

**MINUTES OF PRE-BID MEETING & NOTICE FOR EXTENSION OF DATE OF
SUBMISSION OF TENDER & DATE OF OPENING OF TENDER**

**Brief description of the
Procurement:**

- (i) Open Tender for Empanelment of Authorised ePharmacy
- (ii) Open Tender for Empanelment of Authorised Retail Pharmacy
- (iii) Open Tender for Empanelment of Authorised Pharmacy Firms

Bid Ref. No.

AA:HR:MR1(ePharmacy)/2019 dated 26.04.2019
AA:HR:MR1(Retail)/2019 dated 26.04.2019
AA:HR:MR1(Pharmacy Firm)/2019 dated 26.04.2019

Date and Time of Pre-Bid meeting

10/05/2019 at 1430 Hrs.

Venue of Pre-Bid Meeting

II Floor Conference Room, BHEL House, Siri Fort, N
Delhi-49

The following Bidders representatives attended the pre-bid meeting:

SI No	Name of the prospective Bidder / Firm
1	NetMeds, Chennai
2	Apollo Pharmacy, New Delhi

The following BHEL Officials were present in the meeting:

SI No	Name and Designation
1	Mr Bharat Panwar, DGM (IT)
2	Mr Manjeesh Kr Singh, Manager (HR)

Proceedings of the pre-bid meeting is as follows:

1. At the outset, Manager (HR), made a briefing to the participants about the scope of the services and purpose of the pre-bid meeting.
2. Thereafter, prospective bidders were requested to put up their queries related to scope and terms and conditions given in the Bid documents on ePharmacy, Retail Pharmacy and Pharmacy firms.
3. The queries from prospective bidders were appropriately responded.
4. The representatives were also requested to send their queries in writing through e-mail within 2 days.
5. **The responses to queries sought from prospective bidders in writing and those asked during meeting have been compiled as per Annexure-A.**

**CLOSING DATE OF TENDER SUBMISSION Extended to 22.05.2019 2.30 PM
DATE/TIME**

OPENING BID DATE: 22.05.2019 15.00 Hrs. DATE/TIME


16/5/2019
(Manoj Singh)
SDGM (HR)

BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

Clarification on issues emerged during the pre-bid meeting dated 10.05.2019
(Ref. Tender Enquiry No. AA:HR:MR1 (Retail)/2019 dated 26.04.2019)

Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
1	No Clause - Clarification Query	NA	List to be defined and shared by BHEL for Non Reimbursable medicines /items	NA	- The items approved by BHEL Doctor shall be billed to Company. - Items not approved by BHEL doctor shall be processed against cash on delivery.
2	As per A. Special Terms and conditions of Tender, sl no. 1 under Annexure-1. As per B. System Design requirements SI no. 2 Beneficiary initiated process flow at Annexure-1,	1. Placement of orders for supply & Mechanism of Receipts / Collection of Medicines by Beneficiaries: The Retail Pharmacy Chain shall receive the order through online mode from BHEL beneficiaries or BHEL authorised doctors. In case of orders from BHEL beneficiaries, the medicines shall be collected by the beneficiaries themselves and in case of orders placed by BHEL doctors the medicines shall be collected by BHEL authorised representatives. The picture of prescription is to be sent through WhatsApp on Retail Chain number / website / email. As such, the prescription gets stored in the system.	Mandatory for beneficiaries to leave either original prescription/ photocopy at the time of delivery. This shall be submitted by bidder at the time of bill submission along on monthly basis for ratification purpose		- the work flow upto the approval of Medicines by BHEL doctor remains same in ePharmacy tender and Retail Pharmacy tender. - In Retail Pharmacy after the approval by BHEL doctor, the order gets processed and beneficiary collects over the counter.
3	As per sl no. 2, under Annexure-6.	Payment terms: Bill complete in all respect along with all the requisite documents will be paid within 45 days of receipt in BHEL. The payment will be made through ECS for which bidder should give requisite ECS Mandate Form with details of bank address, Account No. etc. & a copy of the cancelled Cheque	Validity timeline of Credit slip for bidder to honour needs to be clarified by BHEL		- Payment terms shall be as per Bid document.
4	Point no 4 of A, Special Terms and conditions of Tender, as per Annexure-1	4. INDIVIDUAL PACKETS: The ePharmacy shall supply bar-coded medicines indented for one patient in one packet.	Bar code criteria to be removed as most bidders do not follow the practice		- Bar code requirement is waived off. However, the supply must contain batch number, name of manufacturer, date of expiry of Medicines.

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

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SI No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
5	Point no.7 as per Annexure-1	7. Upon Success of Acceptance Tests, the Bidder shall notify BHEL. The pre Go-Live should be completed in 30 days from the date of issue of order. In case of delay in completion of activities attributable to the bidder, BHEL reserves the right to impose a penalty of Rs.2000/- (two thousand only) for each day of delay without any recourse to compensation / damages.	Integration timelines to be revised with regard to penalty clause as it's an exercise which shall need brainstorming amongst the teams to ensure a smooth/ hassle free medicine disbursement/ billing process		- Integration is to be completed within stipulated time as per Bid document.
6	No Clause - Clarification Query	NA	Introduction of SD/ EMD to ensure participation by serious bidders only.		- SD/EMD is waived off being the empanelment.
7	No Clause - Clarification Query	NA	Whether the bidder not meeting the criteria can bid	BHEL to get back on the same, as we plan to open quite a few Pharmacies this year	- The Technical criteria cannot be relaxed and shall be as per Bid document
8	No Clause - Clarification Query	NA	Integration requirements	Clarification required for misuse of Prescription by the Beneficiary Only possible to check with OTP and Beneficiary Name	- BHEL doctor approved orders are to be honoured and supplied to beneficiaries.
9	As per A, si no. 1 under Annexure-1. As per B, Si no. 2 Beneficiary initiated process flow at Annexure-1.	1. Placement of orders for supply & Mechanism of Receipts / Collection of Medicines by Beneficiaries: The Retail Pharmacy Chain shall receive the order through online mode from BHEL beneficiaries or BHEL authorised doctors. In case of orders from BHEL beneficiaries, the medicines shall be collected by the beneficiaries themselves and in case of orders placed by BHEL doctors the medicines shall be collected by BHEL authorised representatives. The picture of prescription is to be sent through WhatsApp on Retail Chain number / website / email. As such, the prescription gets stored in the system.	How would BHEL doctor verify in case of retail pharmacy	Real time, this would not be possible. Pharmacist would verify the same and dispense to the beneficiary	- the work flow upto the approval of Medicines by BHEL doctor remains same in ePharmacy tender and Retail Pharmacy tender. - In Retail Pharmacy after the approval by BHEL doctor, the order gets processed and beneficiary collects over the counter.
10	No Clause - Clarification Query	NA	Medicines discount & OTC Discount	To only dispense Prescription Medicines	- L1 rates shall be decided on uniform discount applicable to all items.

BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

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Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
11	As per A, Sl no. 1 under Annexure-1. As per B, Sl no. 2 Beneficiary initiated process flow at Annexure-1.	1. Placement of orders for supply & Mechanism of Receipts / Collection of Medicines by Beneficiaries: The Retail Pharmacy Chain shall receive the order through online mode from BHEL beneficiaries or BHEL authorised doctors. In case of orders from BHEL beneficiaries, the medicines shall be collected by the beneficiaries themselves and in case of orders placed by BHEL doctors the medicines shall be collected by BHEL authorised representatives. The picture of prescription is to be sent through WhatsApp on Retail Chain number / website / email. As such, the prescription gets stored in the system.	Requirement of BHEL hospital placed in Bulk to retain pharmacy	Whether prescription would be required in such case	- Such bulk requirement shall be treated as purchase order from BHEL and no prescription required in such cases.
12	As per A, Sl no. 1 under Annexure-1. As per B, Sl no. 2 Beneficiary initiated process flow at Annexure-1.	1. Placement of orders for supply & Mechanism of Receipts / Collection of Medicines by Beneficiaries: The Retail Pharmacy Chain shall receive the order through online mode from BHEL beneficiaries or BHEL authorised doctors. In case of orders from BHEL beneficiaries, the medicines shall be collected by the beneficiaries themselves and in case of orders placed by BHEL doctors the medicines shall be collected by BHEL authorised representatives. The picture of prescription is to be sent through WhatsApp on Retail Chain number / website / email. As such, the prescription gets stored in the system.	Copy of Prescription by Pharmacist	Difficulty in retaining the hard copy of the Prescription	- As per A, Sl no. 1 under Annexure-1, the order is to be received through online mode from BHEL beneficiary or BHEL authorised doctors. As per B, Sl no. 2 Beneficiary initiated process flow at Annexure-1, the picture of prescription is to be sent through WhatsApp on Retail Chain number / website / email. As such, the prescription gets stored in the system.
13	No Clause - Clarification Query	NA	Supply of Medicines against prescription of Non-BHEL doctors	Pharmacist would dispense if Beneficiary details verified via OTP	- Prescription can be from BHEL doctor or Non BHEL doctor. However, - The items approved by BHEL Doctor shall be billed to Company. - Items not approved by BHEL doctor shall be processed against cash on delivery.

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

Clarification on issues emerged during the pre-bid meeting dated 10.05.2019
(Ref. Tender Enquiry No. AA:HR:MR1 (Retail)/2019 dated 26.04.2019)

Sl No	Para / Clause under Reference as per Bid Document	Content of Para /Clause under Reference as per Bid Document	Query	Suggestions	Clarification
Notice for Extending the date of Submission of Bid					
The last date for submission of Bid has been extended to 22.05.2019 by 1430 Hrs.					

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

**Clarification on issues emerged during the pre-bid meeting dated 10.05.2019
(Ref. Tender Enquiry No. AA:HR:MR1 (Pharmacy Firm)/2019 dated 26.04.2019)**

Sl No	Para / Clause under Reference as per Bid Document	Content of Para /Clause under Reference as per Bid Document	Query	Suggestions	Clarification
2	No Clause - Clarification Query	NA	Relaxation on fulfillment percentage. It shall not be more than 90% as BHEL doesn't work on defined formulary. In case BHEL approves a defined formulary, then even 100% is fine as bidders will be aware of the stock that they need to maintain in stock	-	- BHEL Hospital shall place order only for items (medicines) / quantity available in central system of the successful bidder. - The penalty is levied only in case where item /Quantity were available and such confirmed orders were not honoured by the successful bidders.
3	Point no.7 as per Annexure-1	The pre Go-Live should be completed in 30 days from the date of issue of order. In case of delay in completion of activities is attributable to the bidder, BHEL reserves the right to impose a penalty of Rs 2000/- (two thousand only) for each day of delay, without any recourse to compensation / damages.	Software integration period to be looked at as penalties are heavy and considering vast scope, it may take additional time to come with a robust solution	-	- Integration is to be completed within stipulated time as per Bid document.
1	No Clause - Clarification Query	NA	Introduction of SD/ EMD to ensure participation by serious bidders only	-	- SD/EMD is waived off being the empanelment.
4	Point no.4 of A as per Annexure-1	4. INDIVIDUAL PACKETS: The ePharmacy shall supply bar-coded medicines indented for one patient in one packet.	Bar code criteria to be removed as most bidders do not follow the practice	-	- Bar code requirement is waived off. However, the supply must contain batch number, name of manufacturer, date of expiry of Medicines.
Notice for Extending the date of Submission of Bid		The last date for submission of Bid has been extended to 22.05.2019 by 1430 Hrs.			

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

Clarification on issues emerged during the pre-bid meeting dated 10.05.2019
(Ref. Tender Enquiry No. AA:HR-MR1 (ePharmacy)/2019 dated 26.04.2019)

Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
1	Point no 5, SUPPLY OF MEDICINES, as per Annexure-1	Point no.5 SUPPLY OF MEDICINES as per Annexure-1: Specific brand of medicines shall not be substituted by another brand. If any such case is noticed during subsequent scrutiny after or before the payment, the supplier will be penalized for Rs.1000 in addition to the cost of the specific brand of medicine indented for each such default. In cases of three (03) defaults during the contract period, actions as per Policy on Suspension of Business dealings and banning of Business (www.bhel.com) shall be initiated for suspension of business dealings/banning on pan India basis.	Penalty clause is very stringent in case of non-fulfilment of entire prescription considering there is no defined formula by BHEL. There are unlimited brands and since substitution with a similar or superior brand is not there, it may be extremely critical to fulfil all the required medicines	Bidder/ Vendor shall be able to ensure 80% fulfilment of the total SKU's that are received at its end on a monthly basis. This is required due to volatile market behaviour of NA medicines /Monopoly brands/local brand of medicines	- BHEL beneficiary shall place order only for items (medicines) / quantity available at website of the successful bidders. - The BHEL beneficiary can cancel the order as per bidder business process configured at their websites. - The penalty is levied only in case where item /Quantity were available and such confirmed orders were not honoured by the successful bidders.
2	Point no.5 DEDUCTIONS FOR DEFAULT as per Annexure-6	Point no 5 as per Annexure-6: Specific brand of medicines shall not be substituted by another brand. If any such case is noticed during subsequent scrutiny after or before the payment, then supplier will be penalized Rs.1000/- along with the cost of the specific brand of medicines for each such default. The indented Medicines shall be made available across the counter in full.	Penalty clause is very stringent in case of non-fulfilment of entire prescription considering there is no defined formula by BHEL. There are unlimited brands and since substitution with a similar or superior brand is not there, it may be extremely critical to fulfil all the required medicines	Bidder/ Vendor shall be able to ensure 80% fulfilment of the total SKU's that are received at its end on a monthly basis. This is required due to volatile market behaviour of NA medicines /Monopoly brands/local brand of medicines	- Since the order is against a specific item (Brand name) no substitution is allowed. If that specific item is not available, then the order doesn't get placed and question of penalty doesn't arise. The indented Medicines is to be made available over ePharmacy in full.
3	Point no.5 of A as per Annexure-1: Point no. 2 of B: E-PHARMACY SYSTEM FLOW - DESIGN REQUIREMENTS Process Flow chart	The designated ePharmacy shall deliver the indented medicines in separate packets for each and every individual beneficiary.	Proof of delivery in case of direct delivery through self-network based pharmacy delivery boy. It shall be uploaded in a later stage	Proof of delivery shall be uploaded at a later stage	- The status of delivery against an order has to be uploaded before release of payment.
4	Point no.1 of A, Special Terms and Conditions of the tender, as per Annexure-1:	Point no.1 of A (Special Terms and Conditions of the tender) as per Annexure-1: Medicines shall be delivered to serving & retired employees by E Pharmacy on their address within 48 hours of booking the medicines through Whatsapp, Mobile app, website/Registered Email.	Delivery timeline for Tier 3/ Tier 4 city and a non-existing market shall be enhanced from 48 Hrs to 3 working days. The shipping companies do not function on week-offs and public holidays	-	- Delivery timelines across all pincodes shall be as per delivery timelines maintained on ePharmacy portal. - The data on estimated date of delivery and actual date of delivery to be made available online to BHEL before release of payment.

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

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Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
5	Point no.6 as per Annexure-1 Point no.4 as per Annexure-4:	The pre Go-Live should be completed in 30 days from the date of issue of order. In case of delay in completion of activities is attributable to the bidder, BHEL reserves the right to impose a penalty of Rs.2000/- (two thousand only) for each day of delay, without any recourse to compensation / damages	Penalty on integration timelines to be revised as there is no defined common platform provided by BHEL and with 5 bidders, it may take time to create a common user friendly system in consultation with BHEL. The idea is to take initial time and design in a manner to ensure more utility for beneficiaries else they may get confused with multiple different platforms.		- Integration is to be completed within stipulated time as per Bid document.
6	No Clause - Clarification Query	NA	SD/ EMD clause to be added to ensure participation by serious bidders only		- SD/EMD is waived off being the empanelment.
7	No Clause - Clarification Query	NA	How many days old prescription is to be considered by the bidders (including the prescription issuance date).		- Once the order is approved by BHEL doctor, the same is to be honoured by the successful bidder.
8	No Clause - Clarification Query	NA	For how many days, maximum, the medicines can be issued, in one go		- Once the order is approved by BHEL doctor, the same is to be honoured by the successful bidder.
9	No Clause - Clarification Query	NA	Total Expected Volume		- The approx. expenditure on Medicine is Rs. 50.00 crores per annum
10	No Clause - Clarification Query	NA	Number of Beneficiaries		- The number of beneficiaries inclusive of serving, their dependents and retired beneficiaries would be around three lakhs.
11	No Clause - Clarification Query	NA	Area, from where they will order – Pincodes		- All serviceable location of successful bidder on their online platform shall be available to BHEL beneficiaries. - The bidder should have provision that orders are not confirmed for unserviceable locations.
12	No Clause - Clarification Query	NA	How is BHEL going to spread the word to Beneficiaries		- BHEL through their internal communication protocols and web based platforms shall reach to all beneficiaries.

BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

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Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
13	No Clause - Clarification Query	NA	Delivery timeline - Particular for delivery within 48 hours on BHEL Doctor Approval	In terms of Tier 2 and beyond, delivery might take longer as dependency moves on to courier companies. In case of India Post, which is the only partner reaching out to interiors, it may take even longer. We can rather keep timeline for us to process the order internally, till we handover the same to the delivery partner - Kindly clarify on the same and to remove Penalties	- Already replied above in point at sl. no. 4 above.
14	Point no. 4 of A. Special Terms and Conditions of the tender, as per Annexure-1	4. INDIVIDUAL PACKETS: The ePharmacy shall supply bar-coded medicines indented for one patient in one packet	Bar Coded Medicines cannot be supplied	As per Drugs Law, we are not allowed to paste any kind of stickers or bar codes on the medicines	- Bar code requirement is waived off. However, the supply must contain batch number, name of manufacturer, date of expiry of Medicines.
15	Point no. 3 of A. Special Terms and Conditions of the tender, as per Annexure-1	3. PACKED SUPPLIES: Supplies are required to be made in original packing of manufacturer. The packing should be nearest to the total quantity demanded of any particular medicine on any particular day	No cutting strips	We do not break the package in terms of cutting strips or providing lesser quantity of tablets in a container	- Against the items, available size of packing would be displayed at the time of placing the order and the number nearest packing size would be approved by BHEL doctor.
16	Point no. 2 of B: E-PHARMACY SYSTEM FLOW - DESIGN REQUIREMENTS	Process Flow chart as per Annexure-1	Integration clarifications - BHEL doctor to check each and every Prescription - This would be after our validation or before	Validation of order is after confirmation by BHEL doctors or by the vendor	- Already replied above in point at sl. no. 7 above.
17	Point no. 2 of B: E-PHARMACY SYSTEM FLOW - DESIGN REQUIREMENTS Process Flow chart as per Annexure-1		Addition/Removal by BHEL Doctor while checking the Prescription	The BHEL doctor would be able to only reduce the quantity or remove the product. As there would be no product mapping between BHEL and Vendors	- Once the order is approved by BHEL doctor, the same is to be honoured by the successful bidder.
18	Point no. 1 of B: E-PHARMACY SYSTEM FLOW - DESIGN REQUIREMENTS Process Flow chart as per Annexure-1		Non Beneficiary uploaded Prescription but OTP Verified	Can the vendor cancel the Prescription even before it is sent to BHEL Doctor when it does not match the beneficiary names (Family) as per the Employee ID	- Once the order is approved by BHEL doctor, the same is to be honoured by the successful bidder.
19			Live status of the order	Vendors to share only Delivered status, remaining communications would be communicated directly to the beneficiary	- Already replied above in point no. 3 above.

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

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Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
20	No Clause - Clarification Query	NA	Partial cancellation	There would be cases where some products are Not Available and the order might get partially cancelled – Kindly clarify if the same is okay. In case a product from the Prescription is not even listed in our website, the same would have to be cancelled; balance items would be moved to BHEL Doctor with Prescription image	- Already replied above in point no. 1 above.
21	No Clause - Clarification Query	NA	Split Order	There could be cases where the order is split in different shipments when delivered – kindly clarify, if the same is okay	- BHEL beneficiary shall place order only for items (medicines) / quantity available at website of the successful bidders. '- The BHEL beneficiary can cancel the order as per bidder business process configured at their websites. '- The penalty is levied only in case where item /Quantity were available and such confirmed orders were not honoured by the successful bidders.
22	No Clause - Clarification Query	NA	Timelines for BHEL Doctor approval	What is the TAT for approval of BHEL doctors as queries / escalations would be received on the same from the customer	- In so far the commitment for the supply of order is concerned, it shall be from the date/time when the BHEL doctor approves. There would be no escalation to successful bidder unless a confirmed order is received.
23	No Clause - Clarification Query	NA	Whether OTC products are applicable or not	Separate invoice would be created for Over The Counter/FMCG products and would be paid by the Beneficiary on our system	- All the order approved by BHEL doctors as per the system flow is to be honoured.
24	No Clause - Clarification Query	NA	Plan for Cold storage products	A List of pincodes can be provided where cold storage products can be delivered	- Already covered in point no. 1 above.
25	No Clause - Clarification Query	NA	Different Domain or existing Domain	As discussed, we can go ahead with either of the two	- Existing domain, No separate domain to be made.
26	No Clause - Clarification Query	NA	Whether App integration also required – If yes, same App or different	As discussed, we can go ahead with either of the two	- App integration is a must and it is part of the 30 days period under integration
27	No Clause - Clarification Query	NA	Discounts are different for pharma and different for OTC	-	- L1 rates shall be decided on uniform discount applicable to all items.
28			Whether Reverse auction shall be conducted?	-	- Reverse auction, if required shall be done as per Clause 5.0 of the Bid document.
29	No Clause - Clarification Query	NA	Supply of Medicines against prescription of Non-BHEL doctors	Pharmacist would dispense if Beneficiary details verified via OTP	- Prescription can be from BHEL doctor or Non BHEL doctor. However, '- The items approved by BHEL Doctor shall be billed to Company. '- Items not approved by BHEL doctor shall be processed against cash on delivery.

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

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(Ref. Tender Enquiry No. AA:HR-MR1 (ePharmacy)/2019 dated 26.04.2019)**

Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
30	No Clause - Clarification Query	NA	How will the Employee be mapped to BHEL Doc	-	- That mapping will be provided by BHEL as part of integration process.
31	No Clause - Clarification Query	NA	List to be defined and shared by BHEL for Non Reimbursable medicines /items	-	- The items approved by BHEL Doctor shall be billed to Company. - Items not approved by BHEL doctor shall be processed against cash on delivery.
32	No Clause - Clarification Query	NA	Duration of Medicines as per prescription	To only validate if the Prescription holds valid as on that date, even if the Prescription is uploaded after a month and 5 more months it is valid – it is considered valid as per our process	- Already covered in reply for sl no. 7 above.
33	No Clause - Clarification Query	NA	BHEL Doc panel, API will be sent or they will use our panel	BHEL Doctor will have an internal Panel, we will only send and receive API Communications would be based on Vendor Reference ID and BHEL Employee ID	1. ePharmacy will be integrated with BHEL IT system for beneficiary authentication and mapping of BHEL doctors with beneficiaries. 2. Based on the approved orders bill shall be raised to BHEL and the transactional data shall be shared with BHEL in an integrated manner for release of payment as part of the project implementation.
34	No Clause - Clarification Query	NA	Any limits for any beneficiary – Count or orders or value	We will not be validating anything on Beneficiary part. Once Doctor approves, we would process it	- Once the order is approved by BHEL doctor, the same is to be honoured by the successful bidder.
35	Checklist SI No 1.VI and 1.VII	1.vi. Statement of Details and screenshots of demonstrable centralised IT system for trackable order placement and order fulfillment (linking of central office/head office with its branches) 1.vii. Statement containing Detailed location wise, project implementation plan with project milestones, target dates for BHEL as per scope of work along with responsibility matrix clearly demarcating the role of BHEL & ePharmacy.	Check list point – 1.6 & 1.7 details	Regarding 1.6 – We would share screenshots and flow of existing system within us. Regarding 1.7 – We would be sharing the basic flow that we would be adopting for integration, as various integrities would have to be discussed, once the contract is awarded. The 30 day timeline would be from the date we get all the required API from BHEL o The functional flow is not clear from both our ends, in case of any changes the timeline would have to be extended accordingly	As detailed in the technical bid and project implementation plan.
36	No Clause - Clarification Query	NA	Any EMD/SD?	-	No EMD/SD in the Bid

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BHARAT HEAVY ELECTRICALS LIMITED, NEW DELHI

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Sl No	Para / Clause under Reference as per Bid Document	Content of Para / Clause under Reference as per Bid Document	Query	Suggestions	Clarification
37	No Clause - Clarification Query	NA	Penalties	In case of Penalties, it is requested give warnings and only if repeated issues, we request you to penalize the same – Kindly confirm as this is something new	Already explained under clarification for SI No 1 above.
38	No Clause - Clarification Query	NA	Invoice Format for payment	The customer invoice would be shared as it is via API with Netmeds Reference ID and BHEL Employee ID	Billing details shall be provided at the time of placement of order
39	No Clause - Clarification Query	NA	GST Input: Kindly clarify in case of GST input Credit by BHEL	-	GST input is not available.
40	No Clause - Clarification Query	NA	What is to be done in case Duplicate Prescription is uploaded by Beneficiary	BHEL would have to disapprove in case of duplicate or misuse	The BHEL doctor, before the order gets placed, approves the requirement. As such, the successful bidders only needs to process the order placed on them.
41	Clause 1.0	Your best offer for the above requirement, in line with our terms and conditions should either be delivered in-person or sent by Courier / Registered Post / Speed Post to the official inviting tender at the address mentioned at point no. 2.6 below. It shall be the responsibility of the bidder to ensure that the offer is complete in all respects and delivered on or before the due date i.e. by 14.30 Hrs. on 17.05.2019 on the address as given in point 2.6 below 2.6 The Bids shall be dropped in 'Tender Box' placed at reception of the main Administrative Block of Corporate Office, BHEL House, Siri Fort, New Delhi-110049 latest by due date i.e. by 14.30 Hrs. on 17.05.2019.	Bid Submission – In Person or Courier	Will it be possible to participate via Video Call as representative not in Delhi may not be able to attend bid opening and would only be sending the tender documents via courier	Your best offer for the above requirement, in line with our terms and conditions should either be delivered in-person or sent by Courier / Registered Post / Speed Post to the official inviting tender at the address mentioned at point no. 2.6 of the Bid document. It shall be the responsibility of the bidder to ensure that the offer is complete in all respects and delivered on or before the due date i.e. by 14.30 Hrs. on 17.05.2019 on the address as given in bid document. Video call may not be possible. You may send your representative on the bid opening date at the appointed time.

The last date for submission of Bid has been extended to 22.05.2019 by 1430 Hrs.

Notice for Extending the date of Submission of Bid

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