

**RFP for Supply, Installation, Integration and Implementation of Retail Pharmacy Chain Software.
Ref: HLL/CHO/RBD/IT/RFP/2017-18 dt. 11.04.2017**

REPLY TO QUERIES/CLARIFICATIONS FROM PROSPECTIVE BIDDER'S FOR THE PRE-BID MEETING HELD ON 24th APRIL 2017

Sl. No.	RFP Reference(s) (section number / page)	Relevant Clause of RFP requested for Clarification/Amendment by prospective Bidders	HLL's Clarification/Amendment
1	General	Tender fee of Rs.1000/- Exemption for MSMEs	MSMEs are exempted from paying the Tender Fees on submission of the relevant certificates along with the bid documents
2	Page. 8- Clause 1.3 a)	The bidder firm should have experience in the development of Pharmacy Software for a period of at least 10 years as on the last date of bid submission.	No Change
3	Page. 8- Clause 1.3 c)	The bidder should have successfully implemented the proposed solution in at least one Pharmacy having a minimum of 25 counters having 25 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 10 counters having 10 computers in which the proposed solution installed.
4	Page. 8- Clause 1.3 d)	The bidder should have above 1000 Clients in Pharma Retail, Distribution and CFA/CSA segments and should have at least one client in the Government/Public sector	The bidder should have above 500 Clients in Pharma Retail, Distribution and CFA/CSA segments and should have at least one client in the Government/Public sector
5	Page. 8- Clause 1.3 f)	The bidder should also have at least 2 clients in online pharmacy space. The bidder should have technical capabilities in Desktop, Web, Android and IOS Solutions	The bidder should also have at least 2 clients in online e-commerce space. The bidder should have technical capabilities in Desktop, Web, Android and IOS Solutions
6	Page. 8- Clause 1.3 h)	The bidder firm should have more than 200 employees on their payroll. Attach documentary proof in support	The bidder firm should have more than 100 employees on their payroll. Attach documentary proof in support
7	Page. 8- Clause 1.3 p)	The bidder should have a minimum paid up capital of Rs.One Crore. The bidder's annual turn-over every year for the last 3 years should be at least Rs. 5 Crore	No Change
8	Page. 35- Item 74	SMS Integration - Recurring Transaction Costs	SMS Charges would be under HLL's scope

9	Page 45: Clause 2.2	Integration and Migration: Platforms & Technologies in use, Effort estimation, API,SDK & database details	Currently, HLL have the following softwares in use; Wondersoft- 7 Centres, Software developed by Broadline Computer Systems, Chennai- 10 centres, Ecogreen- 100 centres HLL will facilitate for providing the details of API,SDK and the details of database as may be required for Integration/Migration
10	Page 47: Clause 2.4	Training- Onsite Training & Pre-requisites	No change
11	Page.55: Clause 3.12.1	EMD for Rs. 2 lakhs - Exemption for MSMEs	MSMEs are exempted from paying the EMD on submission of the relevant certificates along with the bid documents
12	Page. 58: Clause 3.18 -6 &7)	<p>Evaluation and Comparison of Bids:</p> <p>6. Presentation will be evaluated on a total of 50 marks. And every bidder who shall score 75% marks only will be considered for financial bid opening.</p> <p>7. The purpose of demonstration would be to allow the Bidder to demonstrate the product end to end in a real-time environment or selected process from the functional areas, to have a the objective assessment of the features available in the proposed product.</p>	<p>No Change in Clauses.</p> <p>The Scope of the Tender is for supply of a "Commercial off-the-shelf (COTS)" with relevant customisation.</p> <p>The Scope of demonstration and the Marking Pattern would be intimated to the technically qualified bidders before demonstration</p>
13	Page. 59: Clause 3.21	Performance Bank Guarantee for INR 20 lakhs	No change
14	Page 61: Clause 4.3	· Bidder shall execute the basic and detailed design and the implementation activities necessary for successful implementation of the solution in compliance with the provisions of the Contract or were not so specified, in accordance with good industry practice.	No change
15	General Query	Requirement of Security Audit Certificate	Not in the scope of Tender
16	General Query	Technology Stack requirements for the proposed Cloud Server application	No specific preferences but performance and monitoring will be as per SLA with the successful bidder