

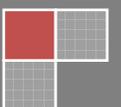
2013

RFP for Providing IT Consultancy & Implementation for Establishing a Integrated Logistics Network connecting Pharma Retail Outlets & Diagnostic Centers of HLL Lifecare

HLL/IT/LOGISTICS/2013-14/1

HLL Lifecare Limited
(A Govt. of India Enterprise)

Corporate Head Office
Thiruvananthapuram-12, Kerala
www.lifecarehll.com



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1. Acknowledgement:

To be returned to the following address on receipt of the RFP documents:

To

Sir,

Senior Vice President (SP & CQA)

HLL Lifecare Ltd, HLL Bhavan, Poojapura,

Thiruvananthapuram -12,

Ph: 0471 2354949

We have received the RFP Document for Selection of a consultant for preparation of the Logistics Network. The RFP document is complete.

<i>Request for Proposal Document Number</i>	<i>HLL/IT/LOGISTICS/2013-14/1</i>
Name of the Bidding Entity	
Name of the Contact Person	
Designation	
Address, with Phone & Fax Numbers and email address	
Date of Receipt	
Signature of Authorised Person with seal	

2. Introduction & Project Background

1. Introduction:

HLL Lifecare Limited (HLL), a Government of India Enterprise registered under Indian Companies Act, 1956, hereinafter referred to as HLL/Client requests for proposal (RFP) and price bids from prospective bidders to establish a Integrated IT Logistics Network to connect with Pharma Retail Outlets & Diagnostic Centers and thereby develop a road map for the phased roll out of a futuristic model for effective logistics, Retail Outlets and provide quality diagnostics at a reasonable cost by establishing state of the art diagnostic centers throughout the country.

About HLL:

HLL Lifecare Limited (HLL) commenced its journey to serve the Nation in the area of healthcare, on 1st March 1966, with its incorporation as a corporate entity under the Ministry of Health and Family Welfare of the Government of India. HLL was set up in the natural rubber rich state of Kerala, for the production of male contraceptive sheaths for the National Family Welfare Programme. The company commenced its commercial operations on 5th April 1969 at Peroorkada in Thiruvananthapuram (formerly Trivandrum). The Plant was established in technical collaboration with M/s Okamoto Industries Inc. Japan.

Two most modern Plants were added, one at Thiruvananthapuram and the other at Belgaum in 1985. Another Plant was added in the early nineties at Akkulam in Thiruvananthapuram for the production of Blood Transfusion Bags, Copper T IUD's, Surgical Sutures and Hydrocephalus Shunt. HLL has grown today into a multi-product, multi-unit organization addressing various public health challenges facing humanity. HLL has been declared a Mini Ratna Company by the Government of India and upgraded as a Schedule B PSU.

HLL has also launched several initiatives in the services sector – for medical infrastructure development, diagnostic centers and procurement consultancy. These have been conceived to bring about a whole new realm of accessible, affordable healthcare delivery to every citizen. Over the years each of the initiatives taken up by HLL has been targeted towards making quality healthcare available at the doorstep of every family. Associate Institutions of HLL namely HLPPT and Life Spring Hospitals have ensured that healthcare delivery reaches the underserved and vulnerable populace, at an affordable cost.

HLL business is classified into six business units namely

- a. Condoms & FMCG
- b. Hospital Products
- c. Pharma & Other Contraceptives

- d. Procurement and Consultancy Services
- e. Infrastructure Development
- f. Healthcare Services

The domestic distribution of various products marketed by SBUs is catered to customers on a pan-India basis through 16 distribution centers. The management of the distribution centers is now handled by the Logistics Division having its base at Chennai, Tamil Nadu

Present Distribution Scenario:

Presently HLL has a pan-India distribution network covering 7 manufacturing units, close to 1.5 lakh retailers, nearly 100 distributors, 3000 stockiest, 12 CFAs and 4 depots spread across different parts of India. It may be noted that the present logistics division of HLL has adopted third party logistics (3PL) and company-owned-company-operated (COCO) distribution model for distributing our product range. During the year 2010-11, HLL has implemented ERP system covering all distribution centers across India

2. Project Background:

Today the logistics division of HLL handles more than 50 brands, service more than 3000 stockists. The need for faster order fulfillment cycles and reduction of inventory levels are mounting by the day. The diversification of HLL into the 6 different business units further adds to the supply chain requirements. Further, in line with the Universal Health Coverage envisaged by the Government of India, HLL proposes to roll out generic drug outlets in a phased manner in Government Hospitals pan India. HLL currently is in the process of setting up a generic drug outlet at AIIMS, New Delhi and has plans to replicate this model in the six new AIIMS being constructed for which HLL is the Project Monitoring Unit.

HLL would further like to build up a pan India network of the generic drug outlets by setting up the same in the 650 districts of the country at the district/taluk/medical college hospitals in a phased manner. In order to facilitate such a network, an appropriate logistics network needs to be in place with an adequate level of IT enablement and warehousing infrastructure. The essential drugs would be manufactured at HLL's pharmaceuticals manufacturing facilities.

HLL has also underlined a Vision Document (Vision 2020) wherein it plans to become a Rs 10,000 Cr Healthcare Conglomerate by the year 2020. A Strategy and Implementation Road map has been developed in line with the vision. The proposed logistics network should be established aligning with the 2020 road map.

3. Scope of Work:

Business Model:

The bidder should provide IT consultancy in developing and establishing integrated Logistics Network model connecting the various Pharma Retail Outlets and Diagnostics Centers of HLL while adopting the best practices in procurement, distribution and warehouse management in order to make the generic drugs available at the retail outlets & make available affordable diagnostic services at the various government facilities, Private Institutions & Domestic Retail Market. HLL invites RFP from experienced IT companies to use their experience and strengths for establishment of Integrated IT enabled Logistics Network connecting Pharma Retail Outlets and Diagnostic Centers of HLL Lifecare for providing quality medicines, consumables & diagnostic services for the benefits of the people. The scope of consultancy is limited to devising the framework and contributes only 20% of the overall project whereas more emphasis is required by the consultant to implement and operationalise the project successfully which contributes to the remaining 80% of the project.

The scope of work includes:

Stage I: Internal Assessment

1. Examining the existing logistics operations from factory to stock points, from stock points to distribution point and from distribution point to Retail Pharma Outlets and Diagnostic Centres.

Stage II: External Assessment and Development Logistics Network Model:

1. Develop a suitable IT enabled Logistics Software network for stable procurement, efficient, cost effective distribution of our manufactured and traded products with the following activities:
 - a. **Requirements Forecasting:** The estimated Quantity requirements based on the market size for generic drugs, consumables for diagnostic services which would be dispensed through the various government channels (Taluk, District and Medical Colleges Hospitals) annually for a period of 5 years across the country. The purpose of forecasting is to analyze the past trends based on consumption, supply pattern, & quantities required to arrive at the actual quantity of the item required for the next financial year. Before preparing the forecasting plan, the base stock availability of all the items is confirmed at various levels. Based on the item requirement, a forecasting plan is prepared. The forecasting is done based on:

- Previous Year Demand
- Previous Year Consumption
- Number of Beneficiaries
- Usage Trend
- Opening Volume
- Closing Stock

Based on the requirements, an indent will be prepared by the Institution and Districts procurement departments. On receipt of the Indents from the respective procurement departments, consolidation of the information (requirements Item/Product-wise and schedules it on periodical basis) is made at the Head Office level. Several mathematical models process this information further and the values are worked out based on the day-to-day transactions. Every month the consumption values are updated to achieve optimum consumption pattern are worked out based on the day-to-day transactions. Every month the consumption values are updated to achieve optimum consumption pattern.

- b. **Procurement Plan** – The purpose of the procurement planning is to analyze the requirements received from the various departments by checking the necessary parameters and thereby validating the requirements. This module thereby initiates the procurement strategy based on the sanctioned budget for the composite procurement plan. Once the forecasting is done, an annual procurement plan is prepared for each of the items including the medical commodities to be procured during the next financial year. The procurement plan will comprise of the quantity to be procured during the next financial year. The plan shall be based on inputs on requirement for each item received from the individual districts / institutions. The procurement plan is prepared based on the parameters like

- Previous Year Demand
- Opening Volume
- Closing Volume
- Quantity Required

Once the individual district requirement is received and validated, data is consolidated for preparing the composite procurement plan. While finalizing the composite procurement plan following parameters are checked:

- Past trend with respect to supply pattern & consumption pattern
- Current stock level held by consignees; Item wise & Item Expiry wise
- Item wise Storage capacity of each location

Based on the composite procurement plan, previous year's budget will be analyzed and the budget for the current composite plan will be estimated. The estimated budget along with the composite procurement plan will be sent for approval. On receipt of approval, the procurement process will be initiated

Procurement Planning

1. Receipt of Individual District Requirement
2. Analyze the parameters for preparing procurement plan

Finalizing Procurement Plan

1. Validate the individual district requirements
2. Consolidate the district requirement
3. Prepare the composite procurement plan
4. Analyze the previous year's budget
5. Estimate the budget for the composite procurement plan
6. Forward the composite procurement plan along with the estimated budget for approval
7. On receipt of approval, initiate the procurement process

For catering to the requirements either through the in-house manufacturing or purchase from the external suppliers through a **transparent Tender Processing** to be put in place for ensuring efficient replenishment of stocks of drugs and consumables across the generic stores and diagnostic facilities. This should also

include **periodic ordering & delivery scheduling** and **supply monitoring** to ensure sufficient stock is available across the various regions.

- c. **Manufacturing plan** highlighting the estimated manufacturing capacity requirement over & above these 5 years. The manufacturing plan should consider the various forms of production viz In-House, Outsourced and a mix of in-house and outsourced production (leasing, loan licensing etc.) with recommendations on the quality assurance aspect to be adhered to when out-sourced.
- d. **Geographic Distribution plan** covering the (Taluk, District and Medical Colleges Hospitals) of the various states on establishing these retail pharmacy outlets & diagnostic services. Identify and codify the number of stock point – depots / distribution centers required keeping in view the nature of products and spread of operations. **Distribution plan** factoring the requirements of storage and supply of generic drugs, contraceptives and other healthcare commodities to the central and state Governments need to be proposed.
- e. The **Quality Assurance Plan** highlighting the best Quality Procedures to be adopted for the successful testing of these generic drugs in the laboratories before being dispensed. In order to get good quality of drugs it is essential to test the quality of the drugs. The drugs should be tested before it is consumed. This ensures the quality of the drugs, which are procured, which will ensures that the needy gets quality medicine.

For better Quality Control procedure the following system is suggested.

- i. Samples of un-tested batches are taken from each of the Warehouse and should be sent to HLL Head Office for Testing.
- ii. HLL H.O. on receipt of these batches should perform “Common Batch Elimination” process.
- iii. HLL H.O. will label these batches and send it to the government laboratories for testing.
- iv. Post testing, the Test Result will be uploaded by the testing laboratory in the system.
- v. HLL H.O. on receipt of the test report will inform the warehouse for issuance of items.

- vi. If the Test Report fails, instruction from the HLL H.O.to the warehouse to freeze the stock.
 - vii. Re-testing of two more samples with two different laboratories
 - viii. On retesting, if the item fails the Quality Test, blacklist the item for the supplier.
 - ix. If more items have failed quality test, blacklist the supplier
- f. **Warehouse Stock Management** for maintaining the optimal inventory levels also ensuring ready availability of stock of generic drugs and consumables for diagnostic services at all times. Enable receipt of items from HLL factory, external suppliers and stakeholders and issue to Retail Pharma stores and diagnostic services centre. HLL also does kitting activities for various state and central government health programmes. Hence, the kitting operations need to be included
- g. **Transportation system** by which these generic drugs & consumables for Retail Pharma and Diagnostic services can be transported to the various stocking points and from stocking points to Retail Pharma outlets and Diagnostic service centers across the county without any delays. The movement of the vehicles should also be tracked using GIS and the exact location of the vehicle should be arrived at based on the GIS coordinates
- h. **Inventory Management:** highlighting the stock levels across the various stocking points, Distribution Points and Retail stores in the country. Also enable setting up of optimal quantity and reordering quantity at various levels. Stock Movement with Fast, Slow and non-moving items, Expiry reports, Stock transfer options etc.
- i. **Supplier Payments Processing** : processing of supplier bills and create sanction orders for payments based on the supply conditions and link it with Financial Accounting System of HLL
- j. **Management Information System** : Generating real time reports and analytics

b. Integrate the logistics model with the Retail Pharma Outlets and Diagnostic Centers.

The Retail Pharmacy Management Software should include the following:

- a. Fixing the selling price and discounts
- b. Centralised and decentralised purchasing. Limitation to items/group of items/Companies product to purchase locally
- c. Inter State/Pharmacy stock transfer
- d. Consolidated reports
- e. Multiple discount structure for the same product category for different class of customers

The Modules of Retail Pharmacy management Software includes:

- Credit and Cash billing.
- Automatic purchase order creation.
- Purchase order based on requisition.
- Materials receipt note with features like receiving complete or partial items against the purchase order, receiving free samples, bar coding items, etc.
- Credit sales to schemes and other government hospitals.
- Stock transfer.
- Stock adjustments.
- Sales and purchase returns.
- Delivery Challan.
- Maintain consignment inventory for pharmacy
- Expiry products tracking system
- Ability of both centralised & decentralised entry of purchases where certain items or item groups could be purchased centrally and the rest could be purchased locally.
- Provision to define credit packages (like RSBY) as per hospital's customer requirement
- Sales against DC for Implants and Billing of used items
- Provision for receiving advances from Customers
- Registration of Patients under schemes with utilisation update during billing

○ **Optical Stores & Sales Management**

- Cash and credit billing.
- Material receipt against purchase order.
- Sales return and purchase return.
- Job order creation.
- Receipt against job order
- Billing option for fitting charges, cleaning charges, repairing charges, etc
- Provision for purchase order against optical job order
- Provision for receiving advances from customers

○ **Inventory Management**

- Setting minimum order quantity.
- Product entry centralised and decentralised.
- Stock reports – company wise, Product wise, Centre wise, State wise, etc.
- Stock movement with fast moving and slow moving details.
- Expiry reports.
- Stock transfer options

○ **Financial Management**

- General Ledger
- Accounts Payable
- Accounts Receivable
- Assets
- Cash & Bank

- Financial data should be integrated to SAP system in HLL. This may be effected through a file upload to SAP on a day to day basis
 - 1 Category wise summation of sales and posting in to SAP
 - 2 Summary of inventory posting to SAP
 - 3 Summary of purchase returns and sales return posting to SAP
 - 4 Summary of VAT liability along with input tax credit to SAP
 - 5 Summary of stock value of stock transfer to SAP
 - 6 Credit sales to be linked to the debtors ledger in SAP

○ **MIS Reports**

- Sales register with all taxation details
- Purchase register
- Cash purchase register.
- Indent register.
- Stock transfer register
- Pending Indents
- Day to day hand over of collection reports
- Shift hand over reports (sales closing and cash handover)
- Stock report – Manufacture wise, brand wise, location wise category wise etc.
- Stock expiry details
- Stock expiry details
- Discount given reports
- Statutory reports required by the state and central governments
- Fast Moving & Slow Moving Item Details
- Daily sales report with gross margin generated for the day
- Stock flow statements
- Scheduling of physical verification

c. Diagnostic Centers

- i. Sub-Store Maintenance
 - ii. Internal Issues
 - iii. Requisition raised to (Main) Store
 - iv. Receipt from (Main) Store
 - v. Return to (Main) Store
 - vi. Requisition receipt from (other) Sub-Store
 - vii. Issue to Sub-Store
 - viii. Return from sub store

2. A **phased roll out plan** for the logistics network identifying potential locations for the phases and the rationale for the recommended phasing (Should be based on the business plans of the various business segments of HLL and the business potential of the locations)

3. The **manpower plan** needs to be spelt out in detail for Operationalizing the IT enabled Logistics model for generic drug stores / warehouses. Inclusion of a implementation team also need be factored in the manpower plan for the smooth implementation and execution of the IT enabled Logistics Network project.

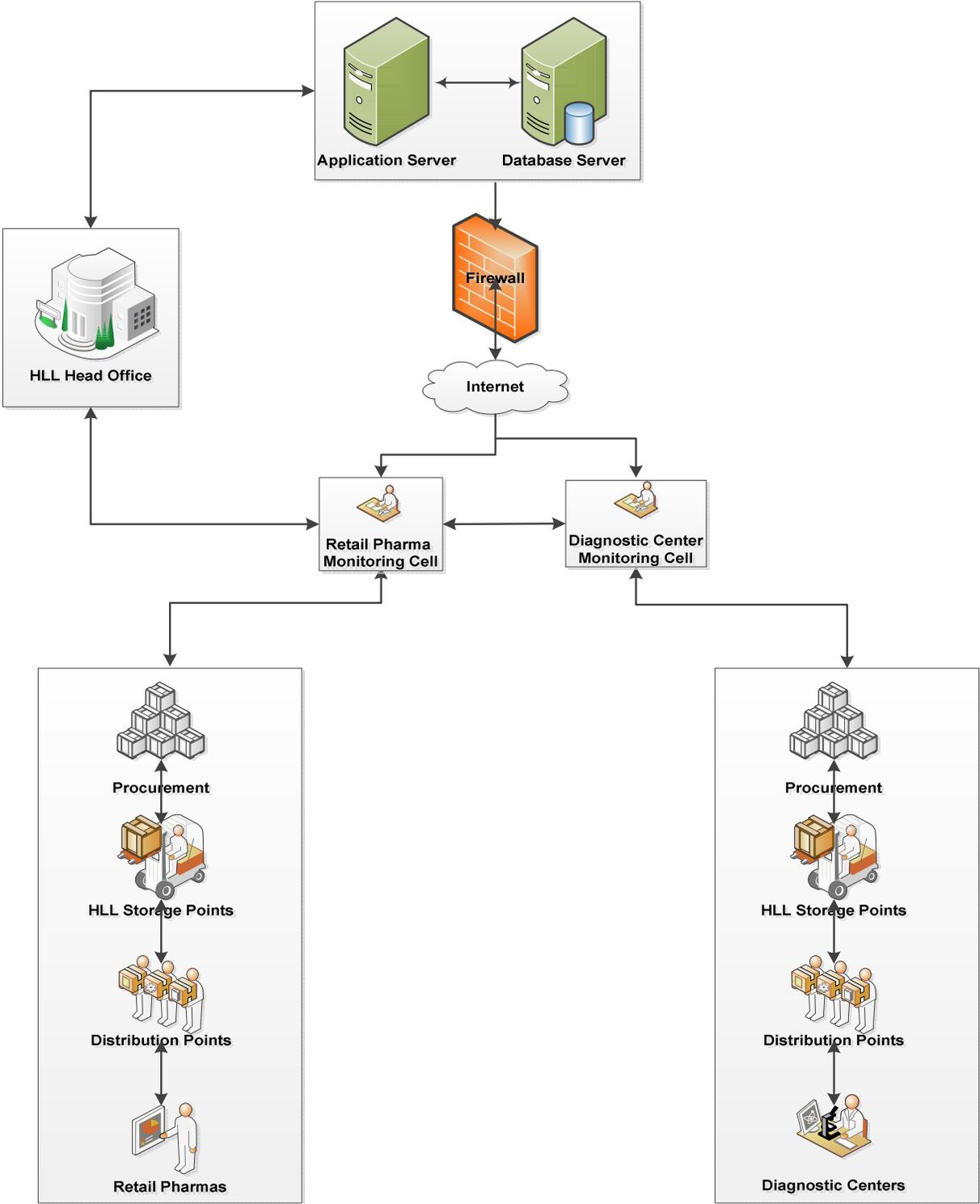
4. Training should be provided to the stakeholders with training manuals

5. New Releases / Patches / Upgrades if any should be provided during the period of seven years

6. Requirement of any other third party software should also be part of the bid and should be made inclusive of the offer

7. Period of Implementation and Methodology of Implementation to be specified including pilot implementation

Technical Architecture



4. Eligibility Criteria:

Sl no	Eligibility Criteria	Document submission required
1.	The bidder must be a Public / Private / Partnership / Proprietorship Company with established office in India. Core business of the consulting firm should be Software Development / Software maintenance / Consultancy / Turn Key Projects etc.	Certificate of Incorporation / Certificate of Registration.
2.	The bidder should have an average turnover of Rs.5 crores for the last three financial years and should have been in the business in India for the last 10 years, and must have office in India. Liaison offices would not be treated as bidders own office.	Balance sheet for the last 3 years should be submitted
3.	The bidder should have experience of providing similar consultancy services for establishing minimum of 2 similar Logistics Software Network with State/Central government clients in India covering the entire state / country (preferably in health sector) during the last 5 years. Weight age will be given for implementations covering the entire country.	Detailed description of related projects executed by the firm giving details of project scope, duration, project size & impact. (relevant sections in the contract), work orders client certificates
4.	Bidder should be an ISO certified organization	Valid ISO certificate to be attached.
5.	The Bidder must propose a Lead Consultant with 10 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.	CV of the lead consultant

5. Bid Imperatives:

Key Imperative	Description
Bid Type	Open Tender
Price Adjustment	Only Downward Adjustable, due to revision in tax structures etc.,
Alternate Proposal	Not Allowed
Currency	Indian Rupees
Warranty/Insurance	One Year
Bidding Process	Two Bid System
IP/Copyrights	The bidder shall treat all the documents/data/information received from HLL in confidence, and ensure that all who have access to such documents shall also treat them with confidence. The bidder shall not divulge any such information unless HLL authorizes this in advance in writing. The bidders have to sign a confidentiality agreement
Consortium, Subcontracts	Not Allowed
Bid Validity Period	90 days from the date of submission
Rejection of Bids	HLL reserves the right to reject the bids, which does not meet the requirements
Bids to be submitted to	Senior Vice President (Strategic Planning) HLL Lifecare Ltd, HLL Bhavan, Poojapura, Thiruvananthapuram -12, Ph: 0471 2354949
Last Date of Submission of bids	3:00 pm, 19th August, 2013
Opening of Technical Bid	3:30 pm, 19th August, 2013
Opening of Financial Bid	3:30 pm, 26th August, 2013
Pre-bid conference	Date: 3rd August, 2013 , 11 AM Venue: HLL Lifecare Ltd, Corporate Head Office, Poojappura, Thiruvananthapuram-12.

6. Evaluation Methodology:

HLL is keen to ensure that the process, leading to the selection of the bidder is fair, transparent, efficient, and interactive and protects the confidentiality of the information shared by bidders with it.

The selection process has been designed keeping these objectives in mind, and HLL shall take all steps to ensure that the above objective is realized. The proposals are evaluated in two stages, first the technical quality and then the cost. After the closing time for submitting proposals, the Technical Selection Committee (TSC) opens the envelopes containing the technical proposals and the unopened financial proposals are safely stored. The TSC members do not have access to the financial proposals until the technical evaluation process has been completed.

Technical Evaluation

The technical bid is evaluated in two stages:

Stage I –Minimum eligibility criteria and Documents verification

The TSC members separately evaluate the technical proposals using the evaluation Parameters criteria as mentioned below. All technical bids shall be graded on a scale of 1-60 and any technical bid that score less than the minimum of 75% i.e. 45 marks are considered non-responsive to the RFP. HLL will inform the bidders whose technical proposals scored 75% or more the time and place for the presentation.

Technical Evaluation Parameters:

No.	Evaluation parameter	Weightage (marks)	Marks awarded
1	Bidders existence for past 10 years	10	
2	Turnover of more than 5 crores	10	
3	Bidders experience of having undertaken 2 similar logistics software network implementation	10	
4	Bidders experience of having undertaken similar logistics network implementation (in health sector) covering state/country	10	
4	Approach & Methodology for establishing IT enabled Logistics Network project	10	
5	Profile of the Lead consultant & related credentials	5	
6	Valid ISO Certification	5	
	TOTAL	60	

Since the total marks for the best technical offer is 60, the technical evaluation marks will be given out of 60. The qualifying marks would be 75% of 60, i.e. 45 marks.

Stage II – Presentation on Approach & Methodology for the proposed project

Those bidders, who qualify in the preliminary technical evaluation with 45 marks and above as per previous table, shall be called for the presentation. Evaluation will be done by the competent authority based on the presentation made by the bidders. The presentation should cover the proposed Logistics Network to be developed and installed in Lifecare Centres and its salient features. The total marks for the presentation will be 40 marks

The financial bids of bidders who have qualified in the Presentation (stage II) as above and secured 30 or more marks out of 40 marks will only be considered for financial evaluation.

Stage III – Financial Evaluation

Evaluation of the financial bid will be done based on L1 rate considering that the lowest bidder qualifies to be awarded the work.

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
Completion of Stage I: Internal Assessment (Submission of Inception Report)	20%
Advance Payment for Stage II: External Assessment and Development of the Logistics Network Model	40%
Completion of Pilot Implementation	25%
Completion of Final Implementation and Go-Live	15%

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

7. Bid Submission and Opening

7.1 Bid Submission

All bids shall be prepared in English language only by typing or printing with indelible black ink in one original and two identical copies of the original of the proposals with all enclosures. All bid proposals shall be prepared and submitted in two parts, part wise in separate wax sealed cover, with all pages signed/sealed and serially numbered.

Original and each identical copies shall be bounded separately. One original and two identical copies of Part –I shall be put in one wax sealed cover super scribing the tender reference, 'Part –I- one original + two copies'. Similarly one original and two identical copies of part –II shall be put in one wax sealed cover super scribing the tender reference, 'Part –II- one original + two copies'. These two covers shall be enclosed in one outer cover duly super scribing the tender reference and date of opening and wax sealed. The Bidder's bid and the documents attached thereto shall be considered as forming part of the Contract documents.

Bids submitted by Telefax, E Mail or Telegram and the bids received after the expiry of the time specified for receiving completed bids shall be rejected. The bidders shall submit the bids in the following manner.

7.2 Part I – Techno Commercial Proposal

Part–I Form Of Bid, Technical & Commercial Aspects:

- The bid shall be accompanied by form of Bid (**Appendix A**) duly filled.
- Form of Bid (**Appendix A**), Technical & Commercial aspects alone shall be submitted in a separate wax sealed cover indicating the tender number and the name of the bidder distinctly on top and this shall be marked as Part -I.

7.3 PART II - Price Bid

Part – II Price Only(Schedule Of Price):

The schedule of price (**Appendix- B**) shall be submitted in a separate sealed cover properly pasted and wax sealed subscribing the Tender No. and the word "Part-II Prices".

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- Price given in Part-II should cover the entire scope of work as given in Part-I of the offer and should be as per price format annexed. The bidder quoting a system of prices other than that specified, run the risk of rejection. One original and two identical copies shall be submitted.
- The Bidder shall quote his price for the entire scope of work both in figures and in words clearly. The bidder shall quote the prices only once after considering all the pros and cons. Offers contained in supplemental / additional covers shall be summarily rejected. If the amount quoted in figures and words differs, the amount quoted in words shall be taken as final. No overwriting is allowed. All scoring and cancellations should be countersigned by the bidder. In case of illegibility, the interpretation of the Client shall be final.
- Prices shall be quoted on lump sum basis inclusive of all taxes and duties and shall remain valid till the completion of entire scope of work.

7.4 GENERAL:

All the two parts shall be super scribed as under:

Name of the Bidder:

Tender No Part No

Opening Date (Part I) Time

Proposal for----- and submitted

To

- This is a two stage tender. On the date and time of opening, Part - I containing Form of bid, Technical and Commercial aspects will be opened and read out. The Part –II (Prices) of the bid will be lodged and opening of the same will be intimated later separately to the bidders who are qualified on Techno-Commercial aspects.

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- If the bidder desires to be present at the time of opening, he shall depute his representatives (not more than two persons) in time with due authorization for participating in the bid opening.
- Bids received in incomplete shape shall be liable for rejection. No request for extension of time shall be permitted for bid opening date.
- HLL takes no responsibility for delays, loss or non-receipt of bid documents or any letters sent by post either way. HLL reserve the right to reject any bid in part or full without assigning any reasons therefor.
- Notwithstanding any information and data, which may be contained in these tender documents, the bidder has to make independent inquiries and generally obtain his own information on all matters that may in any way affect prices, risks and obligations of the CONSULTANT under the Contract.
- The submission of any documents connected with the bid and specifications shall constitute an agreement that the Bidder shall have no cause of action or claim against the Client for rejection of his Bid. The Purchaser shall always be at liberty to reject or accept any bid or bids or part thereof at his sole discretion and any such action will not be called into question and the bidder shall have no claim in that regard against the Client.
- If any of the bidders, takes any deviation to the conditions prescribed in the Notice Inviting Bid(NIB), the Client shall consider such deviations and render/ communicate their decisions if the deviations taken by the bidder is not acceptable to them. In spite of such decision by the Client on the deviation taken by the bidder, if the bidder declines to accept the same, the Client shall be at liberty to reject such bid, as being not in conformity with the conditions of NIB, and the decision of the Client in this regard shall be final and binding on the bidder.
- Unilateral revision or withdrawal of offer by the bidder within the subsistence of the validity period of offer shall not be permitted. In addition to the above, such bidder shall also be debarred either permanently or for a fixed period, at the discretion of HLL from participating in any of the HLL's future tenders.

7.4 Effect and validity of bid:

The bid shall be kept valid for acceptance for 90 days from the date of opening of the bid.

7.5 Single bidder responsibility:

The bidder shall specifically indicate in his bid that he assumes full responsibility for services in accordance with specifications, quality and time schedule of the complete tender and guarantee the satisfactory performance of the services as a whole.

7.6 No claim for compensation for submission of bid

The submission of any bid with documents and specifications shall constitute an offer that the Bidder shall have no cause of action or claim against the Client for rejection of his Bid.

The Bidder whose bid is not accepted shall not be entitled to claim any costs, charges and expenses incidental to or incurred by him through or in connection with his submission of bid or its consideration by the Client, even though the Client may elect to modify/withdraw the Invitation to Bid or does not accept the bid.

7.7 Policies of bids under consideration:

Bids shall be deemed to be under consideration immediately after they are opened and until such time the HLL makes official intimation of award/rejection to the Bidder. While the Bids are under consideration, Bidders and/or their representatives or other interested parties are advised to refrain from contacting, by any means, the HLL and/or his employees/representatives on matters related to the Bid under consideration. HLL, if necessary will obtain clarifications on the Bids, by requesting for such information from any or all the Bidders either in writing or through official discussions. The Bidder(s) will not be permitted to change the substance of the Bid after the same has been opened.

7.8 HLL's right to accept bid:

Client shall always be at liberty to reject or accept any bid or bids or part thereof at his sole discretion and any such action will not be called into question and the bidder shall have no claim in that regard against the Client.

The Client is not liable to accept the lowest of bids and reserves the right to reject bid for reasons to be recorded in writing. The Client is also at liberty to drop all further action in the matter at any stage, but before issuing LOA and go for re-tender. However, the decision in this regard by the client is final and binding on the bidders.

7.9 Deputation of representatives for discussion:

After opening of the bid, if the Client desires to have discussion, the bidder shall be in a position to depute his representatives at short notice with full authority for clarifying technical parameters as well as Commercial Terms and Conditions of the Contract.

7.10 Signature of bid:

The Bid must contain the name, residence and place of business of the bidder making the Bid and each page of the Bid must be signed and sealed by the Bidder/authorized representative with his full signature. The name of the person/persons signing should be typed or printed below the signature.

A Bid by a person who affixes to his signature the word 'Executive Director', 'Managing Director', 'Secretary', 'Agent', or other designation without disclosing his principal will be rejected. Satisfactory evidence of authority, of the person signing on behalf of the bidder shall be furnished with the Bid.

The Bidder's name stated on the proposal shall be the exact legal name of the firm.

Any corrections, erasure or other changes in the Bid documents shall bear the initials of the person signing the Bid.

Bid not conforming to the above requirements will be disqualified.

8 General conditions of contract

8.1 Project Plan

- In close cooperation with HLL and based on the Preliminary Project Plan included in the Bidder's bid, the Bidder shall develop a detailed project plan encompassing the activities specified in the Contract.
- Changes to the Project Plan, if required, shall be made with the mutual consent of HLL and the Bidder.

8.2 Design and Development

- 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 where not so specified, in accordance with good industry practice.
- The Bidder shall be responsible for any discrepancies, errors or omissions in the specifications, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by HLL or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Bidder by or on behalf of HLL.

8.3 Source code:

Source code should come along with the application. Source code should be part of deliverable. Escrow option is not acceptable.

8.4 On line help facility

The system should also provide context based online help capability for every form /process in the proposed Solution. This on-line help text / facility should be customizable to make it HLL processes specific. The successful bidder must indicate how it proposes to make the online help tailored to HLL requirement.

8.5 Scalability

The Solution being proposed by the successful bidder must be scalable both in terms of the business rules, volume of transaction and master data but also in terms of defining new entities and organization structure. The system should be scalable to handle the number of users and volume of data load without compromising response time or efficiency of operations.

8.6 Product Upgrades

- At any point during performance of the Contract, technological advances be introduced by the Bidder for Subsystems originally offered by the Bidder in its bid and still to be delivered, the Bidder shall be obligated to offer to HLL the latest versions of the available Subsystem having equal or better performance or functionality with out additional financial commitment to HLL.
- No unauthorized code: The Bidder shall not offer/supply any software that HLL is not licensed to use, unless the product is activated by a required license key. The Bidder shall also certify that all their products and updates as supplied to HLL shall be free from viruses, worms, Trojans, spy-ware etc.

8.7 Acceptance Tests

- Sufficient tests shall be carried out to check the fulfillment of functional requirements configured as per accepted business blue print. These tests shall be carried out against the functional requirements identified in the accepted business blue print.
- The Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Bidder, but shall be conducted with the cooperation of HLL before Commissioning of the Solution.
- The Bidder shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Acceptance Test that HLL has notified the Bidder. Once the Bidder has made such remedies, it shall notify HLL
- Upon the successful conclusion of the Acceptance Tests, the Bidder shall notify HLL of its request for Acceptance Certification. HLL shall then issue to the Bidder the Acceptance Certification.

8.8 Go-Live

- After issue of Acceptance Certificate, HLL shall take over the Solution implemented. However, taking over by HLL in no way relieves the Bidder of its obligations under this Contract. Taking over means taking over physical possession and the solution shall be operated under the supervision and guidance of the Bidder till Performance Tests is carried out and the Stabilization Acceptance Certificate is issued.
- During the defect liability period, the Bidder shall provide hand holding services to HLL for optimum utilization of the solution.

8.9 Defect Liability

- The Bidder warrants that the solution, including all Subsystem and other Services provided, shall be free from any default, defect or deficiency in the design, engineering, and performance/workmanship that prevent the solution and/or any of its components from fulfilling the Requirements or that limit in a material fashion the performance, reliability, or extensibility of the solution.
- The defects liability period shall commence from the go-live for a period of 1 year.
- If during the warranty period any default, defect or deficiency is found in the design and performance/ workmanship of the solution and other Services provided by the Bidder, the Bidder shall promptly, in consultation and agreement with HLL, and at the Bidder's sole cost repair, replace, or otherwise make good (as the Bidder shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the solution caused by such default, defect or deficiency.
- If the solution cannot be used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the defects liability period for the solution shall be extended by a period equal to the period during which the solution could not be used by HLL because of such defect and/or making good of such default, defect or deficiency.
- All equipment provided, installed, commissioned for the proposed project, should be registered with the respective OEMs in the name of HLL.

8.10 Comprehensive Maintenance Contract

- CMC for the support - This can be extended for minimum period of seven years from the date of installation, after which the same will be renewed on mutually agreeable terms and conditions.
- HLL reserves the right to cancel any of the above CMC contracts after giving three month notice in case the service provider under the respective CMC contract is not satisfactory.
- The CMC Contract should cover the services which the Supplier provides normally under support contract and shall include minimally the following support
 - User & Technical support on a 24x7 basis.
 - Periodic site visit.
 - Tuning of solution / Database software.
 - Error correction
 - Assisting HLL on technological upgrades / enhancements

8.11 Bidder to Obtain His Own Information

- Bidder shall for all purposes and whatsoever reason may be, deemed to have independently obtained all necessary information for the purpose of preparing his tender. The correctness of the details given in the
- Bid Document is for guideline/information only, to help the Bidder to prepare his tender. Bidder shall be deemed to have examined the bid documents and to have obtained his own information in all matters whatsoever that might influence carrying out the implementation of the Solution at the scheduled rates and satisfied himself to the sufficiency of his bid. Any error in description or quantity or omission there from shall not vitiate the contract or release the Bidder from executing the work comprised in the contract according to the scope of work and specifications at scheduled rates. He is deemed to know the scope, nature and magnitude of implementing.
- Any neglect or failure on part of the Bidder in obtaining necessary and reliable information on issues stated in the above clause or any other matters affecting the contract shall not relieve him from any risks or liabilities or the entire responsibility for implementing the Solution at the scheduled rates and time in strict accordance with the contract documents.

- The oral agreement or inference from conversation with any officer or employee of HLL either before, during or after the execution of the contract agreement shall not in any way affect or modify the terms and obligations herein contained.

8.12 Performance Guarantee (Security Deposit)

- Performance Guarantee: The Bidder shall furnish a Performance Guarantee in the form of DD issued from any Nationalized Bank in India and having a branch at Thiruvananthapuram, within 15 days from the date of issue of LOA by HLL, for an amount equivalent to 10% of the value of the order, valid for one month beyond the PG period. On satisfactory performance and completion of the order in all respects, Contract Completion Certificate will be issued and the Performance Guarantee will be returned to the Bidder.
- Performance Guarantee shall be for the due and faithful performance of the Contract and shall remain binding notwithstanding such variations, alterations or extensions of time as may be made, given, conceded or agreed to between the Bidder and HLL.
- Should the extent or the object of the Contract be altered during the execution of the Contract in such a way as to effect an increase or decrease on the Contract Price by more than 10%, the amount in the Performance Guarantee shall be increased or decreased correspondingly.

8.13 Time of Performance

- The Zero date of the contract shall commence from the date of award of contract by HLL. The Bidder shall complete the entire work inline with tender specification within the stipulated time frame. No extra time or extension of contract period is allowed unless specifically agreed to in writing by HLL.

8.14 Prices

- The Price quoted by the Bidder shall remain firm and binding during the Contract Period subject to the variations stipulated hereinafter. The Bidder shall perform all his works as envisaged in the Agreement.

- Should the actual physical supplies and services are found more than those indicated by the Bidder in the Price Schedule, the Bidder shall not be entitled for any additional amount from HLL. However in the event of decrease in actual supplies/services/installation & commissioning, the Contract Price shall be proportionately adjusted for the decreased supplies/services/installation & commissioning based on the break-up furnished by the Bidder as annexure to the Price Schedule.
- The prices to be quoted are intended to provide for all works duly and properly completed in accordance with the Conditions of Contract. Any additional items that are essential for execution and satisfactory implementation of solution shall be deemed to include and cover but not limited to inter-alia.
- The prices quoted by the Bidder shall be inclusive of all taxes, duties, levy etc., imposed by State/Central/Local Governments.

8.15 Residential Accommodation

- No boarding /lodging will be provided by HLL to the staff of Bidder. The same has to be arranged by the successful Bidder its own cost.

8.16 Transportation

- Bidder shall make its own arrangements for movement of human resources and equipment within and outside the sites/units/offices at the various locations covered by the Contract.

8.17 Liquidated Damages

- The Bidder shall stand guarantee for the performance and output as envisaged in the bid specifications.
- If the Bidder fails in the due performance of the contract within the time fixed by the contract or any extension thereof and/or to fulfill its obligations in time under the contract or any extension thereof, Bidder shall be liable to pay liquidated damages to the extent of a sum of 0.5% of the contract value per week or part thereof for which the delay has occurred, subject to a maximum of

10% of the contract value. Once the maximum is reached, HLL may consider termination of the contract. In assessing such delays, HLL's decision is final and binding on the Bidder.

- The recovery of liquidated damages shall not relieve the Bidder from its obligations to complete the work or from any of its obligations and liabilities under the contract.

8.18 Ownership of Documents and Copy Rights

- All study documents, data and specification prepared by the Bidder shall be the property of HLL. As and when required or upon termination of the agreement, the aforesaid documents of all versions shall be handed over to HLL. Bidder shall take all necessary steps to ensure confidentiality in handling of all the matters pertaining to business process studies, data, specifications, methods and other information developed or acquired or furnished by HLL by means of this agreement or in the performance thereof.
- Intellectual Property Rights in the base products and Standard Materials shall remain vested in the owner of such rights. HLL shall be granted non exclusive, and paid up license to use the base products and Standard Materials including modifications thereto for the purposes agreed herein. The Intellectual Property Right of the other elements of the Solution shall be exclusively with HLL. However HLL has rights to transfer the base products licenses to any Unit/Plant/Office of HLL.
- HLL's Contractual rights to use the base products may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement and in case of transfer of base products licenses to any Unit/Plant/Office of HLL as given in clause above.

8.19 Transfer of Ownership

- Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by Clause Ownership of documents and copyright. The vendor shall grant HLL a perpetual license to use the software without any additional payment or obligations to enter into a contract for maintenance or support.

8.20 Indemnity

- The Bidder assumes responsibility for and shall indemnify and save harmless HLL, from all liability, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court cost which are, or may be required with respect to any breach of the Bidder's obligations under the Contract, or for which the Bidder has assumed responsibility under the Contract, including those imposed under any contract, local or national and international law or laws, or in respect of all salaries, wages or other compensation of all persons employed by the Bidder in connection with performance of any work covered by the Contract. The Bidder shall execute and deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to confirm and effectuate the Contract and to protect HLL.
- HLL shall not be in any way held responsible for any accident or damages incurred or claims arising there from during discharge of the obligations by Bidder under this contract.

8.21 Patent Infringement

- The Bidder shall protect, indemnify and save harmless HLL, his customers and users of his products, against all liability, including cost, expenses, claims, suits or proceedings at law in equity or otherwise, growing out of or in connection with any actual or alleged patent infringement (including process patents, if any) or violation of any license and will defend or settle at the Bidder's own expense any such claims, suits or proceedings.
- HLL will notify the Bidder in writing of any such claim, suit, action or proceeding coming to his attention, giving authority and all available information and assistance for the Bidder's defense of the same. The Bidder shall appoint a counsel at his own expenses in consultation with HLL to collaborate in the defense of any such claim, suit, action or proceeding.

8.22 Settlement of Disputes

- **Arbitration:** Any disputes, differences, whatsoever, arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Contract shall be settled between HLL and the Bidder amicably. If however, HLL and the Bidder are not able to resolve their

disputes / differences amicably as aforesaid except where matters, decisions, opinions are declared as final binding and conclusive which are referred to as excepted matters the said disputes / differences shall be settled by Arbitration. The arbitration proceedings shall be regulated and governed by Arbitration and Conciliation Act, 1996. The award made in pursuance thereof shall be binding on the parties. The arbitration shall be governed and regulated in all respect according to Laws of India. The venue shall be Thiruvananthapuram, Kerala, India.

8.23 Correspondence after placing Order:

After placing the order, correspondence related to issues regarding submission of reports, payments & penalties shall be made with the consignee-SVP (SP & CQA) only. In case the issues are not settled at SVP (SP & CQA) level, correspondence shall be made with C&MD. Bidder is advised to visit HLL website www.lifecarehll.com for name and address, phone numbers etc

9 Disclaimer

- 9.1** This RFP includes statements, which reflect various assumptions not based on very reliable data. This RFP does not purport to contain all the information each prospective bidder may require. This RFP may not be appropriate for all persons, and it is not possible for HLL to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP document. Each prospective bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice from appropriate sources.
- 9.2** Though adequate care has been taken in the preparation of this RFP, the Bidder should satisfy himself that it is complete in all respects. Intimation of discrepancies, if any, should be given to the office mentioned below:
- Senior Vice President (Strategic Planning & CQA)
HLL Lifecare Ltd
HLL Bhavan, Poojapura,
Thiruvananthapuram - 12
- 9.3** If no intimation is received by this office within one week after issue of this RFP Document, then HLL shall consider that the RFP received by the Bidder is complete in all respects and that the Bidder is satisfied that the RFP is complete in all respects.
- 9.4** Neither HLL nor our employees, other persons related or associated with HLL make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP.
- 9.5** Neither HLL nor their employees or consultants will have any liability to any prospective bidder or any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the information and any other information supplied by or on behalf of HLL or their employees, any consultants or otherwise arising in any way from the selection process.
- 9.6** The RFP is not intended to provide the basis of any investment decision of any person relating to the business of HLL. No person has been authorised by HLL to give any information or to make any representation not contained in the RFP.
- 9.7** Nothing in the RFP is, or should be relied on, as a promise or representation as to the future. In furnishing the RFP, neither HLL, nor its employees, consultants, associates or related parties,

- advisors undertake to provide the recipient with access to any additional information or to update the RFP or to correct any inaccuracies therein which may become apparent.
- 9.8** HLL or its authorised officers reserve the right, without prior notice, to change the procedure for the identification of the Preferred Bidder or terminate discussions and the delivery of information at any time before the signing of any agreement for the consultancy assignment without assigning reasons there for.
- 9.9** HLL reserves the right to change any or all of the provisions of this RFP Document. Such change would be intimated to all the parties to whom this RFP Document was sent.
- 9.10** Mere submission of information does not entitle the Bidders to meet the eligibility criteria. HLL reserves the right to verify any or all information submitted by the Bidder. If any claim made or information provided by the Bidder in the Bid or any information provided by the Bidder in response to any subsequent query or clarification by HLL, is found to be incorrect or is a material misrepresentation of facts, the Bid will be liable for rejection. Mere clerical error or bonafide mistake may be treated as an exception at the sole discretion of HLL, provided HLL is adequately satisfied about the nature of the error or mistake.
- 9.11** Bidder shall be responsible for all costs associated with the preparation and submission of the Bid. HLL shall not be responsible in any way for such costs regardless of the conduct or outcome of this Bidding process.
- 9.12** HLL reserves the right to accept or reject any or all of the offers / proposals at any stage of the process, without assigning any reasons whatsoever.
- 9.13** HLL reserves the right to change, modify, add to or alter the bidding process including inclusion of additional evaluation criteria.
- 9.14** Any Bid pursuant to this RFP or any act or omission by any person concerning or relating or incidental to this RFP is purely voluntary and HLL or its employees or consultants shall not be deemed or considered to have compelled or induced any Bidder or other person to submit any proposal or to do an act or omit to do an act concerning or relating or incidental to the RFP.

10 Technical specification

Technical specification of the hardware required for the implementation of proposed IT enabled Logistics Network Model

Bidder who is awarded the contract should specify the hardware configuration/specifications that are latest and most suitable for running the Logistics Network comprising of (but not limited to) the following.

- **Headquarter** – the servers (including backup arrangements with suitable capacity and scalability), operating system, air conditioner, back up device, UPS system, networking and security related items (firewall, etc), etc
- **For main center/State Headquarters** – the servers (including backup arrangements with suitable capacity and scalability), operating system, air conditioner, back up device, UPS system, networking and security related items (firewall, etc), etc
- **For Centres** – Desktop computer/terminals, UPS, printer, etc.

Appendix A :

The technical and commercial aspects shall contain the following:-

- Annexure 1: Check List for Technical Bid
- Annexure 2:Details of the Bidder
- Annexure 3:CV's of the Lead Consultant
- Annexure 4:Customer List
- Annexure 5:Approach and Methodology

Annexure 1: Check List for Technical Bid

SL No.	Document	Yes / NO	Remarks
1.	Covering Letter		
2	Technical literature/ Brochures/ Company Profile		
3	Annexure 2 – Details of the Bidders		
4	Annexure 3 – CV of the Lead Consultant		
5	Annexure 4 - Customer List		
6	Annexure 5 - Approach and Methodology for the proposed Logistics Network project		
7	Copy of Certificate of Incorporation / Registration Of the Firm		
8	Copy of audited balance sheet and profit and loss account for the financial years – 2010-2011, 2011-2012, 2012-2013.		
9	ISO Certification – currently valid ISO Certificate		
10	Copies of work orders for establishing similar Logistics Model / Turn Key Assignments with a minimum of 2 similar engagements with State/Central government clients in India covering the entire state / country (preferably in health sector) during the last 5 years. Weight age will be given for implementations covering the entire country..		
11	Copies of central excise/service tax registration, VAT registration & PAN card.		

Signature :

Name :

Date :

Place :

Annexure 2

Details of the Bidder

1. (a) Name of Firm:

(b) Country of incorporation:

(c) Address of the corporate headquarters and its branch office(s), in India:

(d) Date of incorporation and/ or commencement of business

2. Brief description of the Applicant including details of its main lines of business and proposed role and responsibilities in this Project:

3. Details of individual(s) who will serve as the point of contact/ communication for the Authority:

(a) Name:

(b) Designation:

(c) Company:

(d) Address:

(e) Telephone Number (Mobile as well as Office):

(f) E-Mail Address:

(g) Fax Number:

4. Particulars of the Authorised Signatory of the Applicant:

(a) Name:

(b) Designation:

(c) Address:

(d) Phone Number (Mobile as well as Office):

(e) Fax Number:

(f) E-Mail Address:

Signature :

Name :

Date :

Place :

Annexure 3

CV of the lead consultant with more than 10 years of experience in having implemented similar logistics models across the country

Annexure 4

Customer List

(Please mention only details of customers where similar integrated Logistics system is installed which is proposed by the bidder.)

No.	Name and Address of Customer	Period of Installation	Work Order Copy / Certificate of Logistics Model enclosed.
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Signature -

Name of Authorized Signatory -

Date -

Annexure 5

Approach and Methodology for providing IT Consultancy in implementing an established Integrated Logistics Network connecting Pharma Retail Outlets & Diagnostic Centers of HLL Lifecare

Appendix B:

Appendix B comprises the price schedule:-

- An all-inclusive lump sum fee needs to be offered
- The prices may be quoted as per the format as given below :

RFP for Providing IT Consultancy & Implementation for Establishing Integrated Logistics Network connecting Pharma Retail Outlets & Diagnostic Centers of HLL Lifecare

FORMAT 3 PRICE BID SUMMARY

(TO BE SUBMITTED ON THE LETTER HEAD OF THE COMPANY)

Date :

FINANCIAL BID SUMMARY				
Sr. No	Nature of Services	Value for the Scope of Services	Taxes/ Duties component	Total Amount (in INR)
1	Consultancy for establishing an integrated logistics network connecting retail Pharma stores & diagnostics centers			
2	Development and Implementation of proposed Software application			
3	Post Implementation - Maintenance & Support for a period of 1 year			
	TOTAL VALUE OF THE CONTRACT (IN FIGURES)			
	TOTAL VALUE OF THE CONTRACT (IN WORDS)			

We agree to bind by this offer if we are the selected as contractor for this project.

For and on behalf of:

Name of the Person:

Designation :

Signature

DATE:

AUTHORISED SIGNATORY

RFP for Providing IT Consultancy & Implementation for Establishing Integrated Logistics Network connecting Pharma Retail Outlets & Diagnostic Centers of HLL Lifecare

	Particulars	Value	Taxes & Duties Service Tax @ 12.36%	Amount i
1	Licence fee for one additional centre in any location			
2	Cost of CMC per year for the existing and Upcoming centres. (10 centres + HCS Headquarter + CHO in Trivandrum) Year 2- Year 3- Year 4- Year 5- Year 6- Year 7-			
3	Cost of CMC for one additional centre in any location Year 2- Year 3- Year 4- Year 5- Year 6- Year 7-			

We agree to bind by this offer if we are the selected as contractor for this project.

For and on behalf of:

Name of the Person:

Designation :

DATE:

Signature

AUTHORISED SIGNATORY