

# **BUREAU OF PHARMA PUBLIC SECTOR UNDERTAKINGS OF INDIA (BPPI)**

## **(SET UP UNDER THE DEPARTMENT OF PHARMACEUTICALS, GOVERNMENT OF INDIA)**

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No: BPPI/SC/MAH/32/2015/2

Dated: 04.11.2015

### **CLARIFICATION & CORRIGENDUM**

**Subject:** Invitation for Expression of Interest (EOI) to solicit interest for Implementation of Information Technology System and Distribution Network System for Jan Aushadhi Scheme(Tender Ref No: BPPI/SC/MAH/32/2015)

**Reference:** Pre-Bid conference held on 28.10.2015 at 02:30 PM in the premises of BPPI

Following bidders attended the pre-bid conference

- PwC
- EY
- Rolta India
- Ebix Software India Pvt. Ltd.
- Silvertouch Technologies Ltd.
- Excellon Software Pvt. Ltd.
- HP
- MicroPark Logistics
- Advante Code Worx
- RICOH India Ltd.

Based on the written queries received from the bidders, provided below is the response of BPPI

## Clarification

S. No.	Reference in RFP	Page No.	As appearing in the original published EoI	Query	Clarification
1	Part III: Bidding Terms and Evaluation Criteria  Pre-Qualification Criteria - Statutory requirement	18	Drug License-Copy of the drug license if already available or an undertaking to obtain the required license(s) within the stipulated time period after the issue of LoI	Dilution Required: Drug License- Copy of the drug license from bidder or consortium member or partner if already available or an undertaking to obtain the required license(s) within the stipulated time period after the issue of LoI	The drug license or the undertaking is acceptable from sole bidder or consortium member or subcontracted party (whoever is responsible for distribution part)
2	Part II: Scope of Services  Scope of Work – Proposed Distribution system – Drug license	14	The Bidder should either have a valid drug license for the states it would operate within or procure the same within 15 days from the date of issue of LoI	The Bidder or consortium partner should either have a valid drug license for the states it would operate within or procure the same within 30 days from the date of issue of LoI.	The drug license or the undertaking is acceptable from bidder or consortium member or subcontracted party (whoever is responsible for distribution part).  The period to procure the same would be specified in RFP.
3	Part I: General Terms  Goal of this Expression of Interest (EoI)	4	Bureau of Pharma Public Sector Undertakings of India (BPPI) invites expression of interest from bidders for selection of Service Provider(s) for IT system and Distribution system for Jan Aushadhi Scheme.	We understand EOI looks for service providers for IT service as well as for distribution. These are two different domain, it is difficult to find the combination where IT company needs to have distribution channels. We would request to amend the EOI proposal to provide the consortium or allowed to sub-contract; if it	Consortium or subcontracting for the distribution scope of services is allowed. The lead bidder shall be responsible for execution of the project and contract compliance.

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				subcontracts then drug license should be required at the time of Sub-Contract.	
4	Part II: Scope of Services  Scope of Work – Proposed Distribution system	12	The partner will implement a distribution system initially in the state of Maharashtra. BPPI is planning to open 100 stores initially in the state of Maharashtra. The stores shall be located across the state.	EOI document specifies 100 stores, whereas in EOI meeting it was indicated to have 300 stores across State of Maharashtra. Please clarify exact no of stores to open in piloting project in initial phase.	BPPI has indicated 100 as tentative number of stores to be opened as per application for store opening and interest from various agencies.
5	Part II: Scope of Services  Background – Need for the Expression of Interest	8	To achieve this, BPPI will select a Distribution Partner that will handle the supply chain logistics from receipt of drug in the supplier warehouse till the Jan Aushadhi stores.	1. Is Warehouse creation Responsibility of the bidder? 2. How many ware houses are required per state? 3. State wise warehouse is needed or district wise warehouses are required. Please clarify in detail. 4. Who will decide location of warehouses of bidder.	The central warehouse at Gurgaon is being operated by BPPI. The bidder is expected to create all infrastructure needed to handle the distribution channel within the state. It's up to bidder to plan for the number of warehouses and location within state to meet the required SLA. Bidder would bear all logistics costs after products are supplied at their warehouse in respective states by BPPI.

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6	Part II: Scope of Services  Background – Need for the Expression of Interest	8	The system would provide complete visibility and transparency in the operations of the Jan Aushadhi Scheme.	We understand that all facility other than IT infra will be provided by the authority, please confirm.  We understand that all Operational cost for warehouse will be managed by bidder, please confirm.	BPPI will facilitate all support needed for successful implementation of the project at the central level. All logistics including infra and manpower to manage the distribution at state level is responsibility of the bidder.
7	Part II: Scope of Services  Scope of Work – Proposed IT system	9	The IT system would be implemented across the country in phases.	At how many places this type of system to be implemented ?	The IT application will be hosted in a data center the same will be accessed by BPPI officials at Gurgaon and the stores. Initially only the stores in Maharashtra will be accessing the application and on successful implementation the application will be rolled out to stores in all the states.
8	Part II: Scope of Services  Scope of Work – Proposed IT system	9	a) Phase I – To be completed within 3 months from date of award of contract	Looking to the requirement 3 months is less, request you to change with 6 months.	BPPI would prefer a COTS solution and hence the implementation timeline is expected to be 3 months.
9	Part II: Scope of Services  Scope of Work – Proposed IT system	9	Operations and Maintenance of IT infrastructure	We understand that O&M is required at bidders place not at Aushadhi stores.	O&M will be at site of deployment of IT infrastructure. In case in the RFP if the hardware at Jan Aushadhi Stores is required to be supplied by the bidder then maintenance of IT infrastructure at stores will also be responsibility of the bidder.

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10	Part II: Scope of Services  Scope of Work – Proposed IT system	10	Procurement System : Support online process for tendering: e-Tendering system	Can you elaborate about e-Tendering system ?	Please refer to corrigendum Point 5
11	Part II: Scope of Services  Scope of Work – Proposed IT system	9	III. Training and Capacity Building <ul style="list-style-type: none"> <li>• Training and Capacity Building requirement</li> <li>• Preparation of User manual and Online training modules</li> <li>• Imparting of regular refresher trainings</li> </ul>	Is it repetitive training or single training, also clarify no. of users, location and who will provide all resources and infra for training?	The training would be onetime for the BPPI staff. However, at Jan Aushadhi store level the training needs to be provided as and when new stores are opened. Refresher trainings also shall be responsibility of the bidder as per a pre-decided schedule in case of enhancements in IT application.
12	Part II: Scope of Services  Scope of Work – Proposed Distribution system	12	For delivery to stores, the maximum time taken will be within 48 hours after confirmed order from the Jan Aushadhi stores, penalty would be levied post SLA for delivery.	We understand that 48 hours will be considered for available product in stores only. In case Aushadhi not available in store or not provided by authority than Penalty will not be applicable to the bidder.	The 48 hours SLA is against the available item with the Distribution partner at local warehouse. However it is responsibility of Distribution partner to ensure that in demand medicines are available for supply.
13	Part II: Scope of Services  Scope of Work – Proposed Distribution system	13	Responsibilities of the bidder for distribution scope of services  Manage reverse supply chain: Collect expired, returned or unsold products	Who will bear costing of Reverse supply chain i.e. store to bidder place and bidder place to BPPI store?	The distribution partner will bear the reverse supply chain cost. BPPI will bear the expired/ returned product cost limited to certain percentage of turnover.

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			from the Jan Aushadhi stores and return them to BPPI or dispose them, as decided by BPPI.		
14	Section 1.4, Existing Software Application	8	Existing Software Application	As per our understanding EOI specifies there are already two softwares are operational at HO and Stores. Will these software be completely replaced? In case, existing software to be replaced, will it impose any kind of data migration as well?	Yes, The software will be completely replaced. All the legacy data from the financial year 2014-15 onwards needs to be migrated. BPPI will provide the data to be migrated in suitable format. Further details would be provided at RFP stage.
15	Part II: Scope of Services  Scope of Work – Proposed Distribution system	13	Receive Jan Aushadhi drugs at its warehouse and deliver to stores : Receive the Jan Aushadhi drugs at its warehouse and supply to the Jan Aushadhi stores as and when ordered	Please clarify whether it is sales / supply and distribution or only collection and distribution.  Who will decide sell, Purchase rate including Margin of bidder in case of sell and purchase is there	It is sales/supply and distribution. The distribution partner will purchase the products from BPPI and sell the same to Jan Aushadhi Stores.  The rates and margins are decided by BPPI and are fixed.
16	Part II: Scope of Services  Scope of Work – Proposed Distribution system	13	Provide minimum 60 days' credit period to Jan Aushadhi stores against the medicines supplied.	What is assurance of full payment from Store to the bidder?  Will bidder get any kind of credit limit from authority, please confirm.	It is the responsibility of the bidder to collect the payment from the stores. As per the current practice private stores provide Payment before dispatch and in case of Govt. operated stores credit period of 60 days is given by distributors.  The bidder will be provided

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					appropriate credit period by BPPI as mentioned in EoI. The details would be provided at RFP stage.
17	Part II: Scope of Services  Scope of Work – Proposed Distribution system	14	Take insurance for the Jan Aushadhi products against spoilage, damage, theft, loss, for the duration that the partner will be in possession of the same.	Can you give details about quantum of value/ volume to be insured	Once the handover of drugs has been taken by the bidder, insurance is their prerogative. However, insurance during transit to bidder's warehouse shall be provided by BPPI.
18	Part III: Bidding Terms and Evaluation Criteria  Conditions under which this EoI is issued	17	The bidder shall bear all the costs for participation in the bid process including preparation of responses to the EoI and presentation to BPPI and must be ready to undertake this activity on its own.	When presentation is expected? Also provide brief points about presentation.	The tentative presentation date would be 3-4 days after date of submission of bid. The bidders will be informed 3 days in advance. The presentation should focus on the solution proposed and any tools/solution can be demonstrated during presentation. Each bidder would be given 30 min time to presentation followed by 10 minutes for Questions to bidder.
19	Part III: Bidding Terms and Evaluation Criteria  Pre-Qualification Criteria	19	The Bidder or the subcontracted logistics partner should have provided logistics services to at least 1 project, with an annual consignment worth more than Rs. 2 Crores, during the last five financial years	Can Subcontracted partner disclosed at later stage means at RFP stage, please confirm.	Any subcontracted party/consortium needs to be disclosed at EoI stage

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20	Part III: Bidding Terms and Evaluation Criteria  Evaluation Criteria	20	IT/ITeS projects involving services to Government/PSU of value above Rs. 10 Cr each, during the last three years. 2 projects = 7 Marks 3-4 projects = 10 Marks More than 4 projects = 15 Marks	1. 2 projects = 10 Marks 2. 3-4 projects = 13 Marks 3. More than 4 projects = 15 Marks  We have a extensive experience of implementing large scale solution for companies who have an annual turnover of more than Rs.1,000 Crores. They are public limited or part of very large group.	Please refer to corrigendum point 2
21	Part III: Bidding Terms and Evaluation Criteria  Pre-Qualification Criteria - Domain experience	18	The bidder should have completed atleast 2 large projects having IT/ITES component worth above 5 crores each, involving services to Government/PSU in India, during last five financial years.	Request to kindly modify the clause as follows: The bidder should have completed atleast 2 large projects having IT/ITES component worth above 5 crores each, involving services to Government/PSU in India, during last <b>Seven</b> financial years.	Please refer to corrigendum point 6
22	Part III: Bidding Terms and Evaluation Criteria  Evaluation	19	Average annual turnover of the company for the last 3 financial years  1. Rs. 50 Crores to 75 Crores: 5 Marks	1. Rs. 1- 5 crores : 5 marks 2. Rs. 5-10 crores : 10 marks 3. Above 10 crores : 15 marks  We think for the IT component of the project, a company with less than Rs.	The clause remain unchanged



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	Criteria		2. Above Rs. 75 to 100 Crores: 10 Marks 3. Above Rs. 100 Crores : 15 Marks	20 Crore is capable of executing a project like this.	
23	Part III: Bidding Terms and Evaluation Criteria  Evaluation Criteria	19	Marks IT System = 20 marks	IT System = 30 marks	The clause remain unchanged
24	-	-	-	Selection procedure of the Vendor not specified.	This EoI has been issued only for the purpose of finalization of terms of reference. The selection criteria would be specified in detail in the RFP.
25	-	-	-	Number and profile of users	The current project will be implemented in a single state. Hence the final number of users will increase significantly at the pan India roll-out stage. The system shall be scalable in terms of increasing role based users. However, a tentative number will be provided in the RFP.
26	-	-	-	Will there a possibility of multiple suppliers/ manufacturer for same medicine. If yes will the supplier selection be manual or will the selection be expected from the system	There could be multiple suppliers for the same medicine. The selection of the vendor is done through manual tendering currently.

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				and with what logic.	
27	-	-	-	Will the IT hardware and software be the proprietary of BPPI or the Partner after the implementation.	Yes, the IT hardware and software will be the property of BPPI after implementation.
28	-	-	-	Are the supplier/ manufacturer be connected to the BPPI eco-system.	The supplier manufacturer will be connected to BPPI IT system to the extent of confirmation of procurement order, update status of order and tracking payments.
29	-	-	-	Please clarify the term bidder.	The bidder means lead bidder or consortium partner.

## Corrigendum

S. No.	Reference in RFP	Page No.	As appearing in the original published EoI	Query	Corrigendum
1	Part III: Bidding Terms and Evaluation Criteria  Pre-Qualification Criteria - Domain experience	19	The Bidder or the subcontracted logistics partner should have provided logistics services to at least 1 project, with an annual consignment worth more than Rs. 2 Crores, during the last five financial years	The Bidder or the subcontracted logistics partner should have provided logistics services to at least 1 project, with an annual consignment worth more than Rs. 1 Crores, during the last five financial years	<b>The Clause may be read as</b>  The lead bidder or the consortium partner or the subcontractor (whoever responsible for the distribution scope of services) should have provided logistics services to at least 1 project, with an annual consignment worth more than Rs. 2 Crores, during the last five financial years
2	Part III: Bidding Terms and Evaluation Criteria  Evaluation Criteria	19	IT/ITES projects involving services to Government/PSU of value above 10 Crores each, during last three years. 2 Projects = 7 Marks 3-4 Projects =10 Marks More Than 4 projects =15 Marks	Request to kindly modify the clause as follows: IT/ITES projects involving services to Government/PSU/ Autonomous bodies of value above 10 Crores each, during last <b>Seven years.</b> <b>1 Projects = 7 Marks</b> <b>2 Projects =10 Marks</b> <b>More Than 3 projects =15 Marks</b>	<b>The Clause may be read as</b>  IT/ITES projects involving services of value above 5 Crores each, during last five financial years. 2 Projects = 7 Marks 3-4 Projects =10 Marks More Than 4 projects =15 Marks
3	Part III: Bidding Terms and Evaluation Criteria  Evaluation Criteria	19	No. Of Projects where bidder has provided Logistics Services for annual consignment worth above 2 crores.	Request to kindly modify the clause as follows: No. Of Projects where <b>bidder/Consortium Partner</b> has provided Logistics Services	<b>The Clause may be read as</b>  No. of Projects where lead bidder or consortium partner or subcontractor (whoever is responsible for

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			1 Project = 7 Marks 2 or more projects = 10 Marks	for annual consignment worth above 2 crores. 1 Project = 7 Marks 2 or more projects = 10 Marks	distribution scope of services) has provided Logistics Services for annual consignment worth above 2 crores. 1 Project = 7 Marks 2 or more projects = 10 Marks
4	Part III: Bidding Terms and Evaluation Criteria  Evaluation Criteria	20	Number of resources working with the Bidder organization as on 31st March 2015 1. 300-500 resources = 5 Marks 2. 501-1000 resources = 7 Marks 3. Above 1000 resources = 10 Marks	1. 50-100 resources = 5 Marks 2. 100-200 resources = 7 Marks 3. Above 200 resources = 10 Marks	<b>The Clause may be read as</b>  Number of resources working full time with the lead bidder organization as on date of submission of bid  1. 100-200 resources = 5 Marks 2. 201-500 resources = 7 Marks 3. Above 500 resources = 10 Marks
5	Part II: Scope of Services  Scope of Work - Proposed IT System - Broad functional requirements of the IT system	10	Procurement System  <ul style="list-style-type: none"> <li>Support the two-envelope system for procurement</li> <li>Support online process for tendering: e-Tendering system</li> </ul>	-	<b>The points stands deleted</b>
6	Part III: Bidding Terms and Evaluation Criteria  Pre-Qualification Criteria	18	The Bidder should have satisfactorily completed at least 2 large projects having IT/ITeS component worth above Rs. 5 Crores each,	Request to kindly modify the clause as follows: The bidder should have completed atleast 2 large projects having IT/ITES component worth	<b>The Clause may be read as</b>  The Bidder should have satisfactorily completed at least 2 large projects having IT/ITeS

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			involving services to Government/PSU in India, during the last five financial years.	above 5 crores each, involving services to Government/PSU in India, during last Seven financial years.	component worth above Rs. 5 Crores each, during the last five financial years.
7	Part I: General Terms  Tentative Calendar of Events	5	Last date for submission of EoI Response - 09-11-2015 (At 3:00 PM )  Opening of EoI Responses - 09-11-2015 ( At 3:30 PM)	Also request you to give sufficient time for making qualitative response after publishing final clarification by authority.	<b>The Clause may be read as</b>  Last date for submission of EoI Response - 17-11-2015 (At 3:00 PM )  Opening of EoI Responses - 17-11-2015 ( At 3:30 PM)