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TO SELECT A SUITABLE AGENCY TO SETUP IN-HOUSE PHARMACY IN DIFFERENT CANCER CARE HOSPITALS UNDER ACCF IN ASSAM TO ENSURE ON-DEMAND SUPPLY OF MEDICINES, SURGICAL, SUTURES, CONSUMABLES, CHEMICALS AND OTHER MEDICAL SUPPLIES.

Ref: ACCF/PHARMACY/21-22/26 Dated: 19 October 2021

CORRIGENDUM No. 1

Date: 09.11.2021

Bid submission date extension:

Sr.No.	Tender Clause No	Existing Term	Amendment
1	Important Dates of e-Tender	Last Date and Time of Bid submission (Online): 11.11.2021, Time: 1500 Hrs	Last Date and Time of Bid submission (Online): 19.11.2021, Time: 1500 Hrs

PRE BID Queries and its resolution:

Sr No.	Clause No/ Query Ref	Clause as per RFP	Query	Query Resolution
1	3.2.4	Assure that the drugs dispensed are of GMP/WHO-GMP certified quality and BIS/ISO/CE/USFDA in case of consumables, surgical and sutures. However, in case of generic drugs only WHO GMP certified quality is a must.	GMP shall not be available with the retailers and this tender is meant for a retail Pharmacy provider. Also, This tender suggest the bidder to supply the prescribed medicines and it wont be feasible for the bidder to organize the GMP/ WHO certificate even in select cases as the requirement may arise	Selected bidder will assure that the drugs dispensed are of standard quality as per Drug & Cosmetic act. Any substandard quality medicines will lead to stringent action including blacklisting and legal proceedings.
2	Technical Bid- A	Association of vendor with another big Hospital (Min 100	The retail Pharmacy chain may not have an experience of running pharmacy in the	Association of vendor with another big Hospital (Min 50

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		Beds), Business organization or any Govt. /PSU hospital will be considered	same business name and hence the tender becomes difficult for good service providers to participate. This criteria shall be relaxed in terms of No of Beds drastically or shall be optional. This criteria can be of managing Pharmacy stores associated with health Centres of PSU/ Govt establishments to make it a viable solution	Beds), Business organization or any Govt. /PSU hospital will be considered or Bidder need to prove that they can handle the hospital base pharmacy. further bidder need to submit the document for association with other company having experience of hospital base pharmacy.
3		Discount Clarification	Will the discount offered by bidder needs to be common for all locations or can it be different for each location	ACCF wants to have single vendor for all location hence uniform pricing strategy will be good for vendor & ACCF. Hence, offered discount shall be applicable for all locations.
4		Store Size	There is no mention of the suggested space to be provided to bidder. For a 100 bedded hospital, ideally the space allocation shall be upto 800 sq ft and for a 40 bedded shall be close to 500 sq ft carpet area	As of now approx available space for pharmacy is: L2 location - 34.23 Sq Mtr L3 Location - 27.59 Sq mtr
5	3.2.1	Set-up and operationalize in-house Pharmacies (retail chemist outlets) as per Assam Food and Drug Administration (FDA) norms including Drugs and Cosmetic Act, 1940 and Drug and Cosmetic Rules,	45 days is a less period for License issuance and store setup. Minimum tenure shall be close to 90 days. And in case COVID related restrictions are imposed due to any upcoming wave (if any), then additional time shall have to be provided to the bidder.	Set-up and operationalize in-house Pharmacies (retail chemist outlets) as per Assam Food and Drug Administration (FDA) norms including Drugs and Cosmetic Act, 1940 and Drug and Cosmetic Rules, 1945, Pharmacy Practice

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		1945, Pharmacy Practice Act, 1498 and Pharmacy Practice Regulations, 2015, within 45 days of issue of letter of Award (LoA) by the Client		Act, 1498 and Pharmacy Practice Regulations, 2015, within 75 days of issue of letter of Award (LoA) by the Client
6		Clarity on Generic/ Branded Medicines	We seek a clarity if the bidder is expected to supply Branded Pharma or Generic Pharma or both. In case both, please share a tentative mix % of both categories	Vendor need to provide the medicines as per the prescription and demand letter.
7		Substitution of medicine brands	In case of Local/ Propaganda medicines being prescribed by a doctor, will there be relaxation with bidder available to substitute with any good / established brand with consent of the prescribing doctor/ medical team.	For any substitution or any change vendor need to take prior approval from concern facility authority/prescribing doctor. Generic and branded both medicines are acceptable. Vendor can participate in drug formulary committee of hospital to finalize the list periodically.
8		Clarification on Medical/ Surgical Oncology	We seek a clarity on centre wise consumption patterns on Medical or Surgical Oncology based business	ACCF has 2 different type of hospital infrastructure being set-up, L2 is approx. 145 bedded hospital equipped with 4 OTs, ICU and IPD beds, L3 is day care center with 43 beds and minor OT. All hospital are going to be equipped with radiation and chemotherapy facilities As these are new hospitals and yet to operationalize, estimating consumption pattern is a challenge.

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9	Misc. Queries	Clarification on Speciality Medications/ Oncology Therapeutics/ Surgical consumption %age	Since the discounts sought in the tender are on a higher side in terms of minimum % discount, a clarity on mentioned points shall be of use	ACCF has 2 different type of hospital infrastructure being set-up, L2 is approx. 145 bedded hospital equipped with OT, ICU and IPD beds, L3 is day care center with 43 beds and minor OT. All hospital are going to be equipped with radiation and chemotherapy facilities As these are new hospitals and yet to operationalize, estimating consumption pattern is a challenge.
10	3.22.1	Performance Security	Request Clarification if this is Rs 25 Lacs or Rs 50 Lacs as both the figures are mentioned in the tender	Performance security shall be 25 lakhs (Rs. Twenty five Lakh)
11	3.2.5	Adopt strict quality control mechanism to ensure no medicine of "Not of Standard Quality" is dispensed through their outlet.	If a local or propaganda medicine is prescribed by a Doctor then how is it possible for bidder to ensure the quality of that medicine. However in case a salt composition is prescribed by the doctor then it shall be responsibility of the bidder to provide a Standard Quality Product.	Selected bidder needs to ensure that the drugs dispensed are of standard quality as per D&C act. Any substandard quality medicines will lead to stringent action including blacklisting and legal proceedings.
12	4.1.4	Bidder should have a minimum of 20 pharmacy outlets/warehouses presently operational in India and out of these 20 stores at least two should be in the Hospital as hospital base pharmacy (means: A	Bidder should hold a minimum of 15 wholesale or retail licenses as we currency have 9 retail and 9 wholesale licences registered at 9 locations.	Bidder should have a minimum of 15 pharmacy outlets/warehouses presently operational in India and out of these 15 stores, at least two should be in the Hospital as hospital base pharmacy (means: A pharmacy outlet integrated with the hospital operations and

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		pharmacy outlet integrated with the hospital operations and pharmacy should have MOU/agreement with hospital). Franchisee outlets in bidder's brand name shall also be considered.		<p>pharmacy should have MOU/agreement with hospital). Franchisee outlets in bidder's brand name shall also be considered.</p> <p>or</p> <p>Bidder should have a minimum of 15 pharmacy outlets/warehouses presently operational in India. Bidder need to prove that they can handle the hospital base pharmacy. further bidder need to submit the document for association with other company having experience of hospital base pharmacy.</p>
13	4.1.4	Bidder should have a minimum of 20 pharmacy outlets/warehouses presently operational in India and out of these 20 stores at least two should be in the Hospital as hospital base pharmacy (means: A pharmacy outlet integrated with the hospital operations and pharmacy should have MOU/agreement with hospital). Franchisee	To omit the criteria of at least 2 hospital based pharmacy outlets in eligibility criteria 4.1.4	Bidder should have a minimum of 15 pharmacy outlets/warehouses presently operational in India and out of these 15 stores at least two should be in the Hospital as hospital base pharmacy (means: A pharmacy outlet integrated with the hospital operations and pharmacy should have MOU/agreement with hospital). Franchisee outlets in bidder's brand name shall also be considered.

PRE BID Queries and its resolution:

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		outlets in bidder's brand name shall also be considered.		or Bidder should have a minimum of 15 pharmacy outlets/warehouses presently operational in India. Bidder need to prove that they can handle the hospital base pharmacy. Further bidder need to submit the document for association with other company having experience of hospital base pharmacy.
14	Annexure-3 Point No.2	05 years of work experience in health sector. ((i) Experience Certificate by Chartered Accountant (based on 10 years of Statement of Accounts & Annual Report))	Annexure 3 point no. 2 to again allow 5 years of experience including online pharmacy business/ experience.	05 years of work experience in health sector. ((i) Experience Certificate by Chartered Accountant (based on 5 years of Statement of Accounts & Annual Report))
15	Annexure-3 Point No.4	Minimum Retail Chemists Outlets of 25 (twenty five) presently operational in India.(A declaration by the bidder in a non-judicial stamp paper along with details of the outlets presently operational in India including their location, license number/s, licensee, issuing authority and period of validity in the format given under Annexure	Annexure 3 point no. 4 to relax the minimum of 25 pharmacy licenses to 15 as mentioned above	Minimum Retail Chemists Outlets of 15 (Fifteen) presently operational in India.(A declaration by the bidder in a non-judicial stamp paper along with details of the outlets presently operational in India including their location, license number/s, licensee, issuing authority and period of validity in the format given under Annexure 5 along with the MOU/Agreement copy with

PRE BID Queries and its resolution:

Sr No.	Clause No/ Query Ref	Clause as per RFP	Query	Query Resolution
		5 along with the MOU/Agreement copy with regard to hospital base pharmacy(financial arrangement could be masked).		regard to hospital base pharmacy or association document with other firm having hospital based pharmacy (financial arrangement could be masked).
16	Annexure-14 A-1	A 1. Experience in hospital based pharmacy and retail 1. Experience in hospital based pharmacy business a. Minimum 2 such works- 70% b. More than 2 to 4 such works- 80% c. More than 4 to 6 such works- 90% d. More than 6 such works- 100% Association of vendor with another big hospital (Min 100 Beds), Business organization or any Govt /PSU hospital will be considered	To omit the experience requirement of 2 hospital pharmacies in Annexure: 14 (A1)	Revised allocated marking is mentioned below
17	Annexure-14 A-2	2. Pharma Experience in years. a. Minimum 5 years - 60% b. More than 5 to 7 years - 80% c. More than 7 to 9 years -	To omit the experience requirement of 2 hospital pharmacies in Annexure: 14 (A1)	In this criteria overall pharma experience will be evaluated. It is not related with hospital base pharmacy hence no change.

PRE BID Queries and its resolution:

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		90% d. More than 9 years - 100%		
18	4.2.1 Sr No 4	Minimum Retail Chemists Outlets of 25 (twenty five) presently operational in India.		Minimum Retail Chemists/Wholesale Outlets of 15 (Fifteen) presently operational in India.
19		Added		Bidder need to submit the compliance sheet as mentioned below in table 1

Technical Bid Evaluation Scorecard					
Ref	Criteria	Requirement	Maximum Score	Mention data related to your firm	Documentary proof to be attached with this table
A	Experience in hospital based pharmacy and retail	1. Experience in hospital based pharmacy business <ul style="list-style-type: none"> a. Minimum 2 such works- 70% b. More than 2 to 4 such works- 80% c. More than 4 to 6 such works- 90% d. More than 6 such works- 100% Association of vendor with another big hospital (Min 50 Beds), Business organization or any Govt /PSU hospital will be considered	20		

		2. Pharma Experience in years. a. Minimum 5 years - 60% b. More than 5 to 7 years -80% c. More than 7 to 9 years - 90% d. More than 9 years - 100%	15		
B	Pharma outlets (Retail and/or Warehouse)	Pharma outlets like pharmacy/Pharma warehouse having license copy. (Firm need to produce drug License for all locations) a. Minimum 15-60% b. More than 15-20 - 80% c. More than 20 - 25 - 90% d. More than 25 - 100%	20		
C	Existing Organization & Resources of bidder	Team Structure/Organogram of key account managers ** a. Total Key accountable managers 5 Persons – 50% b. Total Key accountable managers More than 5 to 8 Persons– 75% c. Total Key accountable managers More than 8 to 10 Persons – 90% d. Total Key accountable managers More than 10 Persons- 100%	10		
D	Turnover	Average Annual Turnover for last three Financial Years a. Minimum Rs. 25 Cr - 50% b. More than 25 Cr to 50 Cr Years- 70% c. More than 50 Cr to 75 Cr Years- 90% d. More than 75 Cr years- 100%	15		
E	Software & back support	Bidder should have online technology platform cum online pharmacy platform and mobile app system at least 3 years old	5		

		for centralized order delivery and tracking.			
		The bidder should be having technology platform and an existing central calling system to connect with patients for order taking through whatsapp, calls and SMS. This platform should be able to integrate with HIS of hospital for indenting and OPD order tracking.	3		
		The bidder must have a customer care systems either by chat bot and by out bound- inbound calling system,	2		
F	Work Execution Plan	Overall execution Strategy across multiple locations to deliver the projects including inbound logistic procurement plan and Human Resource plan.	10		
Total			100		

Table 1 Compliance sheet

S No	Criteria	Bidder details	Complied / Deviation if any
1	Bidder should be a sole entity registered under relevant law in India. (Consortium bidders not allowed/Joint Ventures).		
2	The Bidder should have more than 05 years' experience in Health Sector.		
3	Bidder should have a minimum average annual turnover of Rs.25/- Crores (Rupees twenty five Crores) in last three financial years starting from 2018-19,2019-20 & 2020-21.		
4	<p>Bidder should have a minimum of 15 pharmacy outlets/warehouses presently operational in India and out of these 15 stores at least two should be in the Hospital as hospital base pharmacy(means: A pharmacy outlet integrated with the hospital operations and pharmacy should have MOU/agreement with hospital). Franchisee outlets in bidder's brand name shall also be considered.</p> <p>Or</p> <p>Bidder should have a minimum of 15 pharmacy outlets/warehouses presently operational in India. Bidder need to prove that they can handle the hospital base pharmacy. Further bidder need to submit the document for association with other company having experience of hospital base pharmacy.</p>		
5	Bidder should not be insolvent, in receivership, bankrupt or being wound up, not having its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be subject of legal proceedings for any of the foregoing reason;		
6	Bidder and their directors, partners and officers should not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement/service contract within a period of four years preceding to the due date of submission of bid.		
7	Bidders should not have been blacklisted or otherwise disqualified pursuant to any debarment proceedings by any Central or State Government, Local Government or Public Sector Undertaking in India and which is for the time being in force.		