

REQUEST FOR PROPOSAL (RFP)

For

DEVELOPMENT OF WEB BASED MEDICAL STORES AND SUPPLY CHAIN MGT (MSSCM) PACKAGE ('iAushadhi') FOR MEDICAL STORES DEPOT OF DGAFMS

Last date and time of sale of Tender forms : 10 AM on 31 Oct 2012

Last date and time of receipt of Tender forms : 4 PM on 30 Nov 2012

Time, date and place of Tender opening : 3 PM on 03 Dec 2012
(Technical Bid only)

Tender duly filled (Both Bids) to be submitted in the Tender box duly Marked and placed at main gate of Kashmir House Rajaji Marg New Delhi -110011.

Date, Time and Place of Pre Bid meeting mandatory to be attended by all vendors : 11 AM on 15th Nov 2012 at Room No 39, HQ IDS Kashmir House Rajaji Marg New Delhi –110011.

**Medical branch, HQ Integrated Defence Staff
New Delhi**

REGISTERED BY
POST/HAND

Tele: 011-24364568

Raksha Mantralaya
 Directorate Chief (Medical)
 Integrated Defence Staff.
 B2 Wing, 3rd Floor
 Paryavaran Bhawan,
 CGO Complex, Lodhi Road
 New Delhi - 110003

70012/3/IDS/Med/ iAushadhi

04 Oct 2012

To,

 (Vendor concerned)

**REQUEST FOR PROPOSAL FOR DEVELOPMENT OF WEB ENABLED MEDICAL
 STORES AND SUPPLY CHAIN MANAGMENT (MSSCM) PACKAGE ('iAushadhi') FOR
 MEDICAL STORE DEPOTS OF DGAFMS**

Sir,

1. Directorate Chief (Medical), Integrated Defence Staff (IDS), herein after referred to as buyer, is interested in development of web enabled Software Package for automation of Medical stores depots of DGAFMS to handle the basic functions related to planning, provisioning, procurement & issue of medicines. Bids in sealed cover are invited for supply of items listed in Part II of this RFP. **Please super scribe the above mentioned Title, RFP number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.**

2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below -

- | | |
|---|---|
| (a) Bids/queries to be addressed to. | Directorate Chief (Medical)
Integrated Defence Staff
DCIDS (Medical) |
| (b) Postal address for sending the Bids. | Director Chief (Medical)
Integrated Defence Staff (IDS)
B2 Wing, 3 rd Floor,
Prayavaran Bhawan, CGO Complex
Lodhi road
New Delhi-110003 |
| (c) Name/designation of the contact personnel. | Col SS Gupta
Dir IDS (Medical Informatics) |
| (d) Telephone numbers of the contact personnel. | + 91-11-24364568,
+ 91-8800412202 |
| (e) E-mail ids of contact personnel. | dirit.idsmmed@nic.in |

3. Fax number. +91-11-24364570
4. This RFP is divided into five Parts as follows:
- (a) **Part I** - Contains general information and instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, validity period of tenders, etc.
 - (b) **Part II** - Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.
 - (c) **Part III** - Contains Standard Conditions of RFP, which will form part of the contract with the successful Bidder.
 - (d) **Part IV** - Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
 - (e) **Part V** - Contains Evaluation Criteria and Format for Price Bids.
5. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.
6. While submitting RFP, please include the following:
- (a) Minimum of three (3) end-user references for recent implementations.
 - (b) Location(s) of the nearest company location and its distance to Delhi as well as the hours of operation and support.
 - (c) **ISO 9001: 2008** certification and CMMi3 or above level certification.
7. It is requested that the RFP duly completed in all respect be submitted to the above mentioned address by **30 Nov 2012**. Go through the check list attached before submitting your bids.

Yours faithfully,

Sd/xxxxxxx
(SS Gupta)
Col
Dir IDS (Med Informatics)
For DCIDS (Med)

(As per Appendix C to DPM 2009)

MINISTRY OF DEFENCE, DIRECTORATE CHIEF (MEDICAL)
INTEGRATED DEFENCE STAFF (IDS)
NEW DELHI-110001

INVITATION OF BIDS FOR DEVELOPMENT OF WEB ENABLED
MEDICAL STORES AND SUPPLY CHAIN MGT (MSSCM) PACKAGE (iAushadhi') FOR
MEDICAL STORE DEPOTS OF DGAFMS REQUEST FOR PROPOSAL (RFP) NO
70012/3/DCIDS (MED)/iAushadhi

PART I - GENERAL INFORMATION

1. **Last date and time for depositing the Bids.** 04PM on 30 Nov 2012. The sealed Bids, both technical and Commercial, should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.
2. **Manner of depositing the Bids.** Please give your technical and commercial offers as per **Appendices A and B** respectively. Sealed Bids should be either dropped in the Tender Box marked as '**iAushadhi**' or sent by registered post at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non delivery/ non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.
3. The following points will be strictly adhered to while filling up the bids:-
 - (a) The complete set of documents including the appendices are required to be submitted by the vendor only after signing on all pages & filling in all relevant details.
 - (b) **Only the enclosed formats (Appendices A, B and their Annexure) in original will be used** (retyped formats/documents will not be acceptable). Companies will affix their company's stamp in the space provided at the bottom of each sheet, duly signed by the authorized signatory of the Company. Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify a point, if any.
 - (c) The costs to be indicated should be the landed cost of the product, inclusive of all taxes, levies, freight etc. The cost of each item should be mentioned in terms of Basic Cost, Taxes, Levies, Octroi and Total cost in separate column (if some columns are not applicable 0% can be written). **In case, any columns are not found to be properly filled, the quotation will be treated as an incomplete quotation and is likely to be rejected.**
 - (d) The offer will be valid for a minimum of 180 days from the date of closing of tender.
 - (e) Technical offer, commercial offers and EMD will be submitted in **separate envelopes** marked 'TECHNICAL OFFER for **iAushadhi**', 'COMMERCIAL OFFER for **iAushadhi**' and 'EMD for **iAushadhi**' respectively. Guidelines/formats for commercial and technical offer are attached as **Appendices A and B** respectively.

- (f) The Vendor will ensure confidentiality of the project and will not disclose any information, explicit or tacit, gained by them or their representatives or agents, while interacting with the persons of the Medical stores depot or DGAFMS/DCIDS (Medical) Office. The authorized representative of the Vendor will sign the 'Certificate of Confidentiality' given at **Appendix C** with the Company Seal duly affixed.
- (g) Incomplete/incorrect/ambiguous tenders will be liable to be rejected at the discretion of the DCIDS (Medical).
- (h) DCIDS (Medical) also reserves the right to seek clarification with one or more vendors if he considers necessary.
- (j) **Neither development nor testing will be done on third party server.**
4. You are requested to indicate your acceptance of the above offer on the terms and conditions as given in the succeeding paragraphs as per format attached at **Appendix D**. **The acceptance certificate will be signed by the authorised company representative and stamped with the company stamp and submitted along with the technical bid.**
5. You are requested to respond to this offer clearly indicating compliance to terms & conditions given in the succeeding paragraphs.
6. **Time and Date for Opening of Bids.** The tender (Technical) will be opened on 03 Dec 2012. The date and time for opening of commercial bids will be intimated by the buyer. If, due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer.
7. **Location of the Tender Box.** Reception of HQ Integrated Defence Staff at the main gate of the Kashmir House, Rajaji Marg, New Delhi-110011. Only those Bids that are found in the tender box/received by registered post will be opened. Bids dropped in the wrong Tender Box will be rendered invalid.
8. **Place of opening of the Bids.** Room No 39, HQ Integrated Defence Staff, Kashmir House, Rajaji Marg New Delhi-110011. The Bidders may depute their representatives, duly authorised in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.
9. **Two-Bid system.** Only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Buyer.
10. **Forwarding of Bids.** Bids should be forwarded by Bidders under their original memo/letter pad inter alia furnishing details like TIN number, VAT/CST number, Bank address with EFT Account if applicable, etc and complete postal & e-mail address of their office.

11. **Clarification Regarding Contents of the RFP.** Prospective bidder vendors will not make any assumptions. If a clarification is required, regarding the contents of the bidding documents, he shall notify the Buyer in writing about the clarifications sought **not later than 14 (fourteen) days** prior to the date of opening of the bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents.

12. **Modification and Withdrawal of Bids.** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by an ink signed confirmation copy to be sent by post and such ink signed confirmation should reach the purchaser **not later than the deadline for submission of bids**. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

13. **Clarification Regarding Contents of the Bids.** During evaluation and comparison of bids, the buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

14. **Rejection of Bids.** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

15. **Unwillingness to Quote.** Bidders unwilling to quote should ensure that the intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

16. **Validity of Bids.** The Bids should remain valid till 180 days from the last date of submission of the Bids.

17. **Earnest Money Deposit.** Bidders are required to submit Earnest Money Deposit (EMD) for amount of Rs. 1,50,000/- (Rupees One Lakh and Fifty thousand only) along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per **Form DPM-16** (Available in MoD website and can be provided on request) in the name of 'DCIDS (MEDICAL)'. EMD is to remain **valid for a period of forty-five days beyond the final bid validity period**. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. **EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC), DDG (IT) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.**

PART II - ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

18. **Schedule of Requirements.** The Scope of the project is to develop web based software for management of Medical Store Depots of DGAFMS. The overall scope of the project is to design, develop, integrate, test and deliver user friendly, fully functional web based application software, *iAushadhi*. The scope of the project involves a study of the procedures followed by medical stores depot, study of the existing software application used by the depots.

19. **Scope**

(a) The project involves development of Web based application software for management of Medical Store Depots of DGAFMS.

(b) The system is to be developed in n-Tier (minimum three), Web enabled component based architecture using any browser as the front end and the back end RDBMS database will be on MS-SQL2008/Oracle 11i/ MySql server 5.3/PostgreSql 8.2 or later versions, if available by design stage. The software should work on stand alone as well as networked environment over Linux and 2000/XP/latest versions of Microsoft Windows Operating Systems.

(c) The software should meet both internal and external agencies' need of exchanging data/reports created electronically in XML format or in Excel format either online or using a media. Buttons for importing and exporting these data would be provided wherever required.

(d) The SDLC will follow modified RUP/equivalent software development methodology. SRS will be finalised by the PICG Team. All changes including changes in the report formats or new reports in the package would be carried out free of cost during entire life cycle of the project.

(e) The system should not hang indefinitely without indicating an error message. Progress Bars to be provided where required

(f) Understanding of the requirements detailed for proposed software and finalizing the scope of iterations with the PICG.

(g) Design and develop an enterprise Web-based application with adequate security measures. The software shall be so designed to permit changes easily in its entire lifecycle.

(h) Testing of the application with 'test' and 'live' data will be done at AFMSD, Delhi Cantt, thereafter, the application will be implemented in other depots (Mumbai, Pune, Lucknow) after incorporating the changes required (if any) as a result of the testing.

(j) The software application should be user-friendly. Software should have a good navigation and must provide a powerful context – sensitive help feature.

(k) Software should be able to integrate with other required hardware e.g. Printers, smart card readers, biometric devices, security tokens etc.

(l) Training on the software and security training shall be at AFMSD, Delhi Cantt, PICG will decide the number and nominate the officers and staff for the training.

(m) The software and source code would become a proprietary item of Indian Army and IPR will be in the name of Indian Army.

(n) The vendor will maintain the application for three (3) Years under warranty from the date of acceptance testing and vendor will provide all upgrades free of cost during warranty. Further, the vendor will undertake AMC for three years after warranty, extendable for another two years at discretion of Buyer.

(o) The qualified vendor shall be solely responsible for designing, development, integration, testing and acceptance testing of a user friendly, fully functional web based application software. The vendor will be responsible to design, develop, document, integrate, deploy and maintain the software system in accordance with the software life cycle process as specified in Rational Unified Process (**RUP**).

(p) The application must cater for external interface like bar code reader, RFID etc. in order to reduce entry time.

20. **Functional Requirements.** The proposed software package is for automation of the Armed Forces Medical Stores Depots and supply chain management of DGAFMS, in accordance with the numerous instructions on the subject. Functional requirements include the following:-

(a) The front end of software will be made using such a development platform that permits the use of web based (on Army Intranet) mode but in case of limited/disrupted connectivity it must work with 'Store and Forward mode'. That is, when it is offline, it should keep working and saving and thereafter it should permit proactive synchronisation between the package operating in offline mode (due to operational constraints) and the package operating in online mode without loss of data integrity at both ends.

(b) Requirements of audit functions will be covered in this application software.

21. **Software Package.**

(a) The complete automated system should cater for the following interfaces integrated as a whole :-

(i) The web based application should capture all the functional requirements of all the sections of the Depots.

(ii) Functionalities should be made sections wise and rights should be given to the Concerned Section Only.

(iii) Common functionalities should be given to all sections.

(iv) Administration Screen should be made available to allot the access rights to all the modules.

(v) Each section should be able to generate reports automatically as and when required as per the Section's requirement.

(vi) Provision for search should be given.

(vii) It should have '**Tool Tips**' for a clerk to understand and use it. Tool Tips/Notes/Information should be provided in each screen for ease of use. Application must cater for context sensitive help.

(viii) The application should generate MIS reports, both graphical and text in real time, as per requirement of the user.

(b) **User Manual**. The package should have a well documented on line help and user manual. Vendor will interact with customer during preparation of user manual to arrive at optimum quality.

22. **Processes**

(a) A process-driven software architecture, which comprehensively maps all processes that interact between these packages, should be the focus of development.

(b) **Workflow Management**. Work flows will be made. Workflow should take care of both static and dynamic approval paths in both horizontal and vertical direction. Frequently executed workflows should be identified and included in the package. The user should have flexibility of creating own work flows. Vendor will take customer's approval for all work flows to be created in the application.

23. **Triggers**

(a) Defined process flows should be made to automatically trigger events and reminders.

24. **Database**

(a) Maintenance and retrieval of relatively static data.

(b) Maintaining, updating, processing and retrieval of dynamic data/info based on privileges & permissions allocated to users.

(c) Routine and specific interaction and exchange of data between various internal and external packages (MMF Calculators/indent from units which are offline).

(d) **Data Dictionary**. The vendor is required to compile a data dictionary of all data types used in the application and submit the same both in hard and soft form as part of project deliverables.

(e) **Data Security**. Database access should be through application only. No unauthorised person should be able to access the database directly, bypassing the Application or by IP Spoofing. The Application software must provide minimum C2 level security wherein all network traffic and data when in storage or transmission would be encrypted using at least 128 bit encryption. The software shall support HTTPS/SSL for secure data transfer and facilitate session time-outs.

25. **Data Exchange**

- (a) Generation of Rate Enquiry, Comparative Statements, Supply Orders etc for outside agencies like vendors and automatic feeding of Quotations into the system.
- (b) Suitable interface will be recommended for data exchange between various packages in the Indian Army with which the 'iAushadhi' will interact.

26. **Data Entry.**

- (a) Combo boxes with contextual drop down list including autosuggest should be provided as far as possible for data input to minimize wrong data entry. During warranty, if the entries in combo box are required to be increased or decreased, the vendor shall do so free of cost and also provide modified source code within 15 days of request. A maximum of two such requests can be made every year.
- (b) **Validation.** The vendor shall identify the data elements which require validation during the development process and incorporate appropriate validation procedures in the code. All critical data inputs should be provided with data validation.
- (c) Data Entry personnel should not be allowed validation and authorisation rights. Also, users with validation rights should not have authorisation rights. It should be ensured that three levels of privileges are maintained strictly for integrity of data. Hierarchical privileges to be given with recording of user access and authority. Critical events should generate e-mail reports/online reports to the designated users. Vendor will prepare proposed flow chart and get it approved from customer prior to implementation.
- (d) **Audit trail.** Audit trail for all events pertaining to transaction will be automatically recorded in encrypted format and should be accessible to administrator only. Application must maintain audit logs of all database transaction, access-failure, access-success and multi-location log-in attempt by same user.

27. **Integration**

- (a) **Within the Package.** All processes between modules of the application will be seamlessly mapped. There will be no duplicate entry of common data and hence, no duplicate tables. Integrity of all tables must be maintained at all times. Database rollback features must be made available.
- (b) The vendor shall also incorporate any additional aspects of integration, as directed by DGAFMS from time to time during the development process.
- (c) **Digital Signatures.** Provision of using digital signatures will be ensured to cater for data integrity and non-repudiation.
- (d) **Biometric Authentication:** Provision of integrating biometric device (Finger print) for approvals in the workflow.
- (e) **Barcode:** Provision for bar coding of PVMS Numbers using bar code readers GIS 1 and GIS 2 format.

28. **Maintenance.** Suitable tools shall be developed in consultation with DGAFMS/ DCIDS(Medical) Office & Medical stores depot, to provide dash boarding facilities to important functionaries (DCIDS(Med)/DGAFMS/ ADG((E&S)/MG MED/ Commandant etc), for analysis, tracking of depots' Management of Budget and disaster recovery.

29. **System Audit/ Health Monitoring Requirements.** The vendor will incorporate the following functionalities in consultation with DCIDS (Med)/ DGAFMS Office.

- (a) System Integrity Check.
- (b) Application utilization Log.
- (c) Feedback Module.
- (d) Authentication module and logs.

30. Software should be able to generate information for decision making by higher authorities (DGAFMS/ADG (E&S)/MG MED/ Commandant etc).

31. **Reports & Returns.** All auditable /non- auditable accounts & billing reports will be included in proposed software package. The system should be able to produce printouts in Excel, Word, XML, pdf or any other required format for office 2010/office 2007 and Adobe Reader 10 or above.

32. **Miscellaneous**

(a) **Administration Module.** The system will have an appropriate scheme of access rights. It should allow data to be accessed/ modified by authorised users only. **Role based access rights** need to be provided. A user should have access rights to the data portion, which is specific to his/her role only. The Administrator maintains the security, queries, and network topology of the system to make sure that the system keeps running efficiently. He should also assign rights and privileges to different users. This user should know how to install, uninstall and maintain the system. The administrator should also be able to modify/update the various masters. A check must be provided where Administrator confirms that proper authorisation has been received by him to make changes.

(b) **Query Module.** The package should include a separate query module, which can be used to query the required information with ease and efficacy. It should satisfy a wide range of requirements of the user through incorporation of frequently used queries which are readily available to the user so that user doesn't waste time in building them. It should also incorporate a Query Builder for enabling dynamic queries also. User should also be able to export the query results in the MS Excel format/ XML format / pdf format. Types of queries will be created by mutual interaction between customer and vendor.

(c) **Self Service Module.** A Self Service web based Module to cater in regards to query the status of depot documentation/indent as well as that of placing a demand for medicine, sending MMF, items issued by depot, NAC issued by depot against medicines not supplied/ available, etc using customized forms. Emails/alerts to be generated on events such as acceptance, rejection, non availability and issue of stores. The formats will be decided jointly by the customer and vendor.

(d) **Miscellaneous Utilities.** The package should have support for latest Web Browsers i.e. Internet Explorer 9, Mozilla Firefox 7, Google Chrome or latest at the time of ATP.

(e) **Usability and Aesthetics.** The system should provide a secure 'User Login' process. The screen and form layouts need to be simple and pleasant to view. Uniformity and consistency across the application is a must for buttons, icons, screens, forms and report layouts. Session idle timeout feature is mandatory after 30 minutes. Back-button of browser to be disabled and web-page expiry on remaining idle to be provided.

(f) **Audit Module.** The package should include a separate audit module, which can be used by Local Audit Authorities (LAO) to carry out auditing of various types of stores accounting. Details will be mutually decided by the customer and the vendor.

(g) **Data Entry, Validation and Linking.** The package should have the facility to carryout validation checks before accepting the entry and give a warning in case of an invalid entry.

(h) Text Boxes/Buttons should be managed in a sequential manner that facilitates the flow of information. Suitable labels must be provided.

(j) Both key board and mouse inputs should be catered for (at all date fields, Date Picker and manual entry should be provided).

(k) The application should be auto install program driven with minimum inputs required from the user. Similar facility should exist for uninstalling.

33. **Non Functional Requirements**

(a) **Security.** Following aspects of Security will be ensured in the system.

(i) The solution must provide an end-to-end security model that protects applications, services, data and the infrastructure from malicious attacks or theft from both external and internal users.

(ii) The solution must provide fine grained authorisation and access control mechanisms to ensure that sensitive and confidential information is not accessible to non-authorised persons.

(iii) System to ensure that Users can only perform tasks they are authorized to do and can only obtain information they are authorized to have.

(iv) Minimum C2 level security to be ensured.

(v) It should contain Audit trail and the Password facility. Password complexity must be provided. Passwords must not be saved in forms. Account lock out in case of three wrong password entries be catered for a duration of 30 minutes and alert should be sent to administrator.

(vi) The desired package should be highly secure with faster data processing and data indexing. The package should have password security for each user and administrator.

(vii) Minimum two factor authentication including either biometric systems, smart cards and/or secure tokens in combination of password based user authentication must be included.

(viii) **Role-based Access.** Customised views are to be provided to users based on role/appointment. The customised views required by various functionaries in a depot are to be finalised during requirements gathering. The design shall provide various options to view summarised data in tabulated and pictorial form. Logging will be role based, depending on role assigned to user.

(ix) The system should logout automatically after three unsuccessful attempts. It should maintain record of user access and IP address from which logged. Log should be maintained as administrator only file.

(x) No source code or data packages will be exchanged between vendor and customer using internet/email attachments. No part of application will be developed on computers connected to internet.

(xi) The application will safeguard against following: -

(aa) Buffer flow attacks.

(ab) Bypassing authentication techniques.

(xii) “OWASP – Top 10” / “SANS/CWE Top 25” vulnerabilities should be addressed. A certificate to this effect should be provided by the vendor before final delivery of the software.

(b) **Availability.** All the components of the application must be available during office working hours with 95% uptime.

(c) **Scalability.** The architecture should be proven to be modular, highly scalable and capable of delivering high-performance as and when the data volumes increase. It is required that the hardware, software, network and application and deployment architecture should provide for Scale-Up and Scale-Out on the Application and Web Servers, Database Servers, Application Servers, and all other solution components.

(d) **Backup and Recovery.** It is required to implement the Storage Solution to address the Data backup/storage and retrieval requirements of the Project and off site disaster recovery facility. The strategy for foolproof and reliable backup and recovery should be formulated and implemented completely for on-line/off line backup. Menu driven facility to provide backups on daily basis should be incorporated. It is important that the database is not corrupted/lost even after a system crash and is recovered immediately.

(e) **Reliability.** The system should be fully tested, preferably at previously installed sites and should have zero bugs of minor, significant and critical nature. There should be no functionality failure and no corruption/loss of data is acceptable.

(f) **Extension/Flexibility.** Extensibility/Flexibility encompasses the ease of extending the architecture to include new business functions and technologies in the future.

(g) **Usability and Aesthetics.** The application should be easy to use with minimum data entry by the end users. The screen and form layouts need to be simple and pleasant to the eye. Uniformity and consistency across the application is a must for buttons, icons, and screen form and report layouts. The system should provide a secure user login process. Once logged in, user should be able to personalize all forms, options and views. The software should also have a personalized calendar and task list.

(h) **Portability.** System will be developed using industry standards framework that will facilitate the coexistence and inter-changeability of multiple hardware and software technologies, tools, protocols, and interfaces.

(j) **Interoperability.** System should support the application/data/information level integration with other Army Directorates based on business requirements. Integration platform should have open standards to support heterogeneous environments/platforms being used in other directorates.

Technical Aspects

34. **Technical Requirements.** 'iAushadhi' would involve study, design and development of a Browser GUI and web based, customizable package for management of medical stores depot of DGAFMS with adequate security measures (to be finalized during system study) based on the software requirements specifications prepared as a result of the study. This entails the following:

- (a) Carry out detailed study of the medical stores depot of DGAFMS.
- (b) Include security measures in **Software Requirements Specifications (SRS)**.
- (c) Formulate detailed **SRS** based on the study of the above. However SRS will be refined / redefined (as considered appropriate) as per the user needs during each iteration of the development.
- (d) **System study & SRS** documents will be forwarded to ACSE for security vetting.
- (e) **Design, development, testing, implementation, training and maintenance** of a customizable 'iAushadhi' as given in the scope of work of the project. Software will be developed in an incremental iterative manner with minimum two iterations. Detail of Scope of work is attached as **Appendix 'E'**, **however, it may please be noted that these are only the broad guidelines and more specific things will be mentioned only during System Analysis by Vendor.**
- (f) The software application must be user-friendly with innovative concepts like workflow bars be incorporated to guide the user in executive of particular task and also provide indication of the progress made in execution of task. It should have adequate wizards to guide the user through the complete installation and running. Software should have a good navigation and must provide a powerful context-sensitive help feature.

(g) The front end of software will be web based and the back end RDBMS database will be on MS-SQL2008/Oracle 11i/ MySql server 5.3/PostgreSql 8.2 or later versions. List of deliverables is attached as **Appendix 'F'**.

(h) The software would become a proprietary item of Indian Army. Indian Army will have the Intellectual Property Rights (IPR) of the software at all stages. An IPR format is given at **Appendix 'G'**.

(j) **Performance**. The data base should be normalised to the required level (minimum three) in order to achieve a response time of maximum five seconds and should not exceed 8 seconds in any case per transaction per table and should not exceed 5 minutes for generating any reports.

Evaluation of Domain Knowledge

35. The vendor should be ready to demonstrate their domain knowledge in software developed in medical stores function developed by them and the maturity of their software development process at the date, time and place specified by DCIDS (Med) office for **assessment by the Project Advisory Group (PAG)**.

Testing

36. Once the software has been fully developed and tested, further live testing of the package shall be carried out with live data at AFMSD, Delhi Cantt. Resources for carrying out this testing (viz. manpower for data entry, computers etc) shall be provided by the vendor. The software may also be tested (including Code Review) at any independent software testing agencies to confirm technical requirements including performance, security and reliability. Testing of all phases will be done by ACSE/independent software testing agencies to confirm implementation of security requirements.

37. Testing shall also include ease of installation, user friendliness, management & security and coding methodology besides adherence to the functional requirements in the SRS. Test results shall be documented as per RUP.

38. Getting the developed software tested will be the responsibility of the vendor as per the SRS. It will be tested by ACSE/ Independent third party software tester. The cost of testing will be borne by the vendor. Vendor will provide testing certificate to customer as part of ATP.

39. After preparation of SRS, the vendor along with project team will give detailed technical presentation at ACSE on all security measures incorporated in SRS. Any suggestions on security enhancements suggested by ACSE will be implemented in the packages by the vendor.

40. No remote testing or development of software will be done on systems connected to internet.

Induction of the Package

41. The developed package will be evaluated in detail by the DCIDS (Med) Office.

42. The package will remain under full warranty for Maintenance and debugging for **Three years** from the date of acceptance.

43. The package will remain under Maintenance and version contract for **Three years** after completion of warranty period at rate to be fixed at the time of signing the contract which should further be extendable by another two years.

Delivery, Installation & Implementation Schedule

44. The implementation of the project would be carried out in a **phased** manner. The implementation will be in phases, following incremental or spiral methodology of software development.

45. **Phases**. This project can be broadly broken down into following phases for ease of management and control. Implementation of each phase would cover all activities from delivery of the software, training, and provision of technical manpower, data entry and on site manning the system at the user's site.

Ser No	Activity	Time period (weeks)	Total Time (weeks)	Remarks
<u>Inception Phase</u>				
A	Presentation plans by project manager (Vendor)	1 week from acceptance of Supply Order	D+1 weeks	
B	System Study at the designated Medical stores depot	2 Weeks	D+3weeks	
C	Review and Acceptance of the deliverables of the Inception Phase by the Project Advisory Group	1 Week	D+4 weeks	
<u>Elaboration Phase</u> - K day is the day acceptance of Inception Phase Deliverables or after D+4 weeks whichever is later.				
D	Defining, validating and base lining the architecture.	1 Week	K+1 weeks	
E	Review by ACSE	1 Week	K+2 weeks	
F	Review and Acceptance of the deliverables of the Elaboration Phase by the PAG.	1 Week	K+ 3 weeks	
<u>Construction Phase</u> - L day is the day of acceptance of Elaboration Phase Deliverables or after K+3 weeks whichever is later.				
G	Study and baseline the requirement for 1 st iteration and sign off of baseline documents.	2 week	L+2 week	
H	Development and deployment	4 weeks	L+ 6 weeks	To be installed at AHCC &

Ser No	Activity	Time period (weeks)	Total Time (weeks)	Remarks
				AFMSD Delhi
J	Security Testing at ACSE (Vendor to port application on ACSE server)	2 weeks	L+8 weeks	
K	Testing and acceptance	2 weeks	L+10 weeks	
Transition Phase - P day is the day of Final Construction Deliverables or after L+8 weeks whichever is later.				
L	Delivery of application software and porting on production servers	2 weeks	P+2 weeks	Date of issue of final acceptance
M	Remote testing of application	1 week	P+3 weeks	
N	Removal of vulnerabilities and final acceptance testing	1 week	P+4 weeks	
O	Training on the package	4 weeks	P+8 weeks	

46. **Warranty.** The vendor will provide free Maintenance and warranty support for **Thirty Six months** from the date of final acceptance. The date of issuing the final acceptance certificate would be deemed to be the date on which the warranty will commence.

47. The support during warranty period will include: -

- (a) Analysis and bug fixing when notified.
- (b) Enhancement, if required by the user within the scope of the SRS.
- (c) System training.
- (d) Availability within reasonable time, of software engineers of the vendor for solving any problem.

48. **Proprietary Rights.** The vendor will be required to give an undertaking that the proposed development and customization would in no manner be a violation of **Intellectual Property Rights (IPR) of any software and that the Indian Army would not be responsible towards any legal fallout at a later stage.** The customized software developed including subsequent versions would become a proprietary item of the Indian Army after final acceptance of the software after testing. Indian Army reserves the right to prepare any number of copies for distribution, use/ modify the code in any other project.

49. **Supply of Source Code.** The entire source code of the software will be provided after each iteration. The final source code for the software will be provided with proper documentation (Software Product Specifications), explaining the functions of each module/routine/micro etc. Necessary instructions for incorporating any modification/

changes in the software and its compilation into executable/installable product explained clearly. **All source code will become a proprietary item of the Indian Army.** It must be understood that the software will be developed for the Army as a dedicated project. Entire software and other details will be made available to the Army and **it cannot be utilised for any other purpose without specific clearance from the Indian Army.**

Project references

50. The vendor should at least list three previous projects achieved providing the following:-

- (a) Name of client including contact information.
- (b) Size of organization.
- (c) Size of supported units.

51. **Software Development Center.** The company will have a software development center in and around Delhi. If they do not have a software development center, it should be willing to have one after allotment of the contract.

52. **Certifications.** The vendor should have minimum ISO 9001: 2008 and CMMi3 certification or above. Any other relevant certification may be mentioned by the vendor.

PART III - STANDARD CONDITIONS OF RFP

53. The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

54. **Law.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

55. **Effective Date of the Contract.** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

56. **Arbitration.** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9 (Available in MoD website and can be provided on request).

57. **Penalty for use of Undue influence.** The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or

disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

58. **Agents / Agency Commission.** The Seller confirms and declares to the Buyer that the Seller is the original manufacturer of the 'iAushadhi'/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or Recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event is liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

59. **Access to Books of Accounts.** In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

60. **Non-disclosure of Contract documents.** Except with the written consent of the Buyer/Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party. The vendor will certify that all military information and data available to him as a part of the project will remain exclusive property of DGAFMS and will not be disclosed to any persons not authorized by DGAFMS. Failure to comply with this closure will make the vendor liable to action as per law.

61. **Liquidated Damages.** In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the 'iAushadhi'/goods and conduct trials, installation of equipment, training, etc as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

62. **Method of Payment of Liquidated Damages.** The amount charges as liquidated damages would be deducted by the customer from the amount due to seller. Seller shall within 30 (thirty) days make payment to the customer in FULL and final settlement of claims lies the value of the bank guarantee if encashed.

63. **Termination of Contract.** The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases

- (a) The delivery of the material is delayed for causes not attributable to Force Majeure for more than three months after the scheduled date of delivery.
- (b) The Seller is declared bankrupt or becomes insolvent.
- (c) The delivery of material is delayed due to causes of Force Majeure by more than **Six months** provided Force Majeure clause is included in contract.
- (d) The Buyer has noticed that the Seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (e) As per decision of the Arbitration Tribunal.

64. **Notices.** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

65. **Transfer and Sub-letting.** The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose off the Contract or any part thereof, as well as to give or to let a third party, take benefit or advantage of the present Contract or any part thereof.

66. **Patents and other Industrial Property Rights.** The prices stated in the present Contract shall be deemed to have included all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

67. **Amendments.** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

68. **Taxes and Duties**

(a) **General**

(i) If Bidder desires to ask for excise duty or Sales Tax / VAT extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(ii) If reimbursement of any Duty/Taxes is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entreated after the opening of tenders.

(iii) If a Bidder chooses to quote a price inclusive of any duty/taxes and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

(iv) If a Bidder is exempted from payment of any duty/taxes upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

(v) Any change in any duty/taxes upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the Seller.

(b) **Customs Duty.** Deleted being not applicable.

(c) **Excise Duty**

(i) Where the excise duty is payable on ad valorem basis, the Bidder should submit along with the tender, the relevant form and the Manufacturer's price list showing the actual assessable value of 'i Aushadhi' as approved by the excise authorities.

(ii) Bidders should note that in case any refund of excise duty is granted to them by Excise authorities in respect of Stores supplied under the contract, they will pass on the credit to the Buyer immediately along with a

certificate that the credit so passed on relates to the Excise duty, originally paid for the '**iAushadhi**' supplied under the contract. In case of their failure to do so, within 10 days of the issue of the excise duty refund orders to them by the Excise Authorities the Buyer would be empowered to deduct a sum equivalent to the amount refunded by the Excise Authorities without any further reference to them from any of their outstanding bills against the contract or any other pending Government Contract and that no disputes on this account would be raised by them.

(iii) The Seller is also required to furnish to the Paying Authority the following certificates.

(aa) Certificate with each bill to the effect that no refund has been obtained in respect of the reimbursement of excise duty made to the Seller during three months immediately preceding the date of the claim covered by the relevant bill.

(ab) Certificate as to whether refunds have been obtained or applied for by them or not in the preceding financial year after the annual Audit of their accounts also indicating details of such refunds/applications, if any.

(ac) A certificate along with the final payment bills of the Seller to the effect whether or not they have any pending appeal/protest for refund or partial refund of excise duties already reimbursed to the Seller by the Government pending with the Excise authorities and if so, the nature, the amount involved, and the position of such appeals.

(ad) An undertaking to the effect that in case it is detected by the Government that any refund from Excise Authority was obtained by the Seller after obtaining reimbursement from the Paying Authority, and if the same is not immediately refunded by the Seller to the Paying Authority giving details and particulars of the transactions, Paying Authority will have full authority to recover such amounts from the Seller's outstanding bills against that particular contract or any other pending Government contracts and that no dispute on this account would be raised by the Seller.

(iv) Unless otherwise specifically agreed to in terms of the contract, the Buyer shall not be liable for any claim on account of fresh imposition and/or increase of Excise Duty on raw materials and/or components used directly in the manufacture of the contracted stores taking place during the pendency of the contract.

(d) **Sales Tax / VAT**

(i) If it is desired by the Bidder to ask for Sales tax / VAT to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of sales tax and no liability of sales tax will be developed upon the Buyer.

(ii) On the Bids quoting sales tax extra, the rate and the nature of Sales Tax applicable at the time of supply should be shown separately. Sales tax will be paid to the Seller at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to sales tax and the same is payable as per the terms of the contract.

(e) **Octroi Duty & Local Taxes**

(i) Normally, materials to be supplied to Government Departments against Government Contracts are exempted from levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such exemption only on production of such exemption certificate from any authorised officer. Seller should ensure that stores ordered against contracts placed by this office are exempted from levy of Town Duty/Octroi duty, Terminal Tax or other local taxes and duties. Wherever required, they should obtain the exemption certificate from the Buyer, to avoid payment of such local taxes or duties.

(ii) In case where the Municipality or other local body insists upon payment of these duties or taxes the same should be paid by the Seller to avoid delay in supplies and possible demurrage charges. The receipt obtained for such payment should be forwarded to the buyer without delay together with a copy of the relevant act or bylaws/ notifications of the Municipality of the local body concerned to enable him to take up the question of refund with the concerned bodies if admissible under the said acts or rules.

69. **Pre-Integrity Pact Clause.** Deleted being not applicable

PART IV - SPECIAL CONDITIONS OF RFP

70. The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

71. **Performance Guarantee.** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty/ATS. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).

72. **Option Clause.** The contract will have an Option Clause, wherein the Buyer can exercise an option to procure an additional 50% of the original contracted quantity in accordance with the same terms & conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the Buyer to exercise this option or not.

73. **Repeat Order Clause.** The contract will have a Repeat Order Clause, wherein the Buyer can order upto 50% quantity of the items under the present contract within six months from the date of supply/successful completion of this contract, the cost, terms & conditions remaining the same. The Bidder is to confirm acceptance of this clause. It will be entirely the discretion of the Buyer to place the Repeat order or not.

74. **Tolerance Clause.** To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, buyer reserves the right to 10 % plus/minus increase or decrease the quantity of the required goods upto that limit without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered can be increased or decreased by the buyer within this tolerance limit.

75. **Payment Terms Sellers.** It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website and can be given on request). The payment will be made Stage-wise as under.

76. **Payment Terms.** . Payment will be released in instalments as follows:-

- (a) 20% of the **software development cost** at the acceptance of deliverables of elaboration phase.
- (b) 40% of the **software development cost** at the acceptance of Construction Phase.
- (c) 20% of the **software development cost** at the acceptance of Transition Phase.
- (d) 20% of the **software development cost** after the training

Advance Payments. No advance payment(s) will be made.

77. **Paying Authority.** The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill : -

- (a) Ink-signed copy of contingent bill / Seller's bill.
- (b) Ink-signed copy of Commercial invoice / Seller's bill.
- (c) Copy of Supply Order/Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
- (d) CRVs in duplicate.
- (e) Inspection note.
- (f) Claim for statutory and other levies to be supported with requisite documents /proof of payment such as Excise duty challan, Customs duty clearance certificate, Octroi receipt, proof of payment for EPF/ESIC contribution with nominal roll of beneficiaries, etc as applicable.
- (g) Exemption certificate for Excise duty / Customs duty, if applicable.

- (h) Bank guarantee for advance, if any.
- (j) Guarantee / Warranty certificate.
- (k) Performance Bank guarantee / Indemnity bond where applicable.
- (l) DP extension letter with CFA's sanction, U.O. number and date of IFA's concurrence, where required under delegation of powers, indicating whether extension is with or without LD.
- (m) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract).
- (n) Any other document/certificate that may be provided for in the Supply Order/ Contract.
- (o) User Acceptance.
- (p) Xerox copy of PBG.

78. **Fall clause.** The following Fall clause will form part of the contract placed on successful Bidder :-

(a) The price charged for the 'iAushadhi' supplied under the contract by the Seller shall in no event exceed the lowest prices at which the Seller sells the 'iAushadhi' or offer to sell stores of identical description to any persons/Organisation including the purchaser or any department of the Central government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till performance of all supply Orders placed during the currency of the rate contract is completed.

(b) If at any time, during the said period the Seller reduces the sale price, sells or offer to sell such stores to any person/organisation including the Buyer or any Deptt, of central Govt. or any Department of the State Govt or any Statutory undertaking of the Central or state Govt as the case may be at a price lower than the price chargeable under the contract, shall forthwith notify such reduction or sale or offer of sale to the Director general of Supplies & Disposals and the price payable under the contract for the 'iAushadhi' of such reduction of sale or offer of the sale shall stand correspondingly reduced. The above stipulation will, however, not apply to:-

- (i) Exports by the Seller.
- (ii) Sale of goods as original equipment at price lower than lower than the prices charged for normal replacement.
- (iii) Sale of goods such as drugs which have expiry dates.
- (iv) Sale of goods at lower price on or after the date of completion of sale/placement of the order of goods by the authority concerned under the existing or previous RC as also under any previous contracts entered into with the Central or State Govt. Depts, including their undertakings excluding joint sector companies and/or private parties and bodies.

(c) The Seller shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract - "We certify that there has been no reduction in sale price of the 'iAushadhi' of description identical to the 'iAushadhi' supplied to the Government under the contract herein and such stores have not been offered/sold by me/us to any person/organisation including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be up to the date of bill/the date of completion of supplies against all supply orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract except for quantity of stores categories under sub-clauses (a),(b) and (c) of sub-Paragraph (ii) above details of which are given below

79. **Exchange Rate Variation Clause.** *Deleted being not applicable.*

80. **Risk & Expense clause.**

(a) Should the 'iAushadhi' or any installment thereof not be delivered within the time or times specified in the contract documents, or if defective delivery is made in respect of the 'iAushadhi' or any installment thereof, the Buyer shall after granting the Seller 45 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

(b) Should the 'i Aushadhi' or any installment thereof not perform in accordance with the specifications / parameters provided by the SELLER during the check proof tests to be done in the BUYER's country, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

(c) In case of a material breach that was not remedied within 45 days, the BUYER shall, having given the right of first refusal to the SELLER be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other stores of the same or similar description to make good :-

(i) Such default.

(ii) In the event of the contract being wholly determined the balance of the 'iAushadhi' remaining to be delivered there under.

(d) Any excess of the purchase price, cost of manufacturer, or value of any stores procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the SELLER. Such recoveries shall not exceed 10 % of the value of the contract."

81. **Force Majeure clause.**

(a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

(b) In such circumstances, the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

(d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

(e) If the impossibility of complete or partial performance of an obligation lasts for more than **6 (six) months**, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of **30 (thirty) days** to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

82. **Buy-Back offer.** Deleted being not applicable.

83. **Specification.** The following Specification clause will form part of the contract placed on successful Bidder - The Seller guarantees to meet the specifications as per **Appendix A**

84. **OEM Certificate.** In case the Bidder is not the OEM, the agreement certificate with the OEM for sourcing the spares shall be mandatory. However, where OEMs do not exist, minor aggregates and spares can be sourced from authorized vendors subject to quality certification.

85. **Export License.** Deleted being not applicable.

86. **Earliest Acceptable Year of Manufacture.** Quality / Life certificate will need to be enclosed with the Bill.

87. **Buyer Furnished Equipment.** Deleted being not applicable.

88. **Transportation.** All the 'iAushadhi' will be delivered at the consignee address.

89. **Airlift.** Deleted being not applicable.

90. **Packing and Marking.** Deleted being not applicable.

91. **Quality.** The quality of the software delivered according to the present Contract shall correspond to the technical conditions and standards valid for the deliveries of the same software for in Seller's country or specifications enumerated as per RFP.

92. **Pre-Dispatch Inspection.** Deleted being not applicable.

93. **Joint Receipt Inspection.** Deleted being not applicable.

94. **Franking clause.** The following Franking clause will form part of the contract placed on successful Bidder -

(a) **Franking Clause in the case of Acceptance of Goods.** “The fact that the goods have been inspected after the delivery period and passed by the Inspecting Officer will not have the effect of keeping the contract alive. The goods are being passed without prejudice to the rights of the Buyer under the terms and conditions of the contract”.

(b) **Franking Clause in the case of Rejection of Goods.** “The fact that the goods have been inspected after the delivery period and rejected by the Inspecting Officer will not bind the Buyer in any manner. The goods are being rejected without prejudice to the rights of the Buyer under the terms and conditions of the contract.”

95. **Claims.** The following Claims clause will form part of the contract placed on successful Bidder -

(a) The claims may be presented either :-

(i) On quantity of the ‘iAushadhi’, where the quantity does not correspond to the quantity shown in the Packing list/Insufficiency in packing.

or

(ii) On quality of the ‘iAushadhi’, where quality does not correspond to the quality mentioned in the contract.

(b) The quantity claims for deficiency of quantity shall be presented within 45 days of completion of JRI and acceptance of goods. The quantity claim shall be submitted to the Seller as per Form DPM-22 (available in MoD website and can be given on request).

(c) The quality claims for defects or deficiencies in quality noticed during the JRI shall be presented within 45 days of completion of JRI and acceptance of goods. Quality claims shall be presented for defects or deficiencies in quality noticed during warranty period earliest but not later than 45 days after expiry of the guarantee period. The quality claims shall be submitted to the Seller as per Form DPM-23 (available in MoD website and can be given on request)

(d) The description and quantity of the ‘iAushadhi’ are to be furnished to the Seller along with concrete reasons for making the claims. Copies of all the justifying documents shall be enclosed to the presented claim. The Seller will settle the claims within 45 days from the date of the receipt of the claim at the Seller’s office, subject to acceptance of the claim by the Seller. In case no response is received during this period the claim will be deemed to have been accepted.

(e) The Seller shall collect the defective or rejected goods from the location nominated by the Buyer and deliver the repaired or replaced goods at the same location under Seller’s arrangement.

(f) Claims may also be settled by reduction of cost of goods under claim from bonds submitted by the Seller or payment of claim amount by Seller through demand draft drawn on an Indian Bank, in favour of Principal Controller / Controller of Defence Accounts concerned.

(g) The quality claims will be raised solely by the Buyer and without any certification / countersignature by the Seller's representative stationed in India.

96. **Warranty.** The vendor will provide free maintenance and warranty support for **Thirty Six months** from the date of final acceptance and shall be deemed to have expired only after **successful negotiation of maintenance support package is concluded between the CUSTOMER representative and the vendor. The date of issuing the final acceptance certificate would be deemed to be the date on which the warranty will commence.** The support during warranty period will include: -

(a) Analysis and bug fixing when notified. Ensure compatibility of software with newer browsers, operating systems of server and client machines as well as newer versions of RBMS deployed.

(b) Enhancement/modification, if required by the user within the scope of the SRS.

(c) Availability within reasonable time, of software engineers of the vendor for solving any problem.

97. **Conditions during Warranty.** The application software should fulfill the following conditions during the warranty :-

(a) Any failure in the Software or a module thereof should be rectified within a maximum period of 48 hours of lodging complaint.

(b) If the software is down beyond 48 hours. Penalty at the rate of ` 500/- (Rupees five hundred only) per day will be charged or recovered out of the Bank Guarantee held toward warranty/ATS at the time of billing.

98. **Intellectual Proprietary Rights.** The vendor will be required to give an undertaking that the proposed development and customisation would in no manner be a violation of **Intellectual Proprietary Rights (IPR) of any software and that the Indian Army would not be responsible towards any legal fallout at a later stage.** The customized software developed including subsequent versions would become a **proprietary item of the Indian Army** after final acceptance of the software after testing. Indian army reserves the right to prepare any number of copies for distribution, modify code / use the code in any other project.

99. **System Maintenance**

(a) **Reliability Guarantee.** The vendor would maintain a 24-hour response time on all working days once any fault is intimated. If the user discovers an error in the accepted software that prevents the user from performing in accordance with the documentation provided by the vendor, the user shall notify the error. The vendor would provide analysis of the error as well as carry out sample runs for the affected modules. The vendor would also provide an updated version of the program, which would correct the error. The program would be delivered in the same form and quantity as the original versions and shall be accompanied by updated documentation, both hard copies as well as on line.

(b) **Renewal Option.** The vendor will ensure maintainability of the software for a period of seven years after the free warranty period of three years. An option to renew the Maintenance contract / Warranty or provide/develop a new version of the software is to be given to the user on terms and conditions to be worked out afresh.

100. **Annual Technical Support (ATS).** The vendor at the option of the DCIDS (Medical)/DGAFMS will undertake ATS for **Five years after conclusion of three-year warranty period.** The ATS will be finalized before the end of the warranty period. All the warranty clauses, bug fixing and modifications required would be catered for free during ATS. Decision of Project Advisory Group (PAG) will be final in this case.

(a) **Bank Guarantee for ATS.** A Bank Guarantee equal to **10%** of the annual value of the ATS period will cover the entire ATS as performance warranty. This bank guarantee will be renewed every year and will be valid for a period of **13¹/₂ months** commencing at the commencement of the ATS every year.

(b) **Commencement of ATS.** If the **CUSTOMER** decides to exercise the option to enter into ATS upon expiry of the free warranty period, the agreement for ATS will be signed with the appropriate authority one month prior to the expiry of the free warranty period. In case of failure to do so Performance Bank Guarantee submitted by the vendor will be encashed.

(c) **Renewal of ATS.** The ATS will be renewed every year (12 calendar months) from its commencement at the option of the user. If the **CUSTOMER** decides to exercise the option to renew the ATS on expiry of the previous year's ATS, the agreement for the renewed ATS will be signed with the appropriate authority one month prior to the expiry of the previous year's ATS. In case of failure to do so Bank Guarantee for previous years ATS, submitted by the vendor will be encashed.

(d) **Use of PAC Clause during ATS.** The vendor who develops the package will provide a PAC certificate for developed package to facilitate placing of ATS.

PART V - EVALUATION CRITERIA & PRICE BID ISSUES

101. **Evaluation Criteria.** The broad guidelines for evaluation of Bids will be as follows:-

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.

(b) The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.

(c) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder. All taxes and duties (including those for which exemption certificates are issued) quoted by the Bidders will be considered. The ultimate cost to the Buyer would be the deciding factor for ranking of Bids.

(d) The Bidders are required to spell out the rates of Customs duty, Excise duty, VAT, Service Tax, etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices.

If reimbursement of Customs duty / Excise Duty / VAT is intended as extra, over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entrained after the opening of tenders. If a Bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, he should clearly indicate the rate of such duty and quantum of excise duty included in the price. Failure to do so may result in ignoring of such offers summarily. If a Bidder is exempted from payment of Customs duty / Excise Duty / VAT duty up to any value of supplies from them, they should clearly state that no excise duty will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of Customs duty / Excise Duty / VAT, it should be brought out clearly. Stipulations like, excise duty was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that excise duty will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of excise duty which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders. The same logic applies to Customs duty and VAT also.

(e) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail over numerical price.

(f) The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the Buyer. The Buyer will have the right to award contracts to different Bidders for being lowest in particular items. The Buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

(g) The bidder should have preferably demonstrated affective domain knowledge of various aspects of development of customized application Software. The bidder preferably should have either completed similar project in the past or have a project in use with similar requirements as those of the development of customized application software. Proof of the same to be submitted along with the technical bid.

(h) Bidder's should have experience developing similar application for any Defence/Government/public/private organization.

(j) Bidder's must be minimum **ISO 9001: 2008** and CMMi3 or above certified. Proof of the same to be submitted along with the technical bid.

102. **Price Bid format.** The price bid format is given in **Appendix B.**

103. **Please ensure that this is your best and final offer.**

Note. Vendors will submit their technical and commercial bids on the original tender documents (including its appendices and annexure). Photocopies will not be accepted.

Appendix 'A'

(Refers to Paragraph 3(e) & 83 of
RFP No 70012/3/IDS/MED/iAushadhi,
dated 04 Oct 2012)

**TECHNICAL OFFER FOR DEVELOPMENT OF WEB ENABLED MEDICAL STORES
AND SUPPLY CHAIN MGT (MSSCM) PACKAGE ('iAushadhi') FOR MEDICAL
STORES DEPOTS OF DGAFMS**

	Question	Response
Vendor Information		
1.	Name of person responsible for the information contained in this RFP	
2.	Telephone number Fax number Email address Web site add	
3.	When was company established?	
4.	Have you implemented your system in Army/Govt Agency? If so, please provide reference information.	
5.	<u>Development center</u> . Location(s) of the nearest company location and its distance to Delhi as well as the hours of operation and support.	
6.	Describe any third party alliances, relationships, or dependencies.	
7.	Please provide information on your Development methodology.	Attach as required.
Previous Project Experience		
	Previous Software Services (design/development of solution) project experience- Provide details.	
8.	Profile (scope, size and duration) of the projects	
9.	Recency of the Projects – developed within last 3 yrs	
10.	Whether the project is completed?	

	Question	Response
	Proposed Team and Governance Structure	
11.	Designer	
12.	Developer	
13.	Module leader	
14.	Project Manager	
15.	Test Engineer	
Infrastructure Requirements		
16.	Architecture of the software.	
17.	Database being used as backend.	
18.	Development environment proposed to be used.	
Client Capabilities & Requirements		
19.	Can users easily create these thresholds and alerts?	
20.	Does your software facilitate the setting of thresholds and provide alerts to users?	
21.	Name all browsers that your system will be compatible with.	
22.	What do you anticipate would be Indian Army's level of effort to conduct the data transformation?	
Consulting Services		
23.	Have you provided consulting services to Indian Army in the past?	
Front end		
24.	Design of human interface	
25.	Barcode input facility	
26.	Query/ Dashboard	
27.	Data Entry Validation	

Backend Database		
28.	Data Dictionary creation.	
29.	Data Entry methodology.	
Terms and Conditions		
30.	Change request procedure	
31.	Delivery	
32.	Handing over of Proprietary Rights (IPR)	
33.	Implementation schedule	
34.	Installation	
35.	Performance	
36.	Production	
37.	Supply of Source Code	
38.	Support Services	
39.	Transition	
40.	Translation	
41.	Warranty period and conditions during warranty	
Maintenance		
42.	Annual Technical Maintenance support, Cost and Duration for 5 yrs	

Appendix 'B'

(Refers to Paragraph 3(e) & 102 of RFP No70012/3/IDS/MED/iAushadhi, dated 04 Oct 2012)

**COMMERCIAL OFFER FOR DEVELOPMENT OF WEB ENABLED MEDICAL STORES
AND SUPPLY CHAIN MGT (MSSCM) PACKAGE (iAushadhi) FOR
MEDICAL STORE DEPOTS OF DGAFMS**

1. We have gone through the complete Tender Enquiry Documents thoroughly and understood the requirements clearly. We hereby agree to abide by all terms and conditions given in the Tender Enquiry Documents. We agree with the time schedule proposed in the Tender Enquiry from the date of issue of Supply Order.

2. **Validity.** Prices are valid up to _____ (Fill date).
(Minimum 180 days from date of closing of tender)

3. **Costs (in Rupees).**

S No	Item	Basic Cost	Taxes	Octroi	Levies etc	Total Cost
1.	Cost of Software Development					
2.	Cost of Training					

Total Cost (In Words) _____

4. ATS for maintenance of the software and providing upgrades as required after the free warranty period of seven years:-

- (a) First year _____.
- (b) Second year _____.
- (c) Third year _____.
- (d) Fourth year _____.

Company Seal
(Common Seal of the Company)
Company name:
Place:
Date:

(Authorised Signatory of Company)
Name and Designation

Note Each total cost quoted should be landed cost inclusive of all taxes, duties, Service tax, etc.

GUIDELINES FOR PREPARATION OF COMMERCIAL BID

1. Each page is to be authenticated (signed) by the Bidder.
2. Page numbering is a must to identify/locate missing/misplaced pages.
3. **Bid Validity**. The commercial bid is to be valid 180 days from the date of opening of Technical Bid.

Appendix 'C'

(Refers to Paragraph 3(f) of RFP
No 70012/3/IDS/MED/iAushadhi,
dated 04 Oct 2012)

CONFIDENTIALITY CERTIFICATE

It is certified that the Company, its employees or any representative of the Company or agents authorized by them will not disclose any information gained by them or their representatives or agents, while interacting with the persons of the DCIDS(Med)/DGAFMS or Medical stores depot of the Indian Army or through any documents prepared in connection with the project or any documents received by them or any study carried out by them, directly or indirectly to any person or company or institution or press.

Company Seal
(Common Seal of the Company)
Company name:
Place:
Date:

(Authorised Signatory of Company)
Name and Designation

Appendix 'D'

(Refers to Paragraph 4 of RFP
No 70 012/3/IDS/MED/iAushadhi
dated 04 Oct 2012)

CERTIFICATE ACCEPTING ALL TERMS AND CONDITIONS

It is certified that all the terms and conditions, as laid out in the above paragraphs and anywhere else in the Tender Enquiry Document

and its Appendices & Annexure, are accepted by the company and we will abide by them. It is further certified that any additional cost incurred to complete the project would be borne by us.

Company Seal
(Common Seal of the Company)
Company name:
Place:
Date:

(Authorised Signatory of Company)
Name and Designation

Appendix 'E'

(Refers to Paragraph 34(e) of RFP
No70012/3/IDS/MED/iAushadhi
dated 04 Oct 2012)

THE SCOPE OF WORK**System Overview**

1. The application entails the management of medical stores of the various Armed Forces Medical Stores depots linking them to users and controlling authorities on a web based automation application. The succeeding paragraphs give a broad outline of the work involved, the details of workflow will be given at time of system analysis.

2. **An important part of the application will be generation of print outs as per user and audit record requirement, which will be indicated by user during development and system analysis phase, in various modules.** The scope of work broadly covers aspects given in succeeding paragraphs. **However, it may please be noted that these are only the broad guidelines and more specific things will be mentioned only during System Analysis by Vendor.**

3. **Administrative Functions**

- (a) Registration of users, creating roles and levels.
- (b) Creation of access levels based on role.
- (c) Password system, creation, change and blocking.
- (d) Automated and manual backup and recovery.
- (e) System status, logs and reporting.
- (f) Generation of central reports.
- (g) Security monitoring including check of audit trails, access records, IP address logs and various other system generated logs and so on.

4. **Procurement Procedures.**

- (a) Local purchase of medicine including medical equipment, dental equipment, and gas cylinders etc as per rules and scales provided by users.
- (b) Automated generation of Rate Enquires (RE) based on re-order levels and special requirements, linking to firms data for posting as per format provided.
- (c) Prioritization of Rate Enquires (REs) based on user rules.
- (d) Manual Generation of Rate Enquires (REs) for special requirements with record of authorization.
- (e) Prevent RE generation for items marked blocked, obsolete or deleted.
- (f) Automated receipt of Quotes based on input from CD/DVD.
- (g) Last procurement prices of all depots to be shown in the module.
- (h) Collation quotes and selection of vendor based on rules provided by user.

(j) Automated generation of Supply Orders (SOs) as per rules and formats provided by user. Application to block SO for items marked blocked/obsolete/deleted.

(k) Record of authority of Competent Financial Authority (CFA) including endorsement and record of Integrated Financial Advisor (IFA) concurrence, where required based on rules provided by user. Prevent issue of SO if not as per rule based on validation rules.

(l) Linking of procurement to various modules such as issue and budget, for forecasting availability and so on.

5. **Receipt procedures**

(a) Input of data from supplier on CD/DVD.

(b) Validation of data against SO.

(c) Validation of mandated data required for system such as expiry date, batch number etc.

(d) Acceptance by board of officers/officer to be recorded. Input in respect of condition of goods, rejections, record of testing, etc to be recorded. Final report for record for audit to be printed after acceptance by board.

(e) Automated taking on charge (update system) on acceptance by authorized officer/Commandant.

(f) Automated warning and reporting of delays based on supply order terms, delivery period, taking on charge and final authorization incorporating lead periods by user.

(g) Tracking discrepancies by generating reminders/reports.

6. **Indent Procedures.** This will pertain to user units online input or through CD/DVD the latter being based on formats/module in offline mode with validation.

(a) Online indenting of stores, periodic and emergent for all types of medical stores as per rules provided by user.

(b) Online demand for Rate Contracts items by Depots themselves and units designated as Direct Demanding Officers (DDOs).

(c) Online entry of Monthly Maintenance Figures (MMF).

(d) Online equipment census based on medical equipment scales, including generation of equipment table for user based on authorized scale from master Medical Equipment Scales.

(e) Online equipment repair reports.

(f) Online reporting of receipts of issues.

(g) Online reporting of discrepancies.

(h) Generate Non availability reports online based on balances at time/re-order level of online indenting.

(j) Online tracking of indent ie once issue sanctioned by Commandant/auth officer, the likely delivery dates and non availability of remaining amount to be reflected on online with print generation at user end.

7. **Issue Procedures.**

- (a) Automated generation of issues, group and section wise based on availability for issue with authorized users marking stores as reserves or available for issue.
- (b) Allow modifications and record authority for modifications based on role.
- (c) Update unit information online, on finalization of issue such as amount, likely day of delivery (based on user provided lead periods) and non availability information.
- (d) Control Traffic details.

8. **Stores Maintenance and Accounting.**

- (a) Maintain inventories including details such as reserves, obsolete items, repairs, AMC due etc.
- (b) Maintain Dues Out of Items
- (c) Maintain Dues In of Items
- (d) Review of Comparative Rate of other Depots
- (e) Critical Item Analysis.
- (f) Stock Adjustment.
- (g) Stock Verification.
- (h) Non consumable Items. This is in addition to procurement and indenting procedures as already explained.
 - (i) Record issue, receipt and acceptance data of Eqpt.
 - (ii) AMC and CMC details of SO as well as data input from user units.
 - (iii) Generate advance due date report for AMC renewal as per user requirement.
 - (iv) Record equipment received for repairs.
 - (v) Record inspection report/inspection due report.
 - (vi) Generate equipment renewal report for planning based on Beyond Economic Repair (BER) /life of equipment entered by user.
 - (vii) Generate RE for spares based on user created reorder levels as per rules.
 - (viii) Generate information such as BER certificates, likely date of delivery based on SO, repair info etc.

9. **Budget accounting.**

- (a) Depot wise account of authorisation and consumption of budget,
- (b) Generate Bills for payment indenters and book transfer indenters.
- (c) Record bills forwarding to paying authorities and their passing of the same.
- (d) Display available budget in various modules.
- (e) Report budgets for various users by unit, payment indenters, and groups and so on as per user requirement.
- (f) Provide data items section wise, group wise and so on expense.
- (g) Forecast budget consumption based on demands and MMF for procurement further, based on user prioritization of items such as essential drug list.
- (h) Provide user required reports for planning and forecasting budget.

10. **Central controlling authority procedures**

- (a) Update item master for specification, QR, life, marking obsolete items etc.
- (b) Update Medical equipment scales.
- (c) Post information on central supplies online.
- (d) Post Rate Contract (RC) information online.
- (e) Consolidate demand for RC items online.

11. **Reports and information**

- (a) Generate reports including MIS reports and information as per user requirement online as well as using email.
- (b) Information such as indent status online, generated from data.
- (c) Compendium of Rules and regulations as web pages with facility to upload information from Depots or controlling authority.
- (d) Information page depot wise.
- (e) FAQ section.

Broad Functions: Overview

12. The following paragraphs amplify the details of work flow of various sections of the AFMSD. Details will be provided for system analysis and SRS.

13. **Master Modules.** Various modules are as under : -

- (a) **Unit Master**
- (b) **MMF Master (linked to unit master)**
- (c) **Item details**
- (d) **Firm Master**
- (e) **Type Master**

Unit Master

14. Units are classified into two types :-

- (a) Unit Details
- (b) Unit Type

15. **Unit Details.** AFMSD receives indents, issues and delivers medicines and medical equipment to its dependent units. Every unit will have a unique code and address. In 'iAushadhi' the user will define the details of unit only once in the unit master. Subsequently wherever these details are used in the project, unit address and other information will popup/fill automatically. Some of the parameters of unit are given below :-

- (a) **Unit Code.** Each Unit under AFMSD has one unique code.
- (b) **Unit Description.** This is the name of the unit such as "Base Hosp Delhi Cantt" or "153 GH"
- (c) **Payment Type.** User will specify whether the unit is a payment unit or not.

16. **Unit Type.** This is the type of the unit by service. Units are of different types such as Army, Air Force, BSF etc. User will provide unit type description.

Monthly Maintenance Figure (MMF)

17. MMF is calculated as per calendar year. Every unit sends its Unit MMF between January and March of every Year of the items authorized to the unit. There are three types of MMF maintained by AFMSD. MMF will be filled online, there will be an option to import MMF where sent on CD/DVD from the units and hospitals.

- (a) Unit MMF
- (b) Depot MMF
- (c) Average MMF

18. **Unit MMF.** Unit MMF is monthly maintenance figure of a unit for consumable stores. Each hosp/unit has its requirements based on consumption, monthly, bimonthly or more. The user will enter the unit MMF quantity online against the PVMS as per rules provided by user in an MMF input module.

MMF Compilation

- (a) **Unit MMF** = Annual consumption divided by 12.
- (b) Depot MMF is calculated item wise. The Depot MMF is calculated as :-
 - (i) **Depot MMF** = (Last year's issue of items + Dues out of last four (4) months of a calendar year) / 12
 - (ii) **Average MMF.** Average MMF is calculated as: -
 - (aa) $\text{Average MMF} = (\text{Unit MMF} + \text{Depot MMF})/2$

Item Details

20. AFMSD database contains approximately 15000 items including deleted items. In the 'iAushadhi' application, the facility will be given to include newly introduced items in the database. Priced Vocabulary of Medical Stores (PVMS) is controlled by the O/o DGAFMS which contains the details of all medical stores items to be procured by AFMSDs.

21. In 'iAushudh', the module are further sub-divided into the following :-

- (a) Group Master
- (b) Section Master
- (c) Accounting Unit Master
- (d) Source Master
- (e) Item Catalogue Master
- (f) Item Use Master
- (g) Item Type Master
- (h) Item Master

22. **Group Master:** Collection of some Section is called Group. The Group Containing sections are given as below :-

(a) **Group I**

- (i) 01 Drugs
- (ii) 02 Vaccine
- (iii) 17 Lab Chemicals
- (iv) 26 X-Ray Appliance

(b) **Group II**

- (i) 03 Aseptic Furniture
- (ii) 04 Anesthesia Oxygen Therapy
- (iii) 05 General Instruments
- (iv) 06 ENT Instrument
- (v) 07 Eye Instruments & Appliance
- (vi) 08 Orthopaedic Equipment
- (vii) 09 Gynae & Obst Instruments
- (viii) 10 Dental
- (ix) 11 Postmortem Instruments
- (x) 22 Special Surgical Equipment
- (xi) 24 Veterinary Instrument & appliance
- (xii) 25 AFMSD Pune
- (xiii) 28 Physio-Therapeutic & Electromedical Equipment

(c) **Group III**

- (i) 12 Dressing Surgical
- (ii) 13 Ligatures
- (iii) 14 Nursing Appliance
- (iv) 15 Dispensary Appliance
- (v) 16 Hygiene Appliance
- (vi) 19 Lab Equipment Appliance
- (vii) 21 Anti Malaria Equipment
- (viii) 29 Fd Medical Equipment

(d) **Group IV**

- (i) 23 Packing Material
- (ii) 35 ME Scales

23. User will enter all these parameters once in the master and after that it will appear/fill automatically wherever it is used in the software.

24. **Section Master**. Collection of different items is called a section. Sections are defined as: 01, 02, 03 etc. Each section is used for some specific purpose eg 01 section is for all Drugs Items and 02 section is for Vaccines. User has to enter all these sections once in the Section Master. The sections have already been indicated in the Groups above.

25. **Account Unit (A/U) Master**. Accounting Unit (A/U) is measuring unit of the items. Depot takes every item as per its Accounting Unit. As example some items come in Pieces some in packets, No's and bottles etc.

- (a) User will give the descriptions of the item.
- (b) The accounting unit for all the items will be entered once in the Accounting Unit Master.

26. **Source Master**. Medicines may be sourced from different sources e.g. indigenous or imported. **The Source for all the items will be entered once in the Source Master.**

27. **Item Catalogue Master**. Different catalogues are maintained to sub categorise drugs for accounting purpose eg some items come in Priced Vocabulary of Medical Stores (PVMS), some are categorized as Not in Vocabulary etc. The items may also be move from one category to another by controlling authority ie O/o DGAFMS. User will enter all these Catalogues in the Item Catalogue Master. The Different Catalogues are :-

- (a) **PVMS**
- (b) **NIV**
- (c) **NIC**
- (d) **Short Life**
- (e) **Long Life**
- (f) **Demand separately items.**

28. **Item Type Master.** Items are classified as : -

- (a) **Expendable.** The expendable items are those, which has a certain expiry date and can be used between this date such as Drugs and other consumable items of recurring requirement.
- (b) **Non-Expendable.** The items, which can be reused, such as Microscope etc comes under Non Expendable. User will enter all the Item types once in the Item Type Master.

29. **Item Use Master.** Item use means the purpose for which the item is used, such as for Human, Veterinary etc. User will enter the item use description once in the master.

30. **Item Master.** The item master table contains the data for a particular item linked to the other above mentioned Groups, Sections etc. Some of the parameter of items given below: -

- (a) **Group.** Group reference Group Master (linked).
- (b) **Section.** Section reference Section Master (linked).
- (c) **PVMS Numbers.**
 - (i) **PVMS No.** This is a unique number of the PVMS issue by O/o DGAFMS.
 - (ii) **Old PVMS No.** In case the PVMS No is changed the old number is retained in thi field for archival and accounting purpose.
 - (iii) **Nomenclature.** It is the description of a particular
 - (iv) **Authorised Unit (A/U).** It is the accounting unit linked reference to Accounting Unit Master.
 - (v) **Specification.** **The detailed specification of the drugs including qualitative requirement and standards are indicated here. Information will be provided once by user.**
 - (vi) **Type.** Expendable or Nonexpendable linked reference to Item Type Master.
 - (vii) **Use.** Linked reference to Item Use Master.
 - (viii) **Source.** It is the source of item indigenous or Imported etc, linked reference to source master.
 - (ix) **Remarks.** Other specific information about the item to be entered here.

Firm Master

31. Firms are the suppliers which supplies the medicine to AFMSDs. It is again classified in to two types

- (a) **Firm Head Data.** Every Firm is registered under a head for the organisation registering it. Every head has a unique code. The heads are such as DGQA, AIIMS, WHO etc. The details will be provided by users. In the application, user has to enter these firm Head once in a firm head master.
- (b) **Firm Details.** All the firms supplying stores are entered once in the database. It is a one-time entry however the firm has to renew its information based on user requirement. Some firms have different addresses for sending REs and different for Supply Orders. User will enter both the Addresses and other details such Fax No, Phone No, Email etc. The auth for entry of firm and blocking of firm will be as per user requirement based on access level.
- (c) **Items registry.** The firm's data will be linked to the items supplied by the firm, each item having own entry also linked to PVMS table. This will also be used for generating forwarding address for Rate Enquiries.
- (d) **Performance monitoring.** The performance of the firm will be recorded in terms of delayed supplies, part supplies, faulty product and non compliance with contractual terms in a linked table.
- (e) **Black Listed Firms.** There are some firms, which are blacklisted by the Depot Commandant, because of its Past record (short supply, Items not supplied at a right time etc), Rate enquiries are not send to these firms. In the application system compiled vender performance as per user rules will block RE/SO being sent to the firm.

Traffic Type Master.

32. The types are defined in three groups

- (a) **Supply Order Type.** Supply Orders given to suppliers are of various types as under : -
 - (i) **Dental**
 - (ii) **Surgical**
 - (iii) **Non Drug (ND)**
 - (iv) **De-centralised (DC)**
- (b) **Truck Type.** Deliveries of issues are done through Civil hired transport of different types such as Civil Truck, Canter etc. The details will be recorded here.
- (c) **Package Type:** Items can be packed in different types. Some types of Package such as :-
 - (i) **Bale**
 - (ii) **Card Board Container**
 - (iii) **Pannier BOX**
 - (iv) **Wheel Chair**

Local Purchase Module

33. **Local Purchase.** Local Purchase (LP) Section gets information from the group section that the medicine is not in stock. If an item (Medicine/eqpt) is N/A then Local Purchase section purchases the item from suppliers. All procurement and payments are performed by LP section.

34. For purchasing an Item, Local Purchase section gets information from DAO about NA/Critical items, which in the application will be generated based on re-order levels indicated by user collating information from all Group data. **The DAO set the critical level/re-order level for each item and amend it as required for generation of RE, record of amendments to be maintained.**

35. Rate Enquiry will be sent to all firms registered for the item. Minimum seven different firms are required, if seven firms are not available the system should raise a warning and RE to be made only on authorisation by assigned user level. The last supplier of the medicines for which the rate enquiry raised, should always be in the rate enquiry.

36. After getting the Rates from these firms, the comparative statement is made; from this comparative statement the lowest rate is calculated. Then the tender opening board opens the tender and declares the rates, the company, which has quoted the lowest rate, get the supply order and then it supplies the medicine to the depot. The process will be automated with quotes from firm to be uploaded from non rewriteable CD/DVD duly authenticated with paper trail.

37. Format for proposals/SO/Sanctions/SoC will be as per DPM 2009 (supplemented in 2010) provided by user.

38. LP Module should be able to generate following reports:-

- (a) Report on total Approval of Need sent to/pending with the O/o DGAFMS/PCDA.
- (b) Report on financial sanction sent to/awaited from O/o DGAFMS/PCDA.
- (c) Generation of Budget utilization progress report.

Rate Enquiry Process

39. **Rate Enquiry Proposal (REP).** Rate Enquiry Proposal is generated when store item is at critical (stock quantity is less then $MMF * 6$ (for short life items) or $MMF * 4$ (for long life items)). This level in the application will be user controlled.

40. System will auto generate REP for all critical level drugs. Assigned officer/LPO will scrutinize the RFP for its criticality and budget availability for competing demands on budget and prioritise REP for approval.

41. The firms registered for the item will be endorsed automatically against REP from Firm master data. Rate Enquiry Proposal contains: -

- (a) REP No, a unique number for identification of REP.
- (b) REP date
- (c) REP is generated for one item only at a time.
- (d) Approved REP will be printed for paper record. The current stock, Dues In, Dues Out, Average MMF of Item will appear automatically in the printout of REP.

42. **Rate Enquiry (RE).** The Rate Enquiry is made against REP. Rate enquiry is for enquiring of the rates of medicines and equipments from different firms. Rate enquiry is sent to vendors by post in fixed RE format as per DPM 2009. The Vendor will fill the rate, tax, manufacture and remarks. The formats will be provided by user. Information contained in RE is as under : -

- (a) RE No. which is a unique no for any financial year given by user.
- (b) RE date is the date on which the RE is prepared.
- (c) REP No the number against which RE is made.
- (d) Opening date of RE, the date on which the rate enquiry will be opened by tender opening board.
- (e) Rate Enquiry is placed for **one item only**.
- (f) Rate Enquiry will **not be send to any Black Listed firm**.
- (g) Quantity is the total number of item for which the RE is placed.
- (h) Rate enquiry will be validated for **at least seven (7) Firms as addressees**.
- (i) Approved REs will be printed for paper record.

Tendering Process

43. **Tender Opening Board.** The system will import the rate of all the firms to whom rate enquiry is placed for a particular medicine, after getting the rates from CD/DVD sent by firm along with duly authenticated as paper record. It will be validated against the RE terms.

44. **Quotation and Comparative Statement (CS).** After opening the tender, the Comparative Statement will be automatically generated by the system. The system will **highlight the lowest quotes** and make the CS Table for printing. The CS Twill include the following details for comparison : -

- (a) User will select the name of supplier and manufacturer.
- (b) Discount if any as under : -
 - (i) Discount against Rate.
 - (ii) Discount against Quantity.
- (c) Tax (excise duty, sales tax etc) as applicable.
- (d) The name of the last Supplier and last rate will be printed automatically in the printout.
- (e) Dues In, Dues out and MMF also printed automatically in the printout as applicable.

45. **Tender Purchase Committee (TPC).** Tender Purchase Committee consists of one Presiding Officer and two members. They approve the firm to which supply order will be given. Generally supply order is sent to the firm, which has quoted the lowest rate. In exceptional circumstances where SO is to be sent to other vendor and the vendor quoting lowest rate, the authorisation will be endorsed of competent authority as per access control based on rules provided by user. It contains :-

- (a) User Gives TPC No. And TPC date to the Rate Enquiry
- (b) One TPC no can be given to more than one RE, auto generated numbers to record transaction will be recorded and printed.

Rate Contract (RC)

46. The Rate Contract is the contract between DGAFMS and the contractor. This contract is mainly of one (Year) or more than a year and against this contract the supplier will supply the particular medicine to a depot whenever depot sends its demand for that at the rate as assigned in a contract. The information provided will be as under : -

- (a) Rate Contract No. is a unique No given by the o/o DGAFMS.
- (b) Name of the firm to which the contract is given.
- (c) Starting Date and ending date of the contract.
- (d) Rate as given in contract.
- (e) Excise duty, discount and tax as applicable.

Supply Orders

47. Supply orders are classified into four groups as under : -

- (a) Supply Order against Rate Enquiry (RE)
- (b) Supply Order against Rate Contract (RC)
- (c) Supply Order on telephone – data to be entered subsequently with user stated access control.
- (d) Repeat Supply Order against a previous Supply Order, as per rules stated by user. The data to be linked to initial supply order for validation.

48. **Supply Order against Rate Enquiry (RE).** It contains the supply order number and Rate Enquiry number against which supply order is raised and sent to the supplier. The supply order will be generated automatically on approval of RE. Data as per user provided format will be filled appropriately. The SO will be printed for posting to firm. The following information is contained in the SO : -

- (a) Supply Order No is entered on the basis of the financial year.
- (b) The total amount of Supply Order should not exceed CFA power as per rules.
- (c) The supply order is sent Budget head wise.
- (d) The quotation No is printed in the supply order. This quotation No is given by supplier at the time of sending quotes.
- (e) One Supply Order can be placed for one (1) item only.

49. **Supply Order against Rate Contract (RC).** This Supply Order is raised against Rate Contract (RC). It has the Rate Contract No. against which the Supply Order is raised, it contains the following information to be auto filled from database : -

- (a) Total quantity of medicine.
- (b) The delivery date of the medicine.
- (c) Rate contract No against which it is raised.
- (d) Application will auto fill the name of the supplier, rate contract date, and other terms such as taxes etc.
- (e) It will automatically calculate the net payable amount.
- (f) Print of the supply order will generated for posting.

50. **Supply Order against Telephonic Enquiry.** Telephonic Enquiry is raised in the case of emergency by an authorised officer over a phone from a firm and he raises a supply order against that telephonic enquiry. The data will be entered in the system as on occurrence or subsequently with appropriate level of access as decide by user. **The procedure is same as that in SO against rate enquiry the above for entering the information.**

51. **Repeat Supply Order against Initial SO.** Supply order against Repeat Order is to be generated if demand occurs within a time of six months for which a supply order has been placed. Then the depots do not raise another RE and place the supplier order to the firm which has earlier supplied that medicine. The application will automate the following :-

- (a) Generate information on possibility of repeat order against an REP if user supplied conditions met (as per DPM 2009). Allow selection of same as a choice and generate a report if selected.
- (b) Enter the new supply order No and old Supply order numbers.
- (c) All the fields will be auto filled i.e. Rate enquiry No against which SO is placed, RE date, TPC No., Quotation No., Price etc.
- (d) Print Supply order after approval endorsed of CFA.

Budget

52. Budget Heads will be maintained by Central authority i.e. O/o DGAFMS, for allocation and re allocation as required. At AFMSD level it will be divide into two heads mapped to original heads of central authority

- (a) **CP-01** for NIV (Not in Vocabulary) items.
- (b) **CP-02** for remaining items.

53. **Financial Year.** The accounting is from 01 Apr of the current year to 31 Mar of subsequent year. The budget of one FY will not be consumed in subsequent year. System should generate warning and reports based on transactions for spill over or non utilization of budget as per user requirement.

54. **Budget Allocation.** Allotment of budget is done for the depots and units by O/o DGAfMS/DG 2C against a financial year the application will keep following data in Budget Head tables :-

- (a) Budget head master.
- (b) Financial year master.
- (c) Authority number against an allotted budget.
- (d) Date allotted.
- (e) The amount allotted.
- (f) Record financial transactions of the AFMSD against the budget.
- (g) Generate user required reports for utilization, planning and forecast.

55. **Billing Information.** The application will record details of bills submitted by dealers as well as approved and forwarded to PCDA for payment.

56. **Bill Details to be generated by system :-**

- (a) Summary of Comparative Statement
- (b) SO Number
- (c) Covering letter no.
- (d) Contractor's Bill No. and date
- (e) Date of dispatch
- (f) Date of Payment
- (g) Cheque no.
- (h) Late Delivery charge (if applicable)

Stores Receipt Module

57. Receipt section receipts the items and checks it for breakage, Serviceable, Unserviceable when supplier supplies it. The receipt will be loaded on the system through the CD supplied along with Bill/Invoice of the dealer. These details will be endorsed by user and approved quantity take on charge as per rules provided by user.

58. **Dues In.** Normally medicine or other items are purchased by AFMSD placing Supply Order against RE, RC, TE and RO. At times supplier supplies medicine partially due to shortage of medicine or other reason, the remaining quantity yet to be supplied comes is reflected as Dues In. The data will be generated by application for tracking by raising reports and warnings.

59. **Gate pass.** The security personnel at the gate of Depot gives gate pass whenever a transport vehicle comes with supplied good. The system will generate/allow input of the following :-

- (a) Gate Pass No and Gate pass date.
- (b) The name of the supplier.
- (c) The No. of packages supplied.
- (d) The name of the DSC personal who issuing gate pass

(e) Name of the person accompanying goods/Driver.

(f) One Challan No. is given to one supplier order. User will enter the Challan No and Challan Date given by supplier against the Number of packages he has supplied.

60. **Lot Number allotment.** Lot Number is allocated by receipt section against each gate pass and the supplied item is received against this lot No. information to be recorded on system is as under :-

(a) Supplier will provide CD for the details which will be imported onto system along with challan.

(b) Section will check batch no, expiry date, manufacturing date and quantity according to the accounting unit.

(c) Lot No is allotted by receipt Section. It is a unique No. followed by financial year.

(d) Lot date to be same as that of Gate pass date.

(e) One Lot No. can be given to more than one supplier order to be mapped accordingly.

(f) Print the content List of the supply order for record.

61. **Receipt Voucher.** After the content list is verified, Goods will be sent alongwith the copy of content list to group section for verification by the group section after which it is sent back to Receipt Section. Against this the receipt section allots a Receipt Voucher No. Receipt Section Checks items for damage, short supply, and serviceable or unserviceable quantity. The following data will be input/generated :-

(a) Receipt Voucher No (RV No). Unique No series for one financial Year.

(b) Linked to Supply Order No against which item is supplied.

(c) All the other fields such as name of the supplier, SO Quantity, challan No & Date will be populated automatically.

(d) User will check imported data for the lot no, PVMS no, batch, date of manufacturing and the date of expiry and quantity received.

(e) Print the receipt voucher for paper record.

62. **Certified Receipt Voucher.** The certified receipt Voucher will be generated by the application. The certified receipt voucher is the final receipt, against a supply order. A copy of Certified Receipt Voucher report will be generated for LP section for further processing of Bill against that Supply order. Print copy will be generated for record.

Depot Account Office (DAO) Module

63. AFMSD issues stores to various Hospitals/Units based on their demand as per stock available in AFMSD. In the application the demands will be placed online/on CD validated as per rules provided by the user.

(a) MMF/control authority approved amounts unit wise will be controlling factor for indent of expendable stores.

(b) ME (Medical Equipemnt) scale to be incorporated as a control tool for non-expendable medical stores.

(c) While indenting online non available stores will shown to users online.

- (d) Application will generate non-availability online.
- (e) Module will auto generate draft issue orders.
- (f) Balance will be shown in DAO module in draft issue orders generated for sanctioning issue against demand.
- (g) DAO module will define rationalization of distribution of short supply stores by linking each item with access controlled rationalization table. Thereby controlling sanction.
- (h) DAO will define items for various levels of hospital and units by blocking items available for indent for that level of hospital. The rationalization to be approved by appropriate authority as defined by user.
- (i) DAO will define critical level of the item as per policy defined by the user and generate **Prop up message** if the stock reached.

64. **Issue Category/Indent.** It is categorized into five Groups:-

- (a) Emergent
- (b) Initial
- (c) Loan
- (d) Maintenance
- (e) Payment

65. **Emergent.** Normal indents of the stores are of fixed intervals. **The window for normal indents will be of limited duration to consolidate data.** However, unforeseen circumstance and requirements may require urgent indents by units. These demands will be treated as Emergent Indent appropriate controlling authority will endorse the requirement and it will be recorded.

66. **Initial Indent.** First time demand of any item by unit to AFMSD, it is called Initial indent based on authority of O/o DGAFMS. It will be valid up to 31st December. After 31st December, unit will re-demand the same item if not supplied. System will generate reports for renewal well in time mapped to units online.

67. **Maintenance Indent.** After Initial demand, unit demands of items will be deemed as Maintenance Indents. The issues not made as per demands in the demand cycle will be demanded again by the unit. The system should validate this to avoid duplicate entry in system by canceling/deleting previous demand of item and archiving it only for record purpose.

68. **Loan Issue.** Dependent Unit may demand items on loan even if not unauthorized by authorisation by appropriate controlling authority. These items are to be returned back again at laid down period as per rules provided by user. The Issue Voucher follows by Character L e.g. L-120/04/2001. The application will generate reports on loan issue.

69. **Payment Issue.** Unit are dependants on AFMSD as payment indenters, or issue needs to be made to not dependent organization when approved by controlling authority on payment. The Issue Voucher number follows the format starting with letter P e.g. P-120/05/2001. The parameters that are to be given in this are:

- (a) IV no. is based on financial year.
- (b) IV date.

- (c) Unit Name which demanded the item
- (d) Indent no. and indent date given by the unit.
- (e) The application will allow manual entry online entry for demanded and sanctioned quantity.
- (f) Application will generate Bills.
- (g) Information will be generated both in print as well as online.

70. **Dues Out.** In case of short issues against demanded quantities, remaining quantity can be claimed by unit within a specific period of time. The quantity the unit is yet to get is Dues Out. The application will generate dues out as per user requirement.

Receipt Voucher Process

71. Unit stores are sent to units against issue vouchers and also a Depot generated receipt vouchers, which are authenticated and returned by the unit. The system will generate the following information : -

- (a) Generate Receipt Voucher and populate it with appropriate data.
- (b) Online confirmation by user.
- (c) Track RV not received from units and generate reports.

Group

72. The goods supplied are first cleared by a board of officers and then are stored in Bays in the Groups in the Depot. The Groups are responsible for maintaining the stock and issues items against the indents received from units.

73. The system will generate the following : -

- (a) Map items to Group from receipt section.
- (b) Automate taking on Charge.
- (c) Adjust draft issue generated from DAO module as per available stock in case required and maintain record of adjustment.
- (d) Input from Group for accepting stores received from receipt section and on completion of issue.
- (e) Auto updates of stock and balances on approval of issue by Approving authority.
- (f) Reflect stock and balances as required.
- (g) Record dispatch of issue stores from group.
- (h) Print reports.

74. **Stock adjustment.** Wrong stock entry, damaged stock etc need to be adjusted for correct balance. Stock adjustment of an item will be done based on the authority to be recorded and report is raised automatically.

75. **CRV Transaction.** Stores returned by unit after the group issue those items to the unit due to various reasons, are to be received back and taken on charge and a CRV generated.

Traffic Section

76. Traffic Section records outgoing stores dispatch to various Units. The sub sections are : -

- (a) Gate Pass (Out)
- (b) Dispatch
- (c) Return Gate Pass (In)

77. **Gate Pass (Out)**. The Gate pass will be generated with Gate Pass No when stores go out of the AFMSD to various units.

- (a) Gate Pass No and Gate Pass Date.
- (b) Selected the mode of transportation as under : -
 - (i) By Railway
 - (ii) By Postal service
 - (iii) By Vehicle
 - (iv) By Escort
 - (v) By Air
- (c) Name of the consignee.
- (d) Transport vehicle No
- (e) Type and No of packages
- (f) Issue Voucher No against which stores are being dispatched.
- (g) If any loose quantity is being send, it should also be entered

78. **Dispatch of Items**. Dispatch of items to various Units which has Gate Pass No for outgoing items with following details recorded : -

- (a) User will enter the Dispatch No and Dispatch Date
- (b) User will enter the Gate Pass No against which items are dispatched
- (c) One dispatch can to more than one unit. The Dispatch to be mapped to units.
- (d) Package type and the no of packages auto populated.
- (e) Name of the unit, Issue voucher No etc to be auto populated and from Issue Voucher details and authentication of Dispatch section to be recorded.

79. **Gate Pass (In)**. Returned Items from units to be recorded with following details :-

- (a) Gate pass No
- (b) Gate pass (out) No
- (c) Quantity is sent back by the unit.
- (d) Issue Voucher No linked.

Workshop Module

80. Workshop module should generate report on repairable status of equipments and auto-generate BER (Beyond economic repair) certificate which will facilitate the concerned unit to include the item in their replacement demand. Information to be available online.

81. Technical Section Module

- (a) Provision of equipment Census and generation of unit wise as well as item wise census report. To be linked to ME Scales for authorisation.
- (b) Dues out report based on equipment census/scale auth to a unit and further cumulative dues out for the AFMSD for a particular item/unit.
- (c) Disposal control registry.
- (d) Disposals pending unit/item wise.

Toxic/Defective drugs

82. The module will record toxic drugs linked to Firm, SO, Batch.

- (a) Online registration of toxic drugs.
- (b) Disposal Orders

Reports and Queries

82. Reports in the application will be made as per requirement of users. Fixed queries as well as a query generator form based on user input will form a part of the web based application. Accesses to reports will be user level based. Web pages will be developed for online information display for various levels including general reports unprotected, graphic outputs and dashboard controls. Print and export option will be given as and where required. Broadly they will be required by different level as under : -

- (a) Reports internal to AFMSD.
- (b) Reports for dependant users Hospitals and Units.
- (c) Reports for MIS/Controlling Authorities.
- (d) Audit related reports.

AFMSD Internal

83. The reports are as under: -

- (a) Queries on Rate Enquiry.
- (b) Queries on Supply Order
- (c) Queries on Firms
- (d) Budget related
- (e) Other Queries

84. **Queries on Rate Enquiry.** The report required are given as under : -

- (a) REP/RE due including predicted expense. It will categorise for Critical and non critical stores. Colour coding will be used for highlighting.
- (b) Enquiry date wise, firm wise, item wise, sec wise, Group wise.

- (c) RE in relation to Budget ie successfully completed, published, due.
 - (d) RE advertisement and due dates, not materialised, RE cancelled etc.
85. **Queries on Supply Orders.** The required reports/queries are given as under :-
- (a) Supply Order date wise, selected date range/year, firm wise, item wise, Supply Order RE wise.
 - (b) Supply Order due, delayed, partial, cancelled, late delivery charged.
 - (c) Supply Order trends item wise, sec wise.
 - (d) SO in relation to Budget, expended, due, predicted.
86. **Queries on Firms.** As given below :-
- (a) Rate Enquiry placed to any Firm, year, date range wise, item wise, group wise, section wise.
 - (b) Supply Order placed to any Firm details as (a) above.
 - (c) Performance Report, including late supply, part supply, disputes on payment.
 - (d) Black listed.
 - (e) LD or other penalisation.
 - (f) DGQA Firms.
 - (g) Item wise relation to firms.
87. **Other Queries.** Some of the common report/queries are given under : -
- (a) Purchase Rate of an Item such as Last, previous.
 - (b) Expiry of Items, due in next one year, six months, also to be shown at issue as popup to ensure that stock with earlier expiry date issued before later expiry date.
 - (c) MMF reports including variance between MMF and Demand, trends, Budget related. Unit wise, item wise, year wise, total MMF, Depot MMF, Average MMF.
 - (d) Current Status of Item
 - (e) Indent Related such as Non availability issued, Budget in relation to indent,
 - (f) Dues In /Dues Out unit wise, item wise
 - (g) Bin card Information to display stock of a particular PVMS.
 - (h) Repots on PVMS like Received Voucher (RV) No, Received Qty, Received From, Issue voucher No, Issue Voucher Qty, Issued unit and the balance Stock.

Hospital/Unit Reports

88. These reports will be accessible by different level of users with units under control of an authority mapped to that authority such as in a Western Command all medical units of the Western Command to be mapped to Major General (Medical) for consolidated reports. Reports will also be sent as emails to user for specific reports such as NA cert, Sanctions, dispatch auto triggered by events in system. Reports required are as under : -

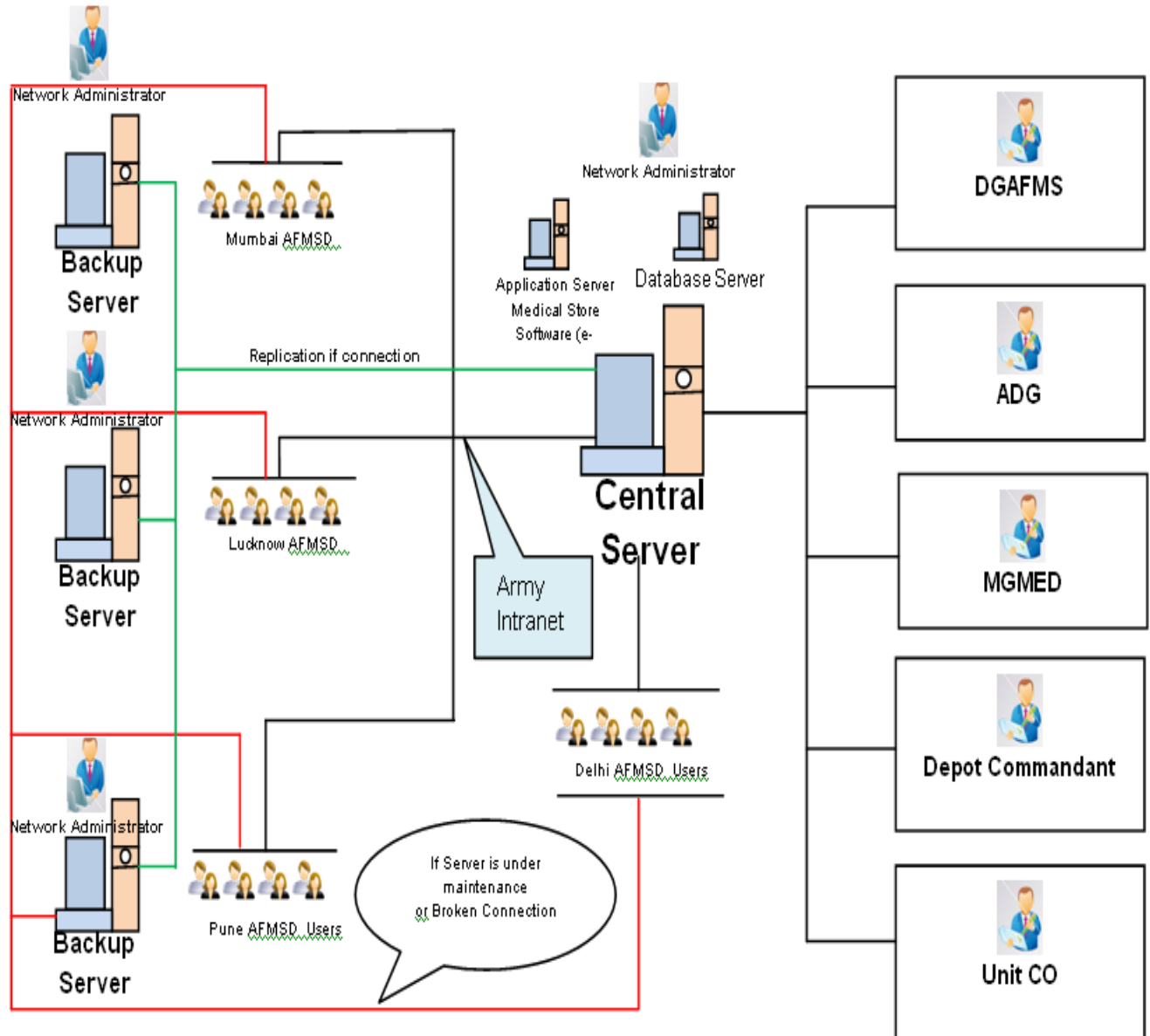
- (a) Generation of NA on line with user end printing.
- (b) Generation of BER Certificate Online with user end printing.
- (c) MMF due, submitted not submitted, variation in MMF and demand.
- (d) Availability of Stores.
- (e) Indent related, likely date of supplies, sanctioned amount against demand, indent delayed, Emergent indents.
- (f) Budget related amount supplied, as per MMF, as per demand.
- (g) Equipment supplied.
- (h) AMC due, Inspection due, user certificate due.
- (i) RV due from unit.

Controlling auth/MIS Reports

89. MIS Reports for both AFMSD and Controlling authorities are given as under: -.

- (a) Rates of Stores Purchased Report, LPP, comparison.
- (b) Rate Contracts, orders, due date, delays, and expense.
- (c) Status critical Stores.
- (d) Status Stores Essential Medicines.
- (e) Budget Expense, Bills forwarded to payment auth, Bills cleared by Payment auth.
- (f) Budget trends, utilisation, due, year wise comparison, requirement as per demand and MMF.
- (g) IV raised for payment indenters, Bill forwarded expense etc.
- (h) Equipment Census, unit wise etc.
- (i) Toxic Drug tracking and disposal.
- (j) Stores, surplus, defective, replacement, payment due etc.
- (k) Stock Position Report based on user input for item or period.
- (l) Dues Out/Due in Report
- (m) Comparative Rates Report.

90. A copy of application will also run on the Central Servers of Navy and Air Force to keep receive indent and disseminate info by loading backup from AFMSD servers through CDs, as they will not be connected to AFMSD servers.

Proposed architecture

Appendix 'F'

Refers to Paragraph 34 (g) of RFP
No 70012/3/IDS/MED/iAushadhi
dated 04 Oct 2012)

PROJECT DELIVERABLES

1. The following work products and their various versions as pertaining to various process domains and phases of the project shall form part of the project deliverables at various stages of the project execution:-

(a) **Inception Phase.**

- (i) Requirement Management Plan
- (ii) Software Requirement Specification
- (iii) Software Development Plan

(b) **Construction Phase**

- (i) Data dictionary
- (ii) Software Test Plan

(c) **Implementation Phase**

- (i) Documented Source code
- (ii) User Manual

Appendix 'G'

Refers to Paragraph 34 (h) of RFP
No 70012/3/IDS/MED/iAushadhi
dated 04 Oct 2012)

**UNDERTAKING FOR HANDING OVER INTELLECTUAL PROPERTY RIGHTS (IPR) TO
HQ IDS**

I, _____, the authorised signatory for M/s _____, hereby declare that development and customization carried out for web-based application software for medical store depots of DGAFMS shall not be held responsible for legal fallout, if any, in this context. I also understand that all software, documentation and support material produced for web based integrated Medical Stores and Supply Chain Management (MSSCM) package, 'iAushadhi', shall become the exclusive property of HQ IDS, after final acceptance by the Project Implementation Core Group (PICG).

Sd/-

Official stamp & Seal

Name

Designation

Firm Name

Dated