

## **EXPRESSION OF INTEREST**

### **Selection of Retail Pharmacy Chain (s) for supply of medicines to employees/ beneficiaries of BHEL Retired Employees Contributory Health Scheme**

#### **DISCLAIMER**

All information contained in this EOI provided / clarified are in good interest and faith. The information contained in this Expression of Interest document or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of BHEL, is provided on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and subsequent selection pursuant to this EOI. This EOI is not an offer by BHEL to the prospective Applicant(s) or any other person. This EOI is neither intended nor shall it be construed as creating or requiring any ongoing or continuing relationship or commitment with any party or person. This is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the preparation of this EOI document, the interested firms shall satisfy itself that the document is complete in all respects. The information is not intended to be exhaustive. Interested Agencies are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the EOI document is complete in all respects and firms submitting their interest are satisfied with the EOI Document in all respects.

The issue of this EOI does not imply that BHEL is bound to select and shortlist Applicant(s) for next stage or to enter into any agreement(s) with any Applicant(s). BHEL reserves all right to reject any applications submitted in response to this EOI document at any stage without assigning any reasons thereof. BHEL also reserves the right to withhold or withdraw the process at any stage. Neither BHEL nor its employees and associates will have any liability any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this EOI document or any matter deemed to form part of this EOI document, the information and any other information supplied by or on behalf of BHEL. BHEL accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance/use of any statements/information contained in this EOI by the Applicant. BHEL is not making any representation or warranty, express or implied, as to the accuracy or completeness of any information/statements made in this EOI.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by BHEL

or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and BHEL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Application, regardless of the conduct or outcome of the EOI.

#### **ABOUT BHARAT HEAVY ELECTRICALS LIMITED:**

Bharat Heavy Electricals Limited (BHEL) is a Central Public Sector Enterprise, wherein Government of India is holding 63.06% of its equity. It is an integrated power plant equipment manufacturer and one of the largest engineering and manufacturing companies of its kind in India having a turnover of about USD 5 billion. The company is engaged in the design, engineering, manufacture, construction, testing, commissioning and servicing of a wide range of products and services for the core sectors of the economy, viz. Power, Transmission, Industry, Transportation, Renewable Energy, Oil & Gas and Defence with over 180 product offerings to meet the needs of these sectors.

Since its inception in 1964, BHEL has been the solid bedrock of evolution of India's Heavy Electrical Equipment industry. BHEL has a mammoth 20,000 MW per annum capability for manufacturing of power generation equipment. A widespread network of 17 manufacturing units, 2 repair units, 4 regional offices, 8 service centres, 1 subsidiary, 4 overseas offices, 6 joint ventures, 15 regional marketing centres and current project execution at more than 150 project sites across India.

Company under its policy on medical attendance provide medicines and drugs for treatment of its employees and their dependent family members. The company also takes provide medical benefits to retired employees and their spouses under its BHEL Retired Employees Contributory Health Scheme.

The beneficiaries availing benefits under BHEL's schemes are settled across India.

#### **PURPOSE OF EXPRESSION OF INTEREST (Eoi):**

BHEL provides medical care facilities to its employees, dependents and beneficiaries under BHEL Retired Employees Contributory Health Scheme and beneficiaries are entitled to supply of medicines and drugs from BHEL Hospitals/ Dispensaries. BHEL aspires to ensure timely supply of medicines / drugs to its beneficiaries. With this objective, BHEL invites expression of interests from retail pharmacy chains for supply of medicines / drugs to BHEL

Majority of BHEL beneficiaries are located at Delhi, Mumbai, Kolkata, Bangalore, Chennai, Hyderabad, Bhopal, Haridwar, Trichy, Raipur, Jabalpur, Patna, Ranchi, Bhubaneswar, Vadodara, Nagpur, Pune, Ahmedabad, Lucknow, Chandigarh, Jaipur, Indore, Mysore, Tanjavur, Vellore, Ranipet, Tiruanantpuram, Coimbatore, Haldwani, Dehradun, Meerut, Ghaziabad, NOIDA, Faridabad, Gurgaon, Cochin, Vizag, Secunderabad, Nasik, Mysore, Thane, Navi Mumbai, Kota, Cuttack, Varanasi, Jalandhar, Amritsar.

## **INSTRUCTION TO APPLICANTS:**

1. Reputed business entities may submit their detailed offers along with supporting documents by Post/Email so as to reach us on or before **30.06.2018 3.00 PM** at the following address:

**Shri Manjeesh Kumar Singh**, Designation: **Manager (HR)**

Address: BHEL Heavy Electricals Limited, BHEL House, Siri Fort, New Delhi-110 049

Email: **manjeesh@bhel.in**

2. The details submitted by the Applicant(s) shall be complete in all respects and BHEL may seek clarifications/additional information as considered necessary. Such clarifications/additional information must be provided within 2 days of BHEL request.
3. The EOI process involves seeking willingness of interested parties and selecting one party amongst all who make an application in response to this EOI.
4. Any request for further information or clarification on the EOI document may be submitted to **manjeesh@bhel.in** within 10 days from date of issue of EOI.
5. Responses to EOI are to be submitted in English only. Supporting documents, as required, should also be in English language. In case of some documents being available in languages other than English, Applicant shall necessarily provide duly authenticated translated version of the same in English.
6. Duly authorized representative of the Applicant(s) shall sign on each page of the document. Response to EOI should be prepared in such a way so as to provide a straight forward, concise description of Applicant's capabilities.
7. Notwithstanding anything contained in this EOI, BHEL reserves the right to accept or reject any Application and to annul the EOI Process in whole or part, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
8. BHEL reserves the right to verify all statements, information and documents submitted by the Applicant in response to the EOI. Any such verification or lack of such verification by BHEL shall not relieve the Applicant of his obligations or liabilities hereunder nor will it affect any rights of BHEL.
9. The EOI process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the EOI process.

10. All costs incurred for participation in the EOI shall be borne by the Applicant (s).

11. Based on Offers received against this Expression of Interests, Company intends to invite Open / Limited Tenders for which separate notification shall be issued.

**DETAILS REQUIRED IN OFFERS SUBMITTED AGAINST EXPRESSION OF INTERESTS:**

The experience of parties in **supply of drugs/ medicines through platform in India** and mechanisms:

1. Details of no. of retail outlets, locations and addresses, pharmacy registration, no. of qualified pharmacists on its rolls.
2. Whether any case is pending against the firm under the Drugs and Cosmetics Act and Rules made there under as well as under the Drugs (Price Control) Order issued from time to time and conviction details in the past.
3. Details of experience of deployment of e- health solutions (e-Pharmacy, e-Consult, e-Diagnostics, etc.).
4. Details of Customer service & Operations set up and average numbers of orders being handled per day.
5. Details and screenshots of demonstrable centralised IT system.
6. Copies of Audited Balance Sheet and Profit & Loss Account or Annual Report for the past two financial years, Previous Financial year 2017-18 can be unaudited numbers.
7. Whether the offers is a consortium of the online platform with pharmacy firms/ Pharmacy distributor(s) firm can participate in the process if so then detail of each party and with information sought hereinabove.
8. Detailed location wise, project implementation plan for BHEL as per scope of work.

**NO. OF RETAIL PHARMACY CHAINS TO BE EMPANELLED:**

BHEL shall empanel **upto three Retail Pharmacy Chains** in India to serve at various locations in India. The L-1 bids shall be counter offered to L2 & L-3 bidders to match the L-1 bid for empanelment.

BHEL reserves the right to reject all / any application received from the Retail Chains without assigning any reason.

BHEL provides medical care facilities to its employees, dependents and beneficiaries under BHEL Retired Employees Contributory Health Scheme and beneficiaries are entitled to supply of medicines and drugs from BHEL Hospitals/ Dispensaries. BHEL aspires to ensure timely supply of medicines / drugs to its beneficiaries.

With this objective, BHEL invites expression of interests from the eligible retail pharmacy chains for supply of medicines / drugs to BHEL

Majority of BHEL beneficiaries are located at Delhi, Mumbai, Kolkata, Bangalore, Chennai, Hyderabad, Bhopal, Haridwar, Trichy, Raipur, Jabalpur, Patna, Ranchi, Bhubaneswar, Vadodara, Nagpur, Pune, Ahmedabad, Lucknow, Chandigarh, Jaipur, Indore, Mysore, Tanjavur, Vellore, Ranipet, Tiruanantpuram,, Coimbatore, Haldwani, Dehradun, Meerut, Ghaziabad, NOIDA, Faridabad, Gurgaon, Cochin, Vizag, Secunderabad, Nasik, Mysore, Thane, Navi Mumbai, Kota, Cuttack, Varanasi, Jalandhar, Amritsar.

### **BROAD SCOPE OF WORK**

The empanelled Retail Pharmacy Chains to be known as Authorized Retail Pharmacy Chains (ARPC) will supply the medicines / drugs at the agreed uniform rate of discount on MRP (inclusive of all taxes) in the stipulated time against the online requisition from BHEL.

The retail pharmacy chain must have a centrally hosted online software and mobile app for purchase of medicines integrating all retail outlet of chains, and should agree to customise the same for interface with BHEL authorised approving authorities and BHEL beneficiaries, as per process flowchart given in Expression of Interest. The Retail Pharmacy Chains own e-Pharmacy software platform as per specification provided by BHEL.

BHEL shall provide process flow chart and provide seamless flow of BHEL beneficiary data

### **SYSTEM DESIGN REQUIREMENT**

#### **Prerequisites for the System**

The following database of Serving & Retired employee shall be provided by BHEL from its database.

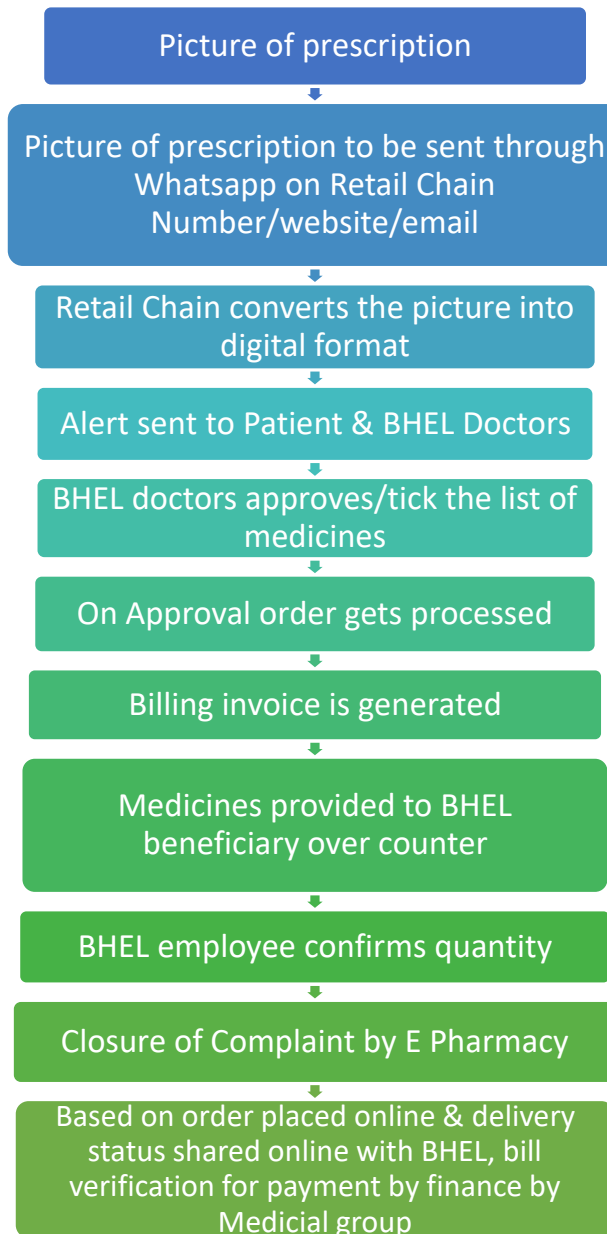
<b>Serving Employee as in SAP HR</b>	<b>Retired Employee as in RECHS System</b>
Name, Mobile no., Email, address of Employee	Name, Mobile no., Email, address of Retired Employee
Staff No. of Employee	Staff No. of Employee
Name of Spouse	Name of Spouse
Name of Parents	
Name of Children	

The system will be integrated with BHEL database, any change & Updation in BHEL database will reflect in the Retail Pharmacy system also.

Invoice /Medical bill will be raised to Central Medical Cell; they will certify/verify the through the system & forward it to Finance for bill closure.

Bill status will be online available to Retail Pharmacy Service provider.

**BENEFICIARY INITIATED PROCESS FLOW:**



**BHEL AUTHORISED PERSONNEL INITIATED PROCESS FLOW:**

