

Bureau of Pharma Public Sector Undertakings of India (BPPI)

invites

Expression of Interest (EOI)

For Software supply and maintenance services for Procurement Management

(Reference No: EOI/BPPI/IT/003/Procurement Management software)

Jan Aushadhi Campaign was started in 2008 with key objective of making quality generic medicines available at affordable prices for all, particularly the poor and disadvantaged, through specialized outlets called Jan Aushadhi Stores (JAS). In order to enable a focused and institutional approach to implement the Jan Aushadhi Campaign in particular, BPPI was established in December, 2008 under the Department of Pharmaceuticals, Government of India, with the support of all the CPSUs.

The Bureau has been registered as an independent society under the Societies Registration Act, 1860 in April, 2010. BPPI follows the provisions of GFR, 2005 as amended from time to time, the CVC guidelines, and instructions from the Department of Pharmaceuticals.

After varied success in last five years and to give a new thrust to Jan Aushadhi Campaign, a New Business Plan has been worked out. It aims to extend the geographical coverage of the scheme, by opening more than 3000 stores during the 12th Plan Period. It is proposed to channelize efforts to popularize the scheme in a few selected states and ensure availability of the complete basket of medicines at affordable prices. As proposed in the new business plan, by the end of the current financial year, a minimum of 500 new stores will be opened. The projections for opening of minimum number of stores in the years 2014-15, 2015-16 and 2016-17 are 750, 1000 and 750 respectively.

BPPI invites expression of interest from reputed Software Development firms/ organizations/ Institutions, Central/ State Government Organizations/ Agencies/ Institutions with outstanding performance and proven track record for Development and Implementation of Software Solutions for centralized system for monitoring and complete Procurement Management Information System.

Interested agencies can download the detailed terms of reference for the assignment from the website: www.janaushadhi.gov.in and www.pharmaceuticals.gov.in

Important dates

Availability of documents to download	Sept 16, 2013
Pre Bid Meeting	Sept 25, 2013 at 15:30 hours
Last date of Submission of documents	Oct 7, 2013 upto 15:00 hours
Technical Bid opening	Oct 7, 2013 at 15:30 hours

EOI's must reach the following address by or before the deadline indicated above:

Officer on Special Duty

Bureau of Pharma Public Sector Undertakings of India

IDPL Corporate Office Complex, Old Delhi-Gurgaon Road,

Dundahera,

Gurgaon - 122016, Haryana

Ph. - 0124 4223074, Fax - 0124 2340 370

E-mail: osd.idpl@gmail.com

Contact Person for more details:

Mr. K Chopra OSD, Phone : 0124-4040759, Mobile +91 9711003043, email: ceo.bppi@gmail.com

Terms of Reference

Supply, implementation and maintenance of software solutions for automating the Procurement, Supply Monitoring and Payment systems for Bureau of Pharma Public Sector Undertakings of India

1. Introduction & Issuer

“Bureau of Public Sector Undertakings of India” (BPPI), invites expression of interest from reputed Software Development firms/ organizations/ Institutions, Central/ State Government Organizations/ Agencies/ Institutions with outstanding performance and proven track record for Development and Implementation of Software Solutions for centralized system for monitoring and complete Procurement Management Information System in accordance with the terms, conditions and manner prescribed in this Expression of Interest document. The eligible bidders may submit their response in prescribed manner to reach the OSD, Bureau of Pharma Public Sector Undertakings of India, IDPL Corporate Office Complex, Old Delhi-Gurgaon Road, Dundahera, GURGAON 122016 by 7 Oct, 2013 15:00 hours.

2- Purpose

Given the aim and considering the magnitude of the project, “Bureau of Public Sector Undertakings of India” wishes to invite Expression of Interest from professional and reputed IT Services organizations providing similar services for a successful Development and Implementation of Procurement Management Solutions. The purpose of EOI is to assess the capabilities of organizations providing similar kind of services. The detailed scope of work, terms, conditions and parameters for selection of the IT solution/ service provider has been provided in this EOI.

3- Earnest Money Deposit

A refundable amount Rs.50,000 (Rupees Fifty Thousand only) towards Earnest Money Deposit in form of a Demand Draft favouring the “Bureau of Pharma Public Sector Undertakings of India” payable at Gurgaon is to be submitted along with the EOI. A bid submitted without the Earnest Money Deposit would be summarily rejected. The EMD of the unsuccessful bidders would be returned within one month of publication of shortlisting of bidders after Technical

Evaluation. In case of shortlisted bidders, the EMD will be retained till the evaluation process is complete.

5- Critical Information

- 1) Bidder firms/ agencies/ institutions/ organizations are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 2) Bidders are requested to attend a pre-bid conference on Sept 25, 2013 at 15:30 hours as per details provided below.

Critical Information regarding EOI & Bidding

S.No.	Information	Details
1	EOI No. and Date	EOI/BPPI/IT/003/Procurement Management software
2	Date of pre-bid conference	Sept 25, 2013 at 15.30 Hrs.
3	Earnest Money deposit	Rs.50000/- (Rupees Fifty Thousand Only)
4	Last date for submission of Bids	Oct 7 2013 up to 15.00 Hrs
5	Opening of Responses	Oct 7 2013 at 15.30 Hrs
6	Contact Person for queries	Mr. Kuldeep Chopra 0124-4040759 Mobile : +91 9711 00 3043
7	Addressee and Address at which Bid Proposal in response to EOI notice is to be submitted	Officer on Special Duty (OSD), Bureau of Pharma Public Sector Undertakings of India", IDPL corporate office

		Complex, Old Delhi-Gurgaon Road, Dundahera, GURGAON 122016
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6. Objective & Functionality proposed to be covered

BPPI is planning to effectively and efficiently leverage the power of information technology by adopting suitable Business Process Reengineering & process automation solutions which could manage the BPPI in an efficient manner. It is expected that by using the IT enabled tools/application the BPPI can effectively manage the Procurement, Supply Monitoring, Quality Monitoring and Payment Systems. The sole objective of this EOI is that the BPPI is to adopt an efficient web based software solution over a centralized platform.

The areas in which the BPPI plans to adopt web based software solutions along with the envisaged services are as follows:

Drug Procurement Management: It would include modules related to Indenting, Tendering process, receipt and storage at Central Warehouse in Gurgaon, quality control processes and Payment Mechanisms etc. The proposed software must entail the following functionalities:

- Forecasting of items (Both manual & consumption based)
- Preparation of Procurement Plan
- Tender / Bid Processing
 - Capture Bid Document Details
 - Capture Invitation / Publication Details
 - Bid Issue
 - Bid Receipt
 - Evaluation
 - Technical Evaluation
 - Financial Evaluation
 - Price Negotiation
- Award of contract
- Preparation of Supply Orders
- Quality Assurance
 - Post Dispatch Quality Assurance
 - Association of Labs & Items
 - Issuance of Samples to BPPI
 - Common Batch Elimination by BPPI
 - Issuance of Samples to testing laboratories

- Provision to capture test results
 - Stock Monitoring
 - Central Warehouse Information System
 - Receipts
 - Issues
 - Shortage / Damage
 - Freeze / Recall
 - Supplier Invoice & Payment Sanctioning
 - Capture Invoice details
 - Capture Liquidated Damages
 - Capture other deductions like: Sales Tax, Service Tax etc
 - Capture Advance Payment Details
 - Sanctioning of budget
 - Release of Payment
 - Management Information System Reports
 - Exception Reports
 - Management Reports
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- Prepare documentation [user manual, administrator manual, training manual etc.] and train the end users and system administrators
 - Provide on-site problem solving and Maintenance support for a period of 1 year after successful implementation of the proposed software application

7- Scope of the Project

BPPI wishes to shortlist eligible bidders with appropriate expertise and experience to design, develop, implement and manage the Web Based Procurement Management system. It is expected that the envisaged system/ solution would be completely transaction based as well a Comprehensive Management Information System with inbuilt Decision Support System. The scope of work should be both general in nature as well as some components which will be specific to the project.

The general scope of work is outlined as follows

1. The proposed system plans to implement the following Business Process Re-engineering wherever it is feasible.
2. Comprehensive Management Information System and inbuilt Decision Support Systems with analytical & graphical reports
3. Adherence to IT security and data backup best practices with inbuilt arrangements for,
 - **Security:** The following should be in place in the Internet Data Center
 - a. Firewall
 - b. IDS (Intrusion Detection System)
 - c. IPS (Intrusion Prevention System)
 - d. Antivirus and Anti spamming services
 - e. Regular Security Audits.
 - **Disaster recovery:** Should be able to provide the following services
 - a. Backup and recovery
 - b. Shared SAN (Storage Area Network) and NAS (Network Attached Storage)
 - c. Dedicated Data Recovery facility

It is envisaged that bidder will suggest the hardware and networking equipment required for the application as a part of the Software Requirements Specification Inception Report. The selected bidder would be responsible for getting the web based application tested and certified for quality and security from any Govt. of India certified Software Quality Certifying Authority/ Auditor at a cost to be quoted in the financial bid.

4. Adopt an appropriate development model ensuring adherence to the following points and timely delivery of the envisaged solutions.

- **Study & Design**

Preparation of System Requirement Specification (SRS) document containing detailed requirement analysis including functional requirement, Interface Specifications, application

security requirements Architecture design, Logical and Physical Database design Programming Logic, Workflows etc.

- **Development & Supply**

- a) Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, and Load Test Plan).

- b) Development of Application Software.

- c) Testing & Resolution of defects/bugs found in User Acceptance Testing (UAT).

- d) The successful bidder would be responsible for getting the application software tested and certified for quality and security from any Govt. of India certified Certifying Authority/ Auditor.

- **Implement**

- a) Implementation of the Software Application accepted after UAT and STQC Certification.

- b) Coordinate with Third Party / NIC as decided by the BPPI for uploading the application at the Third Party / NIC Premises.

- c) Provide all necessary documentation relating to software like Training Manuals and literature, Systems Administration Manuals, User manuals, Installation Manuals, Operational Manuals, Maintenance Manuals, etc.

- d) Provide User Training/ Undertake Handholding. The selected bidder shall provide training to BPPI as per mutually agreed plan:

- **Maintenance & Support**

- a) Maintain and Support the Software Application till one year from the date of complete & successful rollout.

- b) The selected vendor will have to develop the web based solution (s) as envisaged in this document and implement the new application within 1 month of the receipt of work order.

- c) The source code so developed will be property of the BPPI and the source should be made available to BPPI with appropriate documentations.

- d) The selected vendor should execute a Service Level Agreement for the committed performance of the software.

- e) The parameters for the performance will be mutually finalized.

- **Time Frame**

As time is the essence, it is desired by BPPI that the software Supply and Implementation for the Procurement Management System should be completed within a time frame of 1 month after signing of the contract otherwise Lequidated damages (LD) will be charged @ 2% per week subject to maximum 10%

Preference will be given to bidders who are acceptable to this time frame.

8. Eligibility Criteria

1. Only agencies fulfilling the eligibility criteria as mentioned below are eligible to bid for this project.

Consortium, joint ventures formed for the purpose of this project are not eligible to bid for this project.

2. Companies should not have been declared ineligible/blacklisted by any State or Central Government. The bidder shall produce a self-certification declaring the same.

Bidders must ensure that they have to comply with all criteria that have been classified here under

The applicant should be a legal entity - a sole proprietorship / partnership firm, a company, a trust or a society, fulfilling the following conditions:

- Should have been in existence for at least 5 years as on date.
- Should have at least 5 years' experience in providing similar solutions / services to government entities
- Should have implemented similar solutions to at least one State / Central Governments / PSU's
- Should have had an average annual turnover of Rs 5 crores in the last three financial years but minimum 5 crore turnover on 2012-2013
- Preference would be given to firms who have executed at least 1 similar work for Central Government department / organization and produce Work orders / client certificate
- Should be registered with the Income Tax authority and other statutory bodies as relevant for entities engaged in providing similar services

- Should have experience of having executed similar work for a Central Government Department / Organisation with value of Rs. 25 lakhs or more and produces work order / client certificate.

9. Technical Proposal

The applicant is required to prepare and submit a technical proposal indicating the following:

- Proof of Incorporation of the legal entity
- Proof of turn over: Copies of audited balance sheets / Income-Expenditure statement or a letter of certificate issued by the auditors of the applicant indicating the annual turnover in the last 3 years.
- Details of the experience for having executed or in the process of executing at least one similar works for a State / Central Government Department/ PSU's with work orders / satisfactory certificate issued by the client(s) must be attached in support of experience.
- Methodology proposed for implementing the assignment, indicating (a) time proposed for completing the software customization & implementation phase, (b) size of the team for customization and implementation phase and the skills-set and role for each member of the team, and (c) similar details for the team proposed for the maintenance phase
- Valid proof of Income Tax. Sales Tax and Service Tax Filing of returns.
- Should propose a Domain Expert with 5 years of experience in having implemented logistics models across the country. The proposed consultant should be there throughout the completion of the project and should not be replaced with alternative persons during the project

12. Evaluation Procedure

The Expressions submitted by the agencies shall be evaluated by an Evaluation Committee to be constituted for the purpose. The evaluation shall be a 3-step process as outlined below:

Step-1: Assessment of capacity and experience on the basis of documentary evidence submitted

The technical proposal shall be evaluated on the basis of documentary proof provided therein for the parameters as shown in the table below

Parameters for assessment
Organization should be in existence for minimum for 5 years.
Audited Balance Sheet indicates that the average Turnover of the organization in the last three financial years has been more than Rs 5 crores
Evidence that similar work has been done by the Agency for at least 1 client [work order / certificate issued by the client should be included in technical proposal]. Weightage will be given for more no of clients.
Evidence that the agency has experience of having executed similar work for a Central Government Department / Organisation with value of Rs. 25 lakhs or more and produces work order / client certificate.
CV of the Domain expert indicates that s/he has relevant Experience of more than 5 years

Step-2: Assessment of presentation

All bidders who fulfill above conditions will be invited to make a presentation before the selection committee explaining the methodology proposed for implementing the assignment.

Step-3: Inviting financial bids from successful bidders who have qualified in step two.

All bidders who qualify after assessment of presentation as in step two will be asked to submit financial bid within 7 days. As per format attached Form F

11. Payment Terms

The lump sum fees quoted by the bidder shall be paid as stage-wise payments on achieving milestones as detailed below:

Payment Milestone	% of the total contract fees
Submission of Inception & Requirements Specification Report	10%
Development of the Procurement Management Software and Demonstration	10%
Pilot implementation and User Acceptance Testing	30%
Completion of Final Implementation and Go Live	40%
Warranty Period of one year (2.5 % payable at end of every quarter)	10%

The bidder should submit a Performance Bank Guarantee 10% of total contract value valid for one month beyond the Defect Liability period of one year.

13 Annual Maintenance charges : The bidder will have to indicate annual maintenance charges for maintenance of complete software alongwith broad terms of maintenance contract which will be signed before warranty period is over.. AMC charges will be added to software development cost for evaluation of L1 bidder. AMC charges should be given as enclosed in annexure attached.

13. Procedure for Submitting Proposal

The proposals of Technical bid are required to be submitted along with bank drafts for Rs. 50,000 (point 3) as EMD.

14. Resolution of Disputes

The BPPI and the Bidder shall make every effort to resolve, amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract,

ARBITRATION AND JURISDICTION

In the event of any dispute arising out of this Agreement or in connection of this Agreement between the parties hereto, the same will be referred for the arbitration to a sole arbitrator which shall be appointed with the mutual consent of the parties and the arbitration shall be at Delhi only, failing which the parties will move to the court of competent jurisdiction for the appointment of the sole arbitrator and the parties hereto agree and undertake that the decision of the sole arbitrator either appointed by mutual consent or by the court of competent jurisdiction shall be final and binding on both the parties. The courts at Delhi will only have jurisdiction in connection of this Agreement.

15. Other Terms & Conditions

- a. The Bidder shall prepare and submit documents in a sealed envelope.
- b. The proposal shall be prepared in indelible ink. It shall contain no alteration or overwriting.
- c. All pages of the proposal must be sequentially numbered and shall be initialed by the Authorized signatory of firm/legal entity.
- d. The proposal can be submitted either personally or by post ensuring that the proposal has reached to the designated office on or before the last date and time of the submission.
- e. Any proposal received by the BPPI after the above deadline shall be rejected and returned unopened to the Bidder.
- f. The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered and rejected. No correspondence will be entertained on this matter.
- g. BPPI shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- h. BPPI reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

- i. The deadline for submission of the bids is **15:00 hours**, Oct 7, **2013**. The date and venue for presentations by short-listed bidders shall be communicated separately.
- j. An applicant should submit only one proposal. If an applicant submits or participates in more than one proposal, all such proposals shall be disqualified
- k. A Bid Security of Rs. 50000 (Rupees Fifty Thousand only) in the form of Demand Draft from any commercial bank in favour of “Bureau of Pharma Public Sector Undertakings of India” should also accompany the Proposal. Bid Securities of unsuccessful bidders will be returned to them within 30 days of short listing after technical bids.
- l. Each page, Form, Annexure and Appendices of the Technical Proposal must be signed by the Authorized signatory of the firm /legal entity.
- m. BPPI reserves the right to accept or reject one or all applications without giving any explanation

Sd/

Officer on Special Duty (OSD)

Bureau of Pharma Public Sector Undertakings of India
IDPL Corporate Office Complex, Old Delhi-Gurgaon Road,
Dundahera,

Gurgaon - 122016, Haryana

Ph. - 0124 4223074, Fax - 0124 2340 370

E-mail: osd@gmail.com

Form T

Letter of Transmittal

To

Officer on Special Duty(OSD)

Bureau of Pharma Public Sector Undertakings of India

IDPL Corporate Office, IDPL Complex, Old Delhi-Gurgaon Road,

Dundahera,

Gurgaon – 122016, Haryana

Sir,

We, the undersigned, offer to provide the technical services for automating the operations of the BPPI in accordance with your Request for Proposal dated

We are hereby submitting our Proposal for the assignment. The proposal is placed in the attached envelope along with EMD of Rs. 50,000

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misrepresentation of facts may lead to our disqualification and /or blacklisting and /or forfeiture of bid security.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that the BPPI is not bound to accept the lowest financial bid or any proposal or to give any reason for award, or for the rejection of any proposal

We confirm that we have the authority of [*Insert Name of the Agency/Firm*] to submit the proposal and to negotiate on its behalf.

Yours truly

Signature of authorized person

Cost of Maintenance

TO

Bureau of Pharma Public Sector Undertakings of India

(Reference No: EOI/BPPI/IT/003/Procurement Management software)

Name of the agency

Description of work	Amount per year in Rs.	Taxes and Duties	Total cost in figures and words
Cost for Maintenance of the software for second year			
Cost for Maintenance of the software for third year			
Cost for Maintenance of the software for fourth year			
Cost for Maintenance of the software for fifth year			

Signature:

Date :

Name :

Designation :

[These must be the signed by the same person(s) who have signed the letter of transmittal].