

	<p>भारतीय प्रौद्योगिकीसंस्थानमद्रासचेन्ने 600 036 INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036 भंडार एवं क्रय अनुभाग STORES & PURCHASE SECTION Email: adstores@iitm.ac.in दूरभाष: (044) 2257 8285 / 8286 / 8287 / 8288 फ़ैक्स: (044) 2257 8292 Telephone : (044) 2257 8285/8286/8287/8288 FAX: (044) 2257 8292 GSTIN: 33AAAAI3615G1Z6</p>	
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G. Chitrapavai
Deputy Registrar (Stores & Purchase)

Date: 11.11.2020

Tender No. SPS /RC for Hospital Pharmacy Outsourcing/003/2020-21

Due Date: 01.12.2020
Before 2.00p.m

Dear Sirs,

On behalf of the Indian Institute of Technology Madras, Tenders are invited for the purchase of

“Outsourcing of Pharmacy Services at IIT Madras Hospital”

confirming to the specifications enclosed.

Tender Documents may be downloaded from Central Public Procurement Portal <https://etenders.gov.in/e procure/app>
Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <https://etenders.gov.in/e procure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at “Help for contractors”. [Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal”].

Tenderers can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type ‘IIT’. Thereafter, Click on “GO” button to view all IIT Madras tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://etenders.gov.in/e procure/app> as per the schedule attached.

No manual bids will be accepted. All quotation both Technical bid and Financial bid should be submitted in the E-procurement portal.

1.	LAST DATE for receipt of Tender	:	01.12.2020 before 02.00 p.m.
	Pre Bid Meeting	:	Due to Pandemic COVID-19 restrictions, the Pre-bid Meeting will be conducted via Google Meet on 18.11.2020 from 3.00 pm to 4.00 pm. Please see the below link to join the meeting https:// meet.google.com/ssq-vcdb-xkb Bidders are requested to join Google Meet before 2.30 pm on 18.11.2020 and register your participation. Before joining this meeting, bidder should send their details of person who will attend this meeting and their company details along with your queries to adstores@iitm.ac.in
	Date & Time of opening of Tender	:	02.12.2020 at 03.00 p.m.
A	Submission of Tender	:	As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal URL: https://etenders.gov.in/e procure/app The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: https://etenders.gov.in/e procure/app Both Technical Bid & Price Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. No manual bid submission is entertained.

B	Instructions for online bid submission	<p>REGISTRATION</p> <ul style="list-style-type: none"> i. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal URL:https://etenders.gov.in/eprocure/app by clicking on “Online Bidder Enrollment”. Enrolment on the CPP Portal is free of charge. ii. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts. iii. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. iv. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.) v. https://etenders.gov.in/eprocure/app?component=%24DirectLink&page=DSCInfo&service=direct&session=T with their profile. vi. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. vii. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC/ eToken.
Guidelines, Terms and Conditions of Tender		
C	Searching for tender documents	<ul style="list-style-type: none"> i. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal. ii. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tender” folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document. iii. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.
D	Preparation of bids	<ul style="list-style-type: none"> i. Bidder should take into account any corrigendum published on the tender document before submitting their bids. ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid. iii. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally shall be in PDF / XLS formats as the case may be. Bid documents may be scanned with 100 dpi with black and white option. iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GSTIN Details, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. v. All the technical related documents need to be uploaded in Technical bids for evaluation purpose.
E	Submission of bids	<ul style="list-style-type: none"> i. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues. ii. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. iii. Bidder has to select the payment option as “Online” to pay the EMD as applicable. The EMD details with bank transaction reference number have to reach IIT Madras on or before the

		<p>closure date and time of the tender. If the Details of EMD is not received before the closure date and time the tender will be summarily rejected.</p> <p>iv. A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected.</p> <p>v. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.</p> <p>vi. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.</p> <p>vii. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.</p> <p>viii. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.</p> <p>ix. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.</p>
F	Assistance to bidders	<p>i. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.</p> <p>ii. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is [0120-4200462, 0120-4001002, 0120-4001005].</p>
G	General Instructions to the Bidders	<p>i. The tenders will be received online through portal https://etenders.gov.in/eprocure/app. In the Technical Bids, the bidders are required to upload all the documents in pdf format.</p> <p>ii. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through https://etenders.gov.in/eprocure/app.</p> <p>iii. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site https://etenders.gov.in/eprocure/app under the "Information about DSC".</p>
H	Opening of the tender	<p>The online bid will be opened by a committee duly constituted for this purpose. Online bids (complete in all respect) received along with scanned copy of EMD (if any) will be opened as mentioned in the Schedule of the tender document. Bid received without EMD (if present) will be rejected straight way. The technical bid will be opened online first and it will be examined by a technical committee (as per the eligibility criteria, specification and requirement). The financial offer/bid will be opened only for the offer/bid which technically meets all requirements as per the specification.</p>
I	Earnest Money Deposit (EMD)	<p>i. EMD for Rs. 1,00,000/- should be transferred to the following bank account on or before due date 01.12.2020 before 2.00p.m. Name : Registrar IIT Madras Bank : State Bank of India Account No : 10620824305 Branch : IIT MADRAS IFSC CODE : SBIN0001055</p> <p>ii. The EMD will be returned to unsuccessful Bidder, after finalization of the tender. The EMD shall be forfeited if any Bidder withdraws offer before finalization of the tender.</p> <p>iii. The EMD amount should not be sent through DD.</p> <p>iv. Non submission of EMD details on or before the due date and time will result in rejection of the e-bid.</p> <p>v. As per Rule 170 of GFR 2017, exemption of EMD will be given subject to submission of undertaking by the firm seeking such exemption. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document</p>

			<p>vi. The EMD transferred to IIT Madras as per IIT Madras Account details given above and the proof of transfer has to be submitted in the technical bid. Otherwise, the tender will be summarily rejected.</p> <p>vii. Performance Guarantee for the values of Rs.3,00,000/- has to be submitted by way of DD/Bank Guarantee by the successful bidder only.</p>
J	Marking on Technical Bid	:	<p>i. The Scope of work for this tender is given in Annexure A. The tenderer shall go through the Scope of Work and submit the technical Bid.</p> <p>ii. The Technical bid should consists of the one page write up of their Plan of Action to set up the Pharmacy and should also submit the Vendor Eligibility Criteria Details in the proforma given as per Form 1 along with the supporting documents to support the vendor eligibility criteria. The Technical bid should be in pdf format and should be submitted only through online (e-tender). No manual submission of bid will be entertained.</p> <p>iii. All technical bid should have the page-wise heading as" Technical Bid" and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.</p>
K	Marking on Price Bid	:	<p>i. Price bid should be submitted in the prescribed proforma as per BOQ in Excel format through e-tender only. No manual submission of bid will be entertained.</p> <p>ii. Price bid should indicate percentage of discount proposed to be offered for pharmaceutical and surgical item by the tenderer on the product cost excluding GST.</p> <p>iii. The Percentage of discount offered should not be less than 30% for pharmaceutical item and 40% for surgical item on the product cost.</p> <p>iv. Total value in the price bid should be indicated in figures & words clearly.</p>
2.	Preparation of Tender:		
	<p>a) You should quote your product as per our specification requirements by mentioning our requirements and your offer side by side and the rate should be in total as per our requirements. We will not make any calculation if you have mentioned the rates of items separately.</p> <p>b) The offer/bids should be submitted through online only in two bid system i.e. Technical Bid and Price Bid separately. The online technical bid will be first opened and evaluated. In the primary screening, technical bid of only those who satisfy the technical submission and Vendor Eligibility Criteria as per Form -1 will be evaluated.</p> <p>c) Selection will be based on 70% technical evaluation score and 30% price score. Cumulative score of Technical and price score will be taken. The highest scoring vendor will be awarded with the contract.</p>		
3.	Signing of Tender:		
	<p>The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the terms and conditions enclosed herewith. Each page of the technical bid required to be signed and bears the official seal of the tenderers.</p> <p>If the application is made by a firm in partnership, it shall be signed (with seal)by all the partners of the firm above their full typewritten names and current addresses or alternatively by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the application.</p> <p>If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the application, in which case a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The applicant shall also furnish a copy of the Memorandum of Articles of association duly attested by a Public notary.</p>		
4	Period for which the offer will remain open:		
	<p>i. Firms tendering should note the period for which it is desired that their offers should remain open for acceptance. If the firms are unable to keep their offers open for the specified period they should specifically state the period for which their offers are being provided, however, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p> <p>ii. Quotations qualified by such vague and indefinite expressions such as 'subject to immediate acceptance', 'subject to prior sale' will not be considered.</p> <p>iii. The Tender shall remain open for acceptance/validity till: 120 days from the date of opening of the tender.</p>		

5.	Terms and conditions : Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will likely to lead to rejection of offers.
6.	Right of Acceptance: IIT MADRAS reserves the right to reject the whole or any part of the Tender without assigning any reason or to accept them in part or full.
7.	Communication of Acceptance: Letter of Intimation and acceptance will be communicated by post to the successful bidder to the address indicated in the bid.
8.	Duration of the contract: Initially, the contract will be awarded for one year. The period may be further extended annually up to a maximum of another two years based on the satisfactory performance and as recommended by the Contract Monitoring Committee.
9.	All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through e-Tender portal. In terms of Rule 173 (iv) of General Financial Rules, 2017 the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of its bid.
10.	Conditions of contract: Tenderer should quote on the basis of the conditions referred to in Para of the invitation to tender and tender papers. In case these terms and conditions are not acceptable to the tenderer, he should specifically state the deviation(s) there from in the body of the tender.
11.	Tenderer shall submit along with his Tender: Name and full address of the Banker and their swift code and PAN No. and GSTIN number.
12.	Jurisdiction: All disputes or difference whatsoever arriving between parties out of or relating to means and operation of this contract or the breach there off shall be settled by Arbitrator. All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction at the place from which the acceptance of Tender is issued.
13.	Force Majeure: The Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. <ul style="list-style-type: none"> • For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. • If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
14.	PHYSICAL VISIT OF THE SITE: The bidders are free to visit the provisions of the Pharmacy outlet at the Institute Hospital and physically verify the premises during the working hours of the Hospital with the prior permission of the Institute Medical Officers/In-charge/ authorities.
15.	IITM may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder. terminate the contract in whole or part: <ol style="list-style-type: none"> a) If the bidder fails to provide any or all of the services within the period(s) specified in the contract. b) If the bidder fails to perform any other obligation(s) under the contract. c) If the bidder has engaged corrupt or fraudulent or unethical practices in competing for or in executing the contract.
16.	The bidder shall study the scope in detail before submitting bid.
17.	Vendor Eligibility Criteria: <ol style="list-style-type: none"> i. The tenderer/Outsourced Pharmacy must hold valid Drug Licence on the date of bid opening under the provisions of the Drugs and Cosmetics Act, 1940 and The Drugs and Cosmetics Rules, 1945. ii. The Tenderer/Outsourced Pharmacy must not have been convicted by any Drugs Controls Authority and no case should be pending under the Drugs and Cosmetics Act and Rules. An affidavit sworn in before the Notary Public that no case is pending against the firm/bidder under the Drugs and Cosmetics Act and Rules made there under as well as under the Drugs Price Control Order issued from time to time. iii. The bidder i.e. Chemist/firm should have an established Pharmacy for at least five years in similar field and magnitude as stated in the "scope of work. (Form 1) Enclose the relevant Work Order copy.

	<p>iv. The average Annual Turnover of the Bidder should not be less than Rs. 10 Crores during the last three years, i.e. 2017-18, 2018-19 & 2019-20. (Pls provide the financial information as per Form B). Enclose the audited financial statement signed by the Chartered Accountant.</p> <p>v. The tenderer should submit copy of filed ITR for the last three years i.e. AY 2017-18, 2018-19 and 2019 -2020.</p>
18.	<p>Number of Bids and their Submission:</p> <p>The bidders should submit the bids in two bid system as detailed below:-</p> <p>Bid I - Technical Bid :</p> <p>The bidder should go through the scope of work given in Annexure-A of the tender document, understand the requirement of IITM and submit their technical bid covering the following details in a separate cover as given in Annexure-B.</p> <ol style="list-style-type: none"> 1. Vendor Eligibility Criteria 2. Form 1 3. Declaration of the bidder <p>Bid II - Financial Bid:</p> <p>The financial bid should be submitted in excel format as per the proforma (Annexure D) uploaded in the e- Tender web site. The Quoted price should be inclusive of all cost and statutory levies.</p>
19.	<p>Evaluation of Bids</p> <p>Bid evaluation will take place in two stages.</p> <p>Bid I: Technical Bid:</p> <p>The online technical bid will be opened first and the Vendor Eligibility Criteria and technical bid will be evaluated as per Annexure – B. The price bid of the vendor who have complied all points as per the technical bid alone will be considered for price bid opening.</p> <p>Bid II : Price Bid:</p> <p>The tender will be awarded to the overall L1 bidder.</p>
20.	<p>Due to Covid-19 pandemic the bidders will not be entertained to participate in opening of Bids. Since the tender is e-tender, the opening of the bids may be checked using the respective logins of the bidders.</p>
21.	<p>The corrigendum/addendum, if any will be issued in the e-tenders portal.</p>

-Sd/-
Deputy Registrar
(Stores & Purchase Section)

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “The Scope of work, Terms and Conditions” of tender document. I/We totally understand the Scope of work, Terms and Conditions and agree to execute the tender as per the Scope of Work and to abide by the Terms and Conditions.

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

Annexure A

Scope of Work

IIT Madras runs a hospital to provide medical facilities to students, employees (existing & retired) and the dependents of the employees (existing & retired).

- 1) The Successful tenderer must establish a full-fledged pharmacy at the Institute Hospital and stock all required drugs as per drug control act.
- 2) The Outsourced Pharmacy shall be established and operated in the space provided in the IIT Madras Hospital.
- 3) IITM will provide required room to establish the pharmacy for which the successful tenderer has to pay the monthly rent. The electricity charges should be paid as per consumption by the successful tenderer.
- 4) The tenderer must obtain required drug license including Narcotic drugs, TNGST registration etc. to run the pharmacy.
- 5) Necessary interior arrangements and furnishing has to be made by the Successful tenderer on their own. They will be allowed to put up pharmacy name board at specified areas in the Hospital. The expenditure necessary for installing and maintaining facilities like telephone, fax and internet services will borne by the successful tenderer.
- 6) Pharmacy must be kept open from 08.00 a.m. to 08.00 p.m. on all days.
- 7) Successful tenderer shall employ adequate, authorized and registered pharmacist (D.Pharm/B.Pharm) to issue drugs. . The diploma or degree of the pharmacists recognized by Pharmacy Council of India at the dispensing counter needs to be submitted to CMO/Registrar. At least two pharmacists should be deployed at the counter to issue the medicines at a time and one competent person for billing in each shift. All those working in the pharmacy shall maintain the code of conduct and disciplined behavior required by the IITM. A list of pharmacist and other working in the pharmacy must be submitted with their details including their Passport size photo, educational qualification, pharmacy council registration, experience, address, contact mobile/phone no. etc. to CMO for necessary permission and security pass. All those working in the pharmacy shall maintain the code of conduct and disciplined behavior required by the IITM. No unauthorized person shall be allowed inside the pharmacy. Any violation will lead to necessary action and cancellation of their IIT security pass.
- 8) The Institute Hospital will issue a 'Reimbursable List' of drugs / surgical items authorized by the CMO for issuing to the eligible IIT patients. No alteration in the list will be allowed without a written consent of the CMO or Doctor concerned. Issue of Reimbursable items is permitted and the necessary payment will be made by Institute. Non reimbursable items and Cosmetics will be for Cash bills, and will not be settled by the Institute. Substitution of drugs with other than prescribed brand will be allowed only with a written permission of the prescribing doctor or Consultant or CMO. Newer Drugs, Biologicals or special and expensive medications not in the list of reimbursable drugs should be brought to the notice of the CMO or Hospital Review Board to take a decision regarding issue free of cost.
- 9) The Successful tenderer should stock the medicines as per the requirement of the IIT Hospital and Generic medicines particularly Anti-Hypertensive oral hypoglycemic drugs, Anti-biotics and cardiac drugs – statins should be stocked or they should be in a position to make it available in a maximum of 24 Hrs time.
- 10) The successful tenderer during the course of functioning shall evolve a system to study the movement of various drugs and stock position to honor all prescriptions always.
- 11) **If there is no stock of a particular drug a suitable equivalent can be given after discussing with the concerned doctor. If the drug or its equivalent is not available then it should not be billed and the drug can be dispensed against a fresh prescription on its availability. All the drugs dispensed has to be billed on the same day.**
- 12) Successful tenderer shall raise a claim bill for all the drugs / surgical items issued (found in the 'Reimbursable List') in a month at the rate specified in their list with necessary taxes if any. The claim bill along with all original prescriptions has to be submitted to CMO in the first week of every month for due verification and for making payment. IITM will make payment for the claim bill after 15 days of receipt of the bill unless otherwise there is any discrepancy or wrong claims.
- 13) Issue of any drug or any other items not found in the 'Reimbursable List' will not be reimbursed. However if stock is available in the pharmacy the same can be sold on receipt of payment from the patients with proper billing with agreed discount. It is the responsibility of Successful tenderer to maintain this account on their own as per rules.
- 14) The bidder should quote admissible discount on Basic cost (Product cost) excluding tax and other statutory levies, in percentage term in respect of all drugs and medicines, for stocking and dispensing to be made under the contract (including

the non-reimbursable medicines on the prescription). **The admissible discount should be offered on the Basic cost and thereafter GST and other taxes shall be levied.**

- 15) Strictly provide paper covers for the supply of medicine and no polyethylene/plastic covers are permitted for this purpose.
- 16) The monthly rent is subject to revision of every year as approved by the competent authority.
- 17) Any drug in the trade name other than that decided by the medical board is debarred to issue to the patient.
- 18) The Successful tenderer should accept the unused medicines (which includes IP and OP medicines) and it should be indicated in the monthly statement to the Institute Hospital. An agreeable timeline should be indicated by the tenderer for the return of medicine.
- 19) The Institute Hospital has the right to procure stock and issue certain drugs or materials directly from other vendors in certain sectors, if and when required.
- 20) Supply orders will be placed against the contract up to the last date of the contract. Indent/Prescription received even on the closing date should be honoured in accordance with the terms of the contract, even though the last date of the contract may have expired on the date of supply of medicines.
- 21) The Outsourced Pharmacy will, as and when required, attend the meeting fixed by the Institute authorities or by the Institutes Hospital Committee.
- 22) The Outsourced Pharmacy shall produce Registration Certificate of the qualified person (Pharmacist) engaged in dispensing of the medicines/drugs and comply with the standards of Drugs and Cosmetics Act 1940 and Rules 1945
- 23) The Manager should take up the responsibility of supervising the functioning staff, their activities and behavior towards the clients.
- 24) The outsourced pharmacy should not stop the supplies of the medicines/drugs without giving three months' notice to IITM.
- 25) The medicines/drugs to be stocked / dispensed should be of standard quality. In case it is found that any particular medicine's date is expired or is near to the date of expiry, or is found not of standard quality, or is substandard or spurious, appointed Outsourced Pharmacy will be liable to be debarred for a period of 3 years besides other legal actions that may be initiated. In case the Outsourced Pharmacy fails to stock prescribed medicines/drugs, IITM will be entitled to procure the same from the distributors and the Outsourced Pharmacy will be liable to reimburse in full the price so paid by IITM.
- 26) DEDUCTIONS FOR DELAY / DEFAULT:
 - a. In case of prescription for specific brand of medicines, the same shall not be substituted. The GMP/acceptable substitute list will be provided by the Institute Hospital. Supply should be as per this substitute list. No other medicine other than those mentioned in the substitute list shall be issued. If any such case is noticed during subsequent scrutiny after or before the payment then penalty will be imposed on the outsourced pharmacy for such default.
 - b. The prescribed medicine/drugs should be made available at the prescribed outlet in the Hospital within 24 hours of the presentation of prescription. Delayed supply of any medicine without proper justification will attract appropriate penalty.
- 27) Copy of the duplicate bills should be given to the Hospital User and their signature to be obtained in their copy.
- 28) The Pharmacy should be for the service of IITM Campus Community.
- 29) To submit MIS report with details of patients and Doctors and Medicine supplied. There should be a system for billing to ensure proper accounting and should also include the staff/dependents and students details in the data base for the additions/deletions.

Annexure – B

TECHNICAL BID

COMPLIANCE SHEET

A) VENDOR ELIGIBILITY CRITERIA

Sl. No.	Bidder Eligibility Criteria	Compliance (YES/NO)	Reference Document page no.	Remarks, if any
1.	The tenderer/Outsourced Pharmacy must hold valid Drug License on the date of bid opening under the provisions of the Drugs and Cosmetics Act, 1940 and The Drugs and Cosmetics Rules, 1945. (Copy to be attached)			
2.	The Tenderer/Outsourced Pharmacy must not have been convicted by any Drugs Controls Authority and no case should be pending under the Drugs and Cosmetics Act and Rules. An affidavit sworn in before the Notary Public that no case is pending against the firm/bidder under the Drugs and Cosmetics Act and Rules made there under as well as under the Drugs Price Control Order issued from time to time.			
3.	The bidder i.e. Chemist/firm should have an established Pharmacy for at least five years in similar field and magnitude as stated in the "scope of work. (Form 1) Enclose the relevant Work Order copy.			
4.	The average Annual Turnover of the Bidder should not be less than Rs. 10 Crores during the last three years, i.e. 2017-18, 2018-19 & 2019-20. (Pls provide the financial information as per Form B). Enclose the audited financial statement signed by the Chartered Accountant.			
5.	The tenderer should submit copy of filed ITR for the last three years i.e. AY 2017-18, 2018-19 and 2019-2020.			

FORM 1

To be duly filled, signed and submitted in the Technical Bid by the tenderer

Details of all works of similar nature completed during the last five years.

S.No.	Name of work & Location	Name of the Organization	Scope of Work	Cost of work in lakhs	Period of Work.	Name & Address of References

Declaration of Bidder

From

(Complete Address of the bidder with email/Phone/Fax & Mobile No.)

To

The Registrar

Indian Institute of Technology Madras

Chennai 600036

Dear Sir/Madam,

1. I/We hereby agree to run the pharmacy in the outlet provided at the Hospital of IIT Madras as per the requirements of IIT Madras.
2. I / We hereby offer to stock and dispense medicine at the Outsourced Pharmacy of the Hospital, IIT Madras, as indicated in the bid notice, and agree to supply the items with the discount as mentioned in the price bid of this document.
3. I/ We shall be bound by a communication of acceptance dispatched within the prescribed time.
4. I / We have understood the 'Instructions to the Bidders' and 'Conditions of Contract' and fully accept them.
5. I / We are fully aware of the nature of medicines/drugs required and my / our offer is to stock the Branded medicines/drugs of well reputed companies as indented by the Medical Officers of the Institute and dispense the same to the beneficiaries as per the prescription of the Medical Officers/Visiting Consultants of the Institute in accordance with the requirements of IIT Madras.
6. I / We agree to arrange supplies of branded standard quality medicines/drugs in accordance with the nomenclature. Specifications, packages and quantity indented by the Medical Officer of the Institute.
7. I/We agree to dispense the medicines/drugs to the beneficiaries of IIT Madras by trained persons under the supervision of qualified professionals (Pharmacists) at all time.
8. I /We agree that the stocking and dispensing of aforesaid will be complied as per the provisions of Drugs & Cosmetics Act, 1940 and rules 1945 made there under.
9. My / Our firm has not been convicted by the State Drugs Authorities and no case is pending under the Drugs and Cosmetics Act 1940 and Rules 1945.
10. I/We, also undertake that the medicines/drugs shall be stocked as per the prescription of Medical officers and Visiting Consultants of IIT Madras Hospital and dispensed as per the contract/extension of contract and no "Substitute Medicines/Drugs" will be stocked/dispensed.

**SIGNATURE OF TENDERER ALONG WITH SEAL
OF THE COMPANY WITH DATE**

Annexure – C

BOQ

PRICE BID FORMAT

Tender Inviting Authority		Deputy Registrar, Stores & Purchase Section, IIT Madras, Chennai – 36.	
Name of Work		"Outsourcing of Pharmacy at IIT Madras Hospital"	
Contract No		IITM/SPS/RC for Hospital Pharmacy Outsourcing/2020-21.	
Name of the Bidder			
Sl.No	Item Description	Minimum Discount	Offered Discount
1.	Discount on the product cost with Minimum Discount of 30% (excluding taxes and other statutory levies) for Pharmaceutical items.	30%	
2.	Discount on the product cost with Minimum Discount of 40% (excluding taxes and other statutory levies) for Surgical items.	40%	

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

SCHEDULE OF THE TENDER DOCUMENT

Name of Organization	Indian Institute of Technology Madras
Tender Type (Open/Limited/EOI/Auction/Single)	Open Tender
Tender Category (Services/Goods/Works)	Service
Product Category(Civil Works/Electrical Works/Fleet Management/Computer Systems)	Outsourcing of Pharmacy Services at IIT Madras Hospital
Source of Fund (Institute/Project)	IIT Madras
Is Multi Currency Allowed	No
Date of Issue/Publishing	11.11.2020
Document Download/Bid Clarification Start Date	11.11.2020
Pre- bid Meeting Date and time	18.11.2020
Bid Submission Start Date	25.11.2020
Document Download/Sale End Date	01.12.2020
Last Date and Time for Uploading of Bids	01.12.2020 before 2.00 pm
Date and Time of Opening of Technical Bid	02.12.2020 at 3.00pm
EMD	Rs. 1,00,000/-
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	120 Days
Address for Communication	The Deputy Registrar Stores and Purchase Section IIT Madras Chennai – 600 036
Contact No.	For Queries : 044- 2257 8287/8288
Email Address	adstores@iitm.ac.in