

RFP for Supply, Installation, Integration and Implementation of Retail Pharmacy Chain Software.

Ref: HLL/CHO/RBD/IT/RFP/2017-18/2 dt. 12.07.2017

Extension of Last Date	Last date for submission of Bids	Up to 11th Aug 2017 by 15.00 hrs.
	Opening of Technical Bids	11th Aug 2017 by 15.30 hrs.

PRE-BID MEETING HELD ON 21st July 2017- CLARIFICATIONS/AMENDMENTS

Mandatory Eligibility Criteria

Sl. No.	Page No.	Clause	Relevant Clause of RFP requested for Clarification/Amendment	HLL's Clarification/ Amendment
1	9	3.b)	The bidder should have successfully implemented the proposed solution in at least one Pharmacy having a minimum of 10 counters having 10 computers in which the proposed solution installed.	The bidder should have successfully implemented the proposed solution in at least one Pharmacy having a minimum of 5 counters having 5 computer systems in which the proposed solution is installed.
2	9	3.c)	The bidder should have above 250 Clients in Pharma Retail, Distribution and CFA/CSA segments	The bidder should have at least 10 Clients in Pharma Retail, Distribution and CFA/CSA segments, and at least one of these clients should have - used more than 100 user licences of the proposed software/used the proposed software at 50 or more centres /outlets. Attach documentary proof in support.
3	9	3.d)	The bidder should have at least one retail pharmacy chain client who use more than 300 user licences of the bidder OR who used the bidder's software at 50 or more centres /outlets. Attach documentary proof in support.	Clause deleted
4	9	3.f)	The bidder firm should have more than 50 employees on their payroll. Attach documentary proof in support	The bidder firm should have more than 25 permanent employees on their payroll. Attach documentary proof in support

5	10	3.m)	The bidder should have a minimum paid up capital of Rs. 25 lakh. Out of the bidder firm's annual turn-over, the turnover from their retail pharmacy software/s business every year for the last 3 years shall be at least Rs. 3 Crore and above.	The bidder should have a minimum paid up capital of Rs. 25 lakh. The bidder firm's annual turn-over every year for the last 3 years shall be at least Rs. 3 Crore and above.
Scope of Work				
Sl. No	Page No.	Clause	Existing Clause as per Tender	HLL's Clarification/Amendment
1	14	2.1	Integration with the currently running software so as to collect, consolidate and made acceptable to the new software, the stock positions in each existing centers and their intends for procurement.	As per the Tender conditions,the choice of integrating all softwares OR migrating/replacement to the new software is with the Bidder
2	15	2.1	Hardware and network requirements.	The successful bidder shall arrange the Cloud services and host the server on cloud and maintain them. Cloud hosting Expenses is under the scope of HLL.
3	15	2.1	Bidder should provide maintenance support for Hardware / Software / Operating System/ Middleware over the period of 5 years from the date of installation each year free of cost.	The clause is applicable when the Service Provider is mainatining any Hardware at their end for the execution of the Project. Eg: Server, Backup Server etc . Please read this clause alongwith the first clause under the title "Hardware and Network requirements"
4	17	3.1.7	Basic Routine expenses	All Petty Cash Expenses/Routine Office Expenses - Paid by Cash or Cheque . E.g, Staff Welfare, Staff Refreshments, Stationery Etc. (Provision to Account even GST Should be there)
5	17	3.2.8	Weight Based Inward System	When bulk quantities are received, it becomes impossible to count and hence qty is measured by an Integrated Weighing Scale. (Mainly used in Warehouse)
6	17	3.3.4	Retail Store Institutional extension for Integrations	HLL Pharmacies are mostly in Hospitals and requires to be integrated with the Hospital system for Prescription, Patient ID and submitting back the bills and accounting reports to the Hospital Entity

7	18	4.1.12	DPCO Flag	In Pharma, Many products comes under Drug price control and same need to be tracked in our system
8	18	4.1.13	Multiple Image	To Store Images of a product. Multiple Required for storing inner/outer pack
9	20	4.3.35	Maximum stock Days	In Pharma, Sales is dynamic and hence inventory levels are maintained based on no. of days of sales.
10	20	4.3.36	Maximum Stock Levels	Certain products required to be maintained at specific level irrespective of sales volumes because of its size, need etc
11	20	4.3.46	Item Wise Order Lot, Maximum Qty., Minimum Qty., Maximum Stock Days, Minimum Stock Days, Sale Days for Order Calculation; Lock for particular store, Order Lot Calculation should have option of Always Ceiling, 1st Ceiling and 2nd onwards rounding or Always Rounding	Item Wise Order Lot - Every item has a order lot when order placed to manufacturer Lock for Particular Store: Certain products are not sold in certain stores and hence the same needs to be blocked Lot Calculation: Certain Products Pack Lot will be limited and hence every requirement will be marked up to nearest upper levels and in certain products where the pack lot is very high, we will need to round off the requirement
12	31	4.33.7	Option to load items BOM must present	BOM- Bill of Materials
13	36	4.59.1	Option for auto download of purchase bills from suppliers to reduce the re- entry work	Supplier Bills will come in Excel and same should be inserted as a purchase in the software to avoid data entry work
14	55	3.12.5	MSMEs are exempted from paying the EMD on submission of the relevant certificates along with the bid documents	MSMEs are exempted from paying the Tender Fees also on submission of the relevant certificates along with the bid documents
15	60	3.2.3	Terms of Payment	Please read the Clause 3.2.3.-Terms of Payment alongwith the Clause. 4.7- Go Live defenitions for better clarity. Payment is linked to Go Live Phases and not specifically to installation of certain number of licences

