value, along with the corresponding completion certificate and supporting TDS documents.
17	Few vendors raised queries regarding the registration of ESI and PF, seeking clarification on whether it is mandatory, and confirming if the ESI and PF certificates may be submitted within one month from the date of the Work Order.	The Committee clarified that ESI and EPF registration are essential criteria as per the NIT conditions. However, in cases where the bidder has applied for such registrations and the same are under process, the bidder may submit an acknowledgment document as proof of application.

18	Is it mandatory to deploy on-site. does the off-site option avail and resource can come and need weekly once or two.	The Committee clarified that all resources are required to be deployed on-site, and no provision for work-from-home shall be permitted. The working hours shall be from 9:00 AM to 5:30 PM, from Monday to Saturday except national holidays.
----	--	---

S No.	Queries raised by M/s Ipsator Analytics	Clarification by the Committee
1	<p>We request the authority to kindly confirm that experience in development, maintenance, and support of large-scale government web applications/portals executed on equivalent or different technology stacks shall also be considered under similar work criteria. Our organization has successfully executed web development and digital platform projects for Department of Tourism (DoT) Karnataka and IRCTC e-Catering platform, involving enterprise-grade web application development, deployment, integration, and maintenance services. Hence, we request that such experience be considered eligible under "similar technologies" criteria mentioned in the tender.</p>	<p>The Committee clarified that as defined in the NIT document (Page 4), "Similar nature of work" shall be construed to include experience in maintenance and development of new and/or existing web applications, specifically those based on Drupal CMS and/or LAMP stack, or experience in web application development using PHP-based CMS platforms or similar technologies, as well as maintenance and establishment of server setups in terms of hardware.</p>

Apart from the above points, the committee also explained and clarify the following concerns raised by vendors:

1. **General Conditions of Contract:**
  - o The Committee briefed the bidders on the General Conditions of the Contract as outlined in the tender document.
2. **Earnest Money Deposit (EMD):**
  - o The Committee clarified that all bidders possessing a valid MSME certificate are exempted from submission of EMD, subject to submission of valid supporting documents. Other bidders are required to submit the EMD as specified in the tender document. Physical copies of the EMD are to be submitted so as to reach the office **on or before 18.05.2026 (15:00Hrs.)**, in a sealed super scribed envelope mentioning name of work and NIT Number, along with uploading of the scanned copy on the e-tender portal, as per NIT document.
3. **Submission of Documents:**
  - o The Committee informed that all bidders are requested to ensure that all requisite documents/certificates are duly uploaded as part of the Technical Bid. All submissions shall be made online, except for EMD (where applicable).
4. **ISO Certification**
  - o The Committee informed that all bidders are expected to possess valid ISO certification issued prior to the date of the tender notification.
5. **Insurance Requirement:**
  - o The Committee advised that all personnel deployed under the contract may be appropriately covered under ESI or equivalent individual insurance scheme by the contractor.
6. **Resource Deployment and Replacement:**
  - o The Committee emphasized that, in the event any on-site resource is found unsuitable, the contractor may be requested to provide a suitable replacement with comparable qualifications and experience within a reasonable timeframe. The replacement resource is expected to be

familiar with the existing systems and environment. In case of undue delay (beyond 10–15 days) in providing such replacement, applicable penalty provisions, as per tender terms, may be invoked.

**7. Attendance and Availability:**

- The Committee mandated that the Contractor shall designate one member of the on-site team as the 'Lead Coordinator.' This individual shall be responsible for ensuring the daily attendance, punctuality, and consistent availability of all on-site resources at the Client's location to facilitate the seamless execution of project responsibilities.

**8. Statutory Compliance:**

- The Committee clarified that the quoted rates are all-inclusive of all statutory levies GST, wages, contractor OH margin. The Contractor is mandated to submit a 'Statutory Compliance Certificate' with each monthly invoice, confirming the timely settlement of all obligations, including wages, PF, and ESI (or equivalent). The Institute shall bear no responsibility or liability for these statutory obligations.

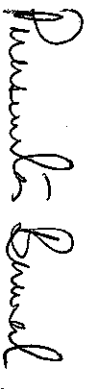
**9. Site Visit:**

- The Committee informed that a site visit is mandatory as per the tender document. Bidders are encouraged to depute their representatives to visit the site after the pre-bid meeting to gain a better understanding of the existing site condition and scope of work.

**10. CV of onsite resource:**

- The Committee informed that, as per the NIT document under Technical Requirements (Point B.2), all technical staff proposed for deployment shall possess a minimum qualification of B.E. or MCA, along with 2–3 years of experience in Drupal development, including module and theme development. The personnel are expected to be well-versed in PHP and MySQL. Further, at least one member of the deployed team shall have a minimum of 4+ years of experience in the same domain, particularly within the LAMP stack.

Following the aforementioned clarifications, all prospective bidders expressed their clear understanding and acceptance of the NIT terms, conditions, and the defined Scope of Work. The Committee noted that no further queries remained unresolved at the conclusion of the meeting.



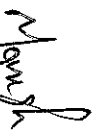
**Prasanta Kumar Baruah**  
Engineer 'F'



**Suresh Kumar**  
Engineer 'F'



**Kameshwar Rao**  
Accounts Officer 'D'



**Manish Bharti**

Scientific Officer 'C'

**Jayaprakash**

Engineer 'C'