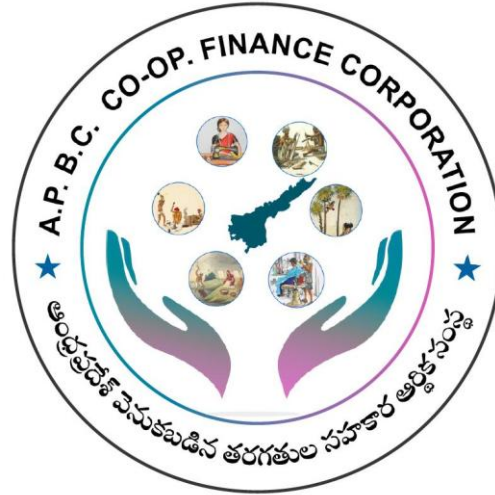


GOVERNMENT OF ANDHRA PRADESH
Andhra Pradesh Backward Classes Cooperative Finance Corporation Limited -
Vijayawada

REQUEST FOR PROPOSAL

**SELECTION OF AGENCY FOR PROVIDING EDP TRAINING, SUPPLY CHAIN MANAGEMENT-
SOFTWARE DEVELOPMENT, ALONG WITH MAINTENANCE FOR 2 YEARS, AND DESIGN OF
GENERIC PHARMACY KIOSK IN THE STATE OF
ANDHRA PRADESH.**



December- 2024

Andhra Pradesh Backward Classes Cooperative Finance Corporation Limited,
Vijayawada
Andhra Pradesh- 521134

Estimate value of project - Rs.6.33 Crores

For Queries: Contact Name:- M. Valli Devi(AAO)
Phone No: 9963509374, Email ID - apbcfc@yahoo.com



**Contact for Tender Filling and
Documentation**

Mob No.: +91 - 9630030343

Helpline: - 18008892553

Email ID:- proposal@tenderstime.com

Website:- www.tenderstime.com

TABLE OF CONTENTS FOR RFP

SECTION	DESCRIPTION	PAGE NO.
SECTION - I	Key Dates, Time, Venues & Bid Filing Information	2
SECTION - II	Objective of the project	3
SECTION - III	General instructions & terms and conditions to the bidder for filing the bid documents	4-12
SECTION - IV	Scope of services required for the project by successful bidder	13-16
SECTION - V	Bidder's technical eligibility criteria	17-18
Annexure-I	Bid Letter (on Bidder Letter Head)	19-20
Annexure-II	Format For Profile Of The Bidder	21-22
Annexure-III	Applicant's Experience- Details Of Project(S) Executed	23
Annexure-IV	Undertaking of Acceptance of Implementation Schedule and Payment terms	24
Annexure-V	Format for Financial Bid	25-26
Annexure-VI	Format For Power of Attorney to Bid Signatory	27-28
Annexure-VII	Check List of Document to Be Submitted by the Bidder(Technical Bid)	29-30
Annexure-VIII	Format for MOU(JV/ Consortium)	31



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SECTION-I

KEY DATES, TIME AND VENUES:

Sl.No.	Activity	Date	Time
1	Bid calling date	31.12.2024	
2	Online Bid downloading start Date and time	31.12.2024	
3	Pre-bid meeting in the O/o the VC & MD Andhra Pradesh Backward Classes co-operative finance corporation limited, Vijayawada.	06.01.2025	12:00 PM
4	Addendum / corrigendum in https://tender.apecurement.gov.in .	09.01.2025	04:00 PM
5	Bid closing date	20.01.2025	05:00 PM
6	Last date for submission of hard copies/physical copies of uploaded bid documents at O/o the VC & MD Andhra Pradesh Backward Classes co-operative finance corporation limited, Vijayawada	20.01.2025	05:00 PM
7	Technical bid Opening date and Time (Technical bids will be evaluated by the committee based on the documents uploaded in online) in O/o the VC & MD Andhra Pradesh Backward Classes co-operative Finance Corporation Limited, Vijayawada	20.01.2025	05:30 PM
8	Date of opening of Financial bids	Will be informed later	

VC & MD Andhra Pradesh Backward Classes co-operative finance corporation limited reserves the right to modify the mentioned schedule of Selection Process at any time during the Selection Process at its sole discretion without assigning any reason or being liable for the same in any manner whatsoever.

BID FILING INFORMATION:

- i. APBCCFCL, Vijayawada desires to invite tender for "SELECTION OF AGENCY FOR PROVIDING EDP TRAINING, SUPPLY CHAIN MANAGEMENT- SOFTWARE DEVELOPMENT, ALONG WITH MAINTENANCE FOR 2 YEARS, AND DESIGN OF GENERIC PHARMACY KIOSK IN THE STATE OF ANDHRA PRADESH"
- ii. All Communications about this bid must be made.

To

**The V.C & Managing Director,
Andhra Pradesh Backward Classes Cooperative Finance Corporation Limited,
4th Floor, Vishal Red Cross Building, College Road,
Tadigadapa, Padma**



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1134 Mob No.: +91 - 9630030343
Helpline: - 18008892553
Email ID:- proposal@tenderstime.com
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SECTION-II

INTRODUCTION:

The Government of Andhra Pradesh's Backward Classes Cooperative Finance Corporation Limited(APBCCFCL) will help educated BC Un-employed youth in establishment of Generic medical Shops through Subsidy and through bank loans. The program will be implemented in Social Welfare and Tribal Welfare departments as well across the state.

OBJECTIVE OF THE PROJECT:

1. **Empower Educated BC Beneficiaries:** Provide basic training on EDP along with development of the Supply chain software to the BC beneficiaries in order to support them economically for setting up of Generic Medical Shops.
2. **Target Group:** A total of 792 beneficiaries will be provided with training by APBCCFCL. The beneficiaries count could be varied from time to time. VC&MD APBCCFCL will allot the beneficiaries to the agencies basing on requirement. Later the program may be implemented in Social Welfare and Tribal Welfare departments as well across the state.
3. **Training Delivery:** The training will be conducted at district/constituency level. Training will be provided for 07 Days respectively. And the beneficiary will be provided with Food and accommodation over the course of the program.
4. **Financial Support:** The total expenditure per candidate is provided in payment terms and methodology in this RFP. 50% of the total amount will be deposited into every beneficiary's bank loan account by the department and another 50% will be the loan amount of the beneficiary from which the payment will be made to the Bidder.
5. **Commencement Date:** The schedule will be communicated to the selected institutions while concluding the agreement.



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Helpline: - 18008892553

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SECTION-III

GENERAL INSTRUCTIONS, TERMS AND CONDITIONS TO THE BIDDER:

1. The dates scheduled for RECEIPT and OPENING of tenders are fixed and shall not be changed under any circumstances. However, The VC & MD, APBCCFCL reserves the right of postponement of the date of opening of Tenders or date of opening of Technical/financial bids in the event of any unforeseen reasons.
2. RFP Documents can be downloaded online by the participating bidders electronically at <https://tender.apecprocurement.gov.in>. The transaction fee levied by e-procurement portal is Non-Refundable and shall be borne by the bidder itself.
3. Interested bidders may obtain further information about this requirement from the office The VC & MD, APBCCFCL on or before pre-bid meeting.
4. The Authority has adopted Single-stage Two-Part process (hereinafter referred to as the “**Empanelment of Agency Process / Tender Process**”) for selection of Agency(s), for award of the project. The Proposal submission is envisaged in two parts - Technical Bid and Financial Bid.
5. The Applicants may submit their Proposals in response to this RFP, in accordance with the provisions of this RFP (“**Applicants**”). The Technical Proposals to be submitted by Applicants shall comprise of technical and financial capability documents and other requisite documents/clarifications as per the terms of this RFP. The Financial bids of only those bidders who qualify in Technical bid evaluation as per the conditions shall be opened.
6. Bidders are requested to submit unconditional bids only. Conditional bids are liable to be rejected summarily.
7. The bidders should ensure that each page of the RFP document along with its supported documents shall be signed by the bidder along with Institution registered seal while uploading in e-procurement.
8. The bidder(s) should ensure that the scanned documents which are uploaded in the e-procurement portal shall be visible to the bid opening authority. Invisible/non-readable documents will not be considered.
9. The bidder(s) are requested to submit their submissions in the required given format only (including supporting documents). Any discrepancy and submission of unwanted material which may hamper the evaluation process (resulting in missing out the documents during the process) shall result in the disqualification of the respective bid(s). Failure to fill and sign the declaration, check slip and all the given annexures shall make tender invalid.
10. Initials of the Authorized representative of the Bidder must attest all erasures and alterations made while filing the proposal. The Financial bid shall be uploaded in the e-procurement portal only. Failure to comply with any of the conditions may render the Proposal invalid.



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11. To allow all prospective bidder, The VC & MD, APBCCFCL may, at this discretion shall, extend the deadline for the submission of bids for a reasonable time to take the amendment into account in preparing their bids.
12. The Authority reserves the rights to cancel, terminate, change, or modify this procurement / Bid Process and / or requirements of proposal stated in the RFP, without assigning any reason or providing any notice and without accepting any liability for the same.
13. The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including site visits, required data collection, analysis, etc., as also any discussions/negotiations. The Authority shall not be responsible or liable for any such costs incurred.
14. No Applicant or its Associate shall submit more than one Proposal for the project.
15. Broad description of the objectives, Scope of Services, Deliverables, and other requirements relating to this project are specified in this RFP.
16. The V.C & Managing Director, APBCCFCL will not be responsible for any misunderstanding/ misinterpretation of the scope of work. The bidder shall be deemed to have satisfied himself of all conditions and circumstances affecting the bid price, as to the general circumstances at the site of the work, as to the general manpower availability at the site, water, electricity, as to the transport conditions, as to the climatic and meteorological conditions and to have fixed his prices according to his own view of these. No other claims will be accepted except the Financial process.
17. Proposals shall be prepared and submitted in the manner elaborated in this RFP as per the formats/annexures provided.
18. Consortium / JV is allowed for software development Only.
19. In case the applicant does not possess the requisite experience as mentioned above, then the same shall enter MoU with such experienced) Software Development agency for the execution of subject assignment for a period of not less than 3 years. Such Agency shall have experience in designing and maintenance of software.
20. Any entity which has been barred by any agency of the Central Government, any State Government, any Statutory Authority or any public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.
21. The Authority reserves the right to terminate Bidders(s) participation in the Tender Process at any time, should the Authority consider that an Applicant has, without the prior consent, failed to comply with any of the procedures and requirements prescribed in the RFP.
22. Each Applicant shall submit a Power of Attorney as per the format in RFP authorizing the signatory of the Proposal to commit and bind the Applicant.
23. An Applicant shall be a Legal entity. An Applicant may be a natural person born in India or abroad or a private entity, a partnership firm, an LLP or a body corporate incorporated in India



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or as per applicable laws of the country of its origin. Consortium / JV is allowed for software development only.

24. All communication and information shall be provided in writing and in English language only.
25. All communication and information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words. In case of conflict between amounts stated in figures and words, the amount stated in words will be taken as correct and final.
26. It shall be deemed that by submitting the Proposal, the Applicant has:
 - a. made a complete and careful examination of the RFP;
 - b. received all relevant information requested from the Authority;
 - c. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority or relating to any of the matters referred to in the RFP;
 - d. satisfied itself about all matters, things and information, including matters referred herein, necessary and required for submitting an informed Application and performance of all of its obligations there under;
 - e. acknowledged that it does not have a Conflict of Interest;
 - f. Agreed to be bound by the undertaking and all other documents provided by it under and in terms hereof; and
 - g. Satisfied itself about the project conditions and made a complete and careful examination of the same.

OMISSIONS/MISTAKES OR ERROR:

27. The Authority shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.

PRE-BID MEETING:

28. Pre-bid meeting will be conducted in the O/o V.C & Managing Director, APBCCFCL, Vijayawada.
29. Tender Inviting Authority shall constitute a committee for clarification of doubts, if any raised, for the prospective bidders on the project during pre-bid meeting.
30. The Bidders are requested to study this entire RFP document in detail. If the Bidders have any queries related to the RFP or on the proposed Project, they may submit such queries in writing on their letter head to the Authority in the pre-bid meeting. Any queries raised after the pre-bid meeting will not be considered.

PRE-BID QUALIFICATION CRITERIA:

31. The prospective bidders should compulsorily attend the pre-bid meeting as per the time schedule.
32. The Prospective bidders shall demonstrate the Training methods, equipment and schedules to the evaluation committee. The bidders who fail to demonstrate the models & exhibit the requisite



Contact for Tender Filling and Documentation

Mob No.: +91 - 9630030343

Helpline: - 18008892553

Email ID:- proposal@tenderstime.com

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training materials during pre-bid shall not be eligible for participation in the further technical bid process.

33. The prospective bidders who have not attended the pre-bid meeting will not be considered for further technical bid process.

CORRIGENDUM/ADDENDUMS:

34. At any time prior to the due date for submission of Proposal, the Authority may, for any reason, whether at its own initiative or otherwise, modify the RFP document by issuing Addendum / Corrigendum.
35. Any additional modifications provided by the authority shall be informed through <https://tender.apeprocurement.gov.in> mentioning as Addendum / Corrigendum for the subject title of the RFP without identifying the names of the Bidders.
36. Bidders are requested to keep themselves updated on the same through e-procurement portal and the Authority takes no responsibility on any claims of non-information.
37. Any addendum / corrigendum to the RFP Document will be uploaded in the e-procurement portal after pre-bid meeting, in the schedule mentioned at Key dates, time and venue mentioned in RFP. Queries received after pre-bid meeting will not be considered.

MODIFICATIONS/ SUBSTITUTION / WITHDRAWAL OF PROPOSALS:

38. The Applicant may modify, substitute or withdraw its Proposal after submission, provided that written notice of the modification, substitution or withdrawal is received by the Authority prior to the BDD. No Proposal shall be modified, substituted, or withdrawn by the Applicant on or after the BDD.
39. Any alteration / modification in the Bid or additional information supplied after the BDD, unless the same has been expressly sought for by the Authority shall be disregarded.

REJECTION OF PROPOSALS:

40. Notwithstanding anything contained in this RFP, the Authority reserves the right to reject any Proposal and to annul the Tender Process and reject all Proposals at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons. In that event, the Authority rejects or annuls all the Proposals, it may, in its discretion, invite all eligible Applicants to submit fresh Proposals hereunder or may take such other steps as it may deem fit in its sole discretion as per applicable laws without being liable for the same in any manner.
41. Tender with incomplete information, eligible criteria is liable for rejection.

BID DOCUMENT FEE:

42. Bid document fees of Rs.30,000/- (Rupees Fifty thousand only) shall be paid in the form of Demand draft in favor of the V.C & Managing Director APBCCFCL, Vijayawada, payable at Vijayawada. Bid document fee is



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EARNEST MONEY DEPOSIT:

43. The Bid shall be accompanied by Earnest Money Deposit (EMD) INR Rs. 7,00,000/- shall be paid in the form of DD or Bank guarantee from any Nationalized / Scheduled bank in favor of "V.C & Managing Director, APBCCFCL" by way of Demand Draft payable at Vijayawada. The same shall be submitted along with the bid while submitting physical copies in the key dates, time and venue section mentioned in RFP. Non-submission of EMD will lead to summary disqualification of the bidder.
44. The EMD of unsuccessful Bidder shall be returned to them without any interest, within 15 days of conclusion of agreement with successful bidder.
45. The EMD of the successful bidder will be returned after entering into the agreement without any interest.
46. Exemption for MSME & startups towards EMD in case of bidder is Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments as per Rule 173 of General Financial Rules (GFRs) 2017 vide Memorandum No. F.9/4/2020-PPD, Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division.

SUBMISSION OF BID IN ONLINE:

47. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids except financial bid in the ap e-procurement web site.
48. The bidders shall quote their rate(s) for each item / product towards their bid mandatorily for the subject assignment in INR (Rs.) and shall be below the IBM value as given below. The price shall be applicable for entire agreement period of this assignment.

#	Description	Total Amount per beneficiary candidate in INR. Inclusive tax
1	Assistance in identification of Beneficiary, EDP Training, Software Development along with 2 Years Maintenance and Design of the Kiosk/ Shop of the Generic Medical Shop.	

49. The Authorized Signatory shall sign each page of the proposal documents along with the stamp of the agency. They should also sign & stamp each page of the RFP. Each Applicant shall submit a Power of Attorney as per the format in RFP; authorizing the signatory of the Proposal to commit and bind the Applicant.



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ACCEPTANCE AND WITHDRAWAL:

50. The final acceptance of the tender would entirely vest with the V.C & Managing Director, APBCCFCL, which reserves the right to accept or reject any tender, without assigning any reason whatsoever. There is no obligation on the part of the V.C & Managing Director, APBCCFCL, to communicate in any way with rejected bidders. After acceptance of the tender by the V.C & Managing Director, APBCCFCL, the bidder shall have no right to withdraw his tender or claim higher price.
51. Any dispute/difference arising out or relating to this agreement including the interpretation of the terms and conditions will be resolved through mutual discussions.
52. The V.C & Managing Director, APBCCFCL/or the Bid Evaluation Committee shall have the right to negotiate with the successful bidder.
53. The decision of the Tender Evaluation Committee shall be final and binding on all the bidders.

LETTER OF AWARD&AGREEMENT:

54. The contract for the work shall be awarded to the bidder submitting the lowest bid (hereinafter referred to as "L1").
55. The successful bidder's (Service Provider's) will be offered a letter of award (LoA) to submit further Performance Security deposit & other LoA conditions within seven days for entering into agreement.
56. Within one week of receipt of the LoA, the successful bidder shall sign the agreement with the V.C & Managing Director, APBCCFCL. All incidental expenses towards execution of the agreement shall be borne by the successful bidder. Work order will be issued within one week from date of agreement or on the day of agreement.
57. The V.C & Managing Director, APBCCFCL shall execute an agreement with the Selected Bidder as per the terms and conditions of the RFP. The conditions stipulated in the agreement must be strictly adhered to and any violation of any of the conditions will entail termination of the contract without prejudice to the rights of the department to impose and enforce other penalties at its discretion.
58. V.C & Managing Director, APBCCFCL reserves the right to allot/cancel the tenders as it may consider/deem fit and proper and to reject the tenders/ applications without assigning any reasons at any stage.

SECURITY DEPOSIT:

59. The successful bidder has to submit security deposit of 2.5% on the total quoted price(for a minimum of 792 beneficiaries) in the form of Demand Draft (or) Bank guarantee. The Bank guarantee model will be communicated with letter of award. The performance security must be submitted upon final allotment of beneficiaries will be informed after the agreement.



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60. The Security Deposit will be returned soon after clearance of final payment to the successful bidder. Interest on Security deposit will not be paid.
61. If no reply, as mentioned above, is received within 07 days from the successful bidders(L1) after the issuance of the LOA, it will be presumed as rejection by the bidder and EMD of the bidder / bidders will be forfeited and the authority reserves right to award the contract/negotiate with the L2 bidder. In such cases, the EMD of L1 bidder / bidders will be forfeited.

PENALTIES:

62. Appropriate penalties will be imposed whenever and wherever it is found that the successful bidder(service provider)is not up to the entire satisfaction of the V.C & Managing Director, APBCCFCL, it will be brought to the notice of service provider and if no remedial action is taken immediately.
63. The V.C & Managing Director, APBCCFCL shall have a right to forfeit the security deposit, if the service provider fails to undertake the job awarded under the contract agreement.
64. The Authority shall be at liberty to blacklist the bidder and to set off/adjust the proceeds of the security deposit towards the loss, if any, sustained due to the Successful Bidders failure to complete its obligations under the contract. This is without prejudice to the Authority's right to proceed against the Supplier in the event of the security being not enough to fully cover the loss/damage.

SUBMISSION OF HARD COPIES:

65. After submission of bid through online ap e-procurement platform, the bidders are required to submit the same set of documents that are uploaded in the online portal along with EMD & Bid document fee to the Tender Inviting Authority on the Hard copy submission due date as mentioned in the RFP. The department shall not take any responsibility for any delay or non-receipt.
66. The bidder who fails to submit the original hard copies of uploaded certificates/documents, Demand Draft on or before the due date shall not be considered for technical bid evaluation. DDs of EMD & Bid document fee shall be submitted separately for acknowledgement purpose.
67. The outer envelopes shall clearly indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".
68. The bidder should submit the schedules of training and software Details with specification in scanned copies along with the hard copies for evaluation by the tender evaluation committee.

ANNULMENT OF AWARD:

69. Failure of the bidder to comply with the requirements set forth in this RFP Document and / or the provisions of the Contract shall constitute sufficient grounds for the annulment of the award.

SUB-LETTING OF CONTRACT:

70. In no case the successful bidder shall be allowed to sublet this project on back-to-back basis at any stage. In the event of this condition, the contract shall be terminated with immediate effect and the contract shall be invoked.



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DISPUTE RESOLUTION MECHANISM:

71. In case any dispute between the two Parties regarding interpretation or implementation of any of the conditions in RFP of the contract/agreement, the matter shall be referred to Principal Secretary to Govt of Andhra Pradesh whose decision shall be final and binding upon both the parties.
72. Notwithstanding anything contained in the terms mentioned in RFP any suit in this regard to any matter whatsoever arising out of this contract, shall be instituted in High Court of Andhra Pradesh only.

TERMINATION OF INSOLVENCY:

73. The V.C & Managing Director, APBCCFCL may at any time terminate the contract by giving written notice to the agency, if the agency becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued thereafter to the V.C & Managing Director, APBCCFCL.

FORCE MAJEURE:

74. Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the VC&MD as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:
 - Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
 - Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
 - Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.
75. The bidder or the VC&MD shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 4 weeks shall lead to imposition of penalty of forfeiting the security deposit and blacklisting the firm/company.

INDEMNITY:

76. The successful bidder shall at all times indemnify and keep indemnified the department and its officers/ officials, servants and agents from and against all third party claims whatsoever including but not limited to property loss and damage, personal accident, injury or death of/to property or person of any Sub-contractor and/or the servants of agents of the Bidder, and Subcontractor and the Bidder shall at his own cost and initiative at all times upon the successful conclusion of the defect liability period specified hereof take out and maintain insurance policies in respect of all insurable liabilities under this Clause, including but not limited to third party insurance and act.
77. The successful bidder shall perform the services and carry out its obligations with due diligence and efficiency, in accordance with professional standards and practices used in the industry and with professional standards recognized by national /



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Email ID:- proposal@tenderstime.com
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international professional bodies and shall observe sound management practice. It shall deploy appropriate advanced technology and safe and effective methods.

78. The selected bidder automatically agrees with the Secretary for honoring all aspects of fair trade practices in executing the work.

OWNERSHIP OF DATA:

79. While the Bidder is responsible for the analysis and support the backend databases will be owned by the V.C & Managing Director, APBCCFCL. The successful bidder cannot use the data obtained from this assignment outside the project without the written approval from the authority that called for this tender.

SAVINGS CLAUSE:

80. No suit, prosecution or any legal proceedings shall lie against V.C & Managing Director, APBCCFCL or any person for anything, which is done good faith or intended to be done in pursuance of bid.

PAYMENT METHODOLOGY TO AGENCY:

81. Post Training to beneficiaries - 20%
82. Support and establish Generic Pharmacy Kiosk - 30%
83. Commencement of Commercial Operations - 30%
84. Post completion of 1 Year of Software maintenance - 10%
85. Post completion of 2 Years of Software maintenance - 10%
86. All the payments will be released through Beneficiary Bank loan account.



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SECTION-IV (SCOPE OF SERVICES FOR THE PROJECT BY SUCCESSFUL BIDDER)

87. Part A- EDP Training:

88. Needs Assessment

- a. Conduct a thorough needs assessment to understand the specific requirements of the pharmacists.
- b. Identify key areas where the pharmacists need support and training to successfully run a pharmacy kiosk.

89. Program Design

- a. Develop a comprehensive training curriculum that covers all aspects of running a generic pharmacy kiosk.
- b. Include essential topics such as business management, financial planning, customer service, regulatory compliance, marketing, procurement of stock, supplier interaction, inventory management, and SCM software usage.
- c. Incorporate detailed modules on medicinal knowledge, specifically focusing on allopathic drugs.

90. Training Materials Development

- a. Develop high-quality training materials including manuals, presentation slides, case studies, and practical exercises.
- b. Ensure materials are engaging, easy to understand, and tailored to the skill level of the pharmacists.
- c. Include specific modules on marketing strategies, effective procurement processes, supplier interaction techniques, inventory management best practices, SCM software usage, and detailed medicinal knowledge on allopathic drugs.
- d. Provide material training including brand names, generic names, and manufacturer names for products in categories like vitamins, supplements, baby care, personal care, food products, and OTC items.

91. Provision of Necessary Material

- a. Supply all necessary materials required for the training, including stationery, reference books, and digital resources.
- b. Provide access to the SCM software for hands-on practice during the training sessions.

92. Accommodation & Food

- a. Arrange comfortable accommodation for the pharmacists during the training program.
- b. Ensure all meals are provided, catering to dietary requirements and preferences of the pharmacists.
- c. Create a welcoming and supportive environment to facilitate learning and development.

93. Training Delivery

- a. Conduct training sessions using a mix of in-person workshops, online courses, and hands-on activities.
- b. Provide expert trainers with experience in entrepreneurship, pharmacy operations, and medicinal drugs.



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- c. Ensure interactive and participatory training methods to facilitate active learning and skill development.
 - d. Customize training sessions based on the pharmacists' progress and feedback.
94. **Assessment & Evaluation**
- a. Conduct pre- and post-training assessments to measure pharmacists' knowledge and skills improvement.
 - b. Gather feedback from participants to continuously improve the training program.
95. Provide certification to pharmacists upon successful completion of the program.

Part B - Supply Chain Management Software development:

96. Requirement Analysis

- a. Conduct detailed discussions with stakeholders to gather and document functional and non-functional requirements.
- b. Identify key features and functionalities needed for the SCM software, including inventory management, order processing, supplier management, and reporting capabilities.

97. Design & Development

- a. Create a detailed software design document, including system architecture, application architecture database schema, and user interface design.
- b. Develop SCM software using appropriate technologies, ensuring it is scalable, secure, and user-friendly.
- c. Implement key features such as real-time inventory tracking, automated order generation, supplier integration, and data analytics.

98. Testing & Quality Assurance

- a. Perform rigorous testing, including unit testing, integration testing, and user acceptance testing, to ensure the software meets all requirements and is free of bugs.
- b. Ensure compliance with industry standards and regulations relevant to pharmacy operations.

99. Deployment & Integration

- a. Deploy the SCM software to the pharmacy kiosks, ensuring seamless integration with existing systems and hardware.
- b. Conduct thorough testing post-deployment to confirm successful installation and functionality.

100. Training Modules Development

- a. Develop comprehensive training materials, including user manuals, video tutorials, and interactive modules, to educate beneficiaries on using the SCM software.
- b. Customize training modules based on the roles and responsibilities of different users, such as pharmacists, inventory managers, and administrative staff.
- c. Organize live training sessions and webinars to provide hands-on training and address any queries or concerns.

101. Support & Maintenance



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- a. Provide ongoing support and maintenance services for 2 Years to ensure the software runs smoothly and efficiently.
 - b. Address any technical issues or bugs that arise post-deployment and provide timely updates and enhancements as needed.
 - c. Need to support the beneficiary in procuring the medicines required for the store.
102. Offer customer support channels for users to seek help and guidance.
103. **Timeline**

In initial Stage

- a. Requirement Analysis: 1 weeks from project initiation.
- b. Design & Development: 2 weeks following requirement analysis.
- c. Testing & Quality Assurance: 1 weeks after development.

After beneficiary training

- a. Deployment & Integration: 1 weeks post-testing.
- b. Training Modules Development: Concurrent with testing and quality assurance, to be completed in 1 weeks.
- c. Support & Maintenance: 2 years.

Part C - Design of Generic Pharmacy Kiosk:

104. **Design Phase**
- a. Create a standard kiosk design tailored for a generic pharmacy.
 - b. Include all necessary interiors such as counters, shelves, and storage units.
 - c. Specify all required equipment, including dimensions and specifications for each item.
 - d. Ensure the design is adaptable to various locations.
105. **Interiors & Equipment Specifications**
- a. **Counters:** Design dimensions, materials, and ergonomic features.
 - b. **Shelves:** Specify materials, load capacity, and dimensions.
 - c. **Storage Units:** Detailed specifications for secure storage of pharmaceuticals.
 - d. **Equipment:** List and specifications of necessary equipment, such as:
 - i. Cash Register/ Point of Sale System: Dimensions, features, and power requirements.
 - ii. Refrigeration Units: Specifications for storing temperature-sensitive medications.
 - iii. Security Systems: Including CCTV, alarm systems, and secure access points.
 - iv. Signage: Clear, visible, and compliant with pharmacy regulations.
106. **Customization Phase**
- a. **Site Evaluation:** Assess each location to determine exact dimensions and unique requirements.



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- b. **Design Adaptation:** Customize the standard design to fit the specific dimensions and constraints of each location.
 - c. **Implementation Plan:** Develop a detailed plan for the setup of each kiosk, including timelines and resource allocation.
107. **Installation & Setup**
- a. Oversee the installation of all interiors and equipment as per the customized design.
 - b. Ensure all installations meet safety and health regulations.
 - c. Test all equipment to confirm proper functioning before handing over the kiosk.
108. **Post-Installation Support**
- a. Provide training to the pharmacy staff on the use of the equipment and the maintenance of the kiosk.
 - b. Offer a warranty period for any design and installation defects.
 - c. Provide contact information for ongoing support and maintenance services.
109. **Deliverables & Timelines**
- a. **Standard Kiosk Design:** Including floor plans and 3D renderings: **2 Days**
 - b. **Specifications Document:** Detailed specifications for all interiors and equipment: **2 Days**
 - c. **Customization Reports:** Site-specific adaptation plans and final designs: **1 Day**
 - d. **Installation Checklist:** Detailed checklist for installation and setup phases: **1 Day**
110. The agency need to get approval from the Authority before finalizing the designs.
111. The credit of achievements/results on the entire project will be taken into the account of the Government of Andhra Pradesh/ V.C & Managing Director, APBCCFCL. The service provider shall not claim the achievements. An appreciation/ service certificate will be given by the V.C & Managing Director, APBCCFCL to the training agency for the partnership towards support to the BC beneficiaries economically.
112. The V.C & Managing Director, APBCCFCL, Vijayawada shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the agency.
113. The V.C & Managing Director, APBCCFCL, Vijayawada shall nominate one Nodal Officer as a Single point of contact between the V.C & Managing Director, APBCCFCL, Vijayawada selected training partners / Agency for correspondence, monitoring, facilitating, coordination, reporting, certifying the bills and claims, reviewing progress, attending grievances, verifying the amenities etc.,.
114. The selected training partners / Agency shall nominate one nodal person to each of the District to coordinate with the V.C & Managing Director, APBCCFCL district wise Nodal Officer/Executive Director. The Nodal Officers so appointed by training partners / agency shall be the in charges of the agency as representative of the training partners / agency with respect to all the conditions of the MoU.
115. V.C & Managing Director, APBCCFCL, reserves right to make surprise inspection/visit or may depute any officer(s) at any time without any intimation.
116. The authority reserves right to continue the services of selected agencies for future years based on the satisfaction of the authority at the quoted price.



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SECTION-V (BIDDERS TECHNICAL ELIGIBILITY CRITERIA)

The V.C & Managing Director, APBCCFCL will constitute a Tender Evaluation Committee to evaluate the responses of the bidders. The Tender Evaluation committee shall evaluate the responses of the tender and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by the bidder may lead to rejection of their bids.

The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the committee. The Tender Evaluation Committee may ask for meetings or presentation with the bidders to seek clarification or confirmations on their bids.

The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this tender.

Tender Inviting Authority shall validate the following documents as per the tender conditions.

118. Earnest Money Deposit as per RFP.
119. All the required documents are to be arranged in the serial order, (Serial Numbers and Page Numbers should be indicated on the right-side top of the corner) and to be uploaded to the e-procurement web site i.e., <https://tender.apeprocurement.gov.in>.
120. Self-attested copy of Company/Institution/Organization registration certificate issued by Authorized Department (must be registered under the Companies Act, Trust Act, or Societies Act).
121. Self-attested copy of Permanent Account No. of bidder/Company/Institution/Organization.
122. Self-attest copy of AP GST/12A/18G registration certification issued by authorized department.
123. Self-attested copy of Income Tax returns filed in the preceding ten financial years along with the audited financial statements.
124. Self-attested copy of bank statement indicating the name of the bank and Account no. of bidder firm.
125. Self-declaration of bidder stating that they have not debarred/blacklisted by any State Government, Central Government, Central & State Govt. Undertakings/ enterprises /Organizations and by any other Quasi Government bodies/Organizations in India for non-satisfactory performance, corrupt & Fraudulent or any other unethical business practices.
126. Address proof of the company/firm/Institution having local operating branch in Andhra Pradesh preceding the date of issuing the RFP.
127. The bidder must submit a Bid letter as per the format given in RFP.
128. The bidder must have trained a minimum of 150 beneficiaries in any one year in Entrepreneurship Development Programme (EDP)/Pharmacy Assistance/ Health worker Training/General Duty assistant/Therapist training to any Government Department/PSU in Andhra Pradesh in the past 10 financial years, all necessary supporting documents shall be submitted.



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129. The bidder should be in pharmacies business (retail and wholesale) in Andhra Pradesh for past 10 years.
130. The bidder/JV Partner must have experience in dealing with Development of software Related to Medical field to any Government/PSU body in India in the past 10 financial years, all necessary supporting documents shall be submitted.
131. Bidder should have minimum annual Turnover of Rs. 2,00,00,000 (Two crores) in any One years in the last ten Financial Years ended by 31.03.2024.
132. Shall submit a Training plan, Software model/ technology plan.



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Annexure-I

BID LETTER (ON APPLICANTS LETTER HEAD)

To,
The V.C & Managing Director,
Andhra Pradesh Backward Classes Cooperative Finance Corporation Limited,
4th Floor, Vishal Residency, Opp. Siddhartha Engg. College,
Tadigadapa, Padma Nagar, Vijayawada, PIN-521134

Subject: Selection of agency for providing EDP training, supply chain management- software development, along with maintenance for 2 years , and design of generic pharmacy kiosk in the state of Andhra Pradesh.- Reg

Sir/Madam,

I/We, the undersigned Bidders, having read and examined in detail the terms and other conditions in RFP (tender document) in respect of project mentioned in subject above for 45 Days period.

I/We have also carefully read the terms and conditions of the tender document and undertake that I/we shall abide.

I/We accept to the conditions mentioned in the tender document for the scope of work.

I/ We possess the necessary professional, technical, financial and managerial resources and competence required by the tender document issued by the V.C & Managing Director, Andhra pradesh APBCCFCL.

I/ We have fulfilled obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the tender document, as applicable.

I / We certify that in the last five years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project/ assignment or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

I/We are not insolvent, in receivership, bankrupt or being wound up, not have my/ our affairs administered by a court or a judicial officer, not have my/ our business activities suspended and not the subject of legal proceedings for any of the forgoing reasons.

I / We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.

I/We have examined and have no reservations to the RFP Document, including any Addendum / Corrigendum issued by



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I / We do not have any conflict of interest as mentioned in the RFP Document;

I / We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any agreement entered into with Authority or any other public sector enterprise or any government, Central or State; and

I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of this RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by Authority (and/ or the Government of India) in connection with the selection of Agency or in connection with the Selection Process itself in respect of the above-mentioned project.

I/We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal are true to the best of our knowledge and belief and nothing has been concealed there from.

I / We hereby confirm that our firm has not been banned or Black listed by any government organization/Financial institution/Court /Public sector Unit /Central Government. Sealed Bid submitted by us is properly submitted to prevent any subsequent alteration and replacement.

I / We agree to keep this offer valid for one year project and understand and abide by the selection process as mentioned in the RFP.

Thanking you,

Yours faithfully,

Place:

(Signature)

Seal:

Name:

Designation:

Business Address:



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Annexure-II

FORMAT FOR PROFILE OF THE BIDDER

1. Name of Lead Bidder (in Block Letters) (Proprietorship/Partnership Firm /Company/Society)
2. Name of the Authorized Representative of the Bidder
3. Address of the Bidder -

(Proprietorship/Partnership Firm Company/Society/Institution)

4. Father's/Husband's Name of the Authorized Representative
5. Complete Residential Address of the Authorized Representative

(a) Existing

(b) Permanent

(c) Telephone (Res./Office)

(d) Mobile No.

(e) e-mail

(f) Website

6. Documentary proof regarding year and place of the establishment of the Company.
7. How many years has your organization been in business under your present name?
8. Is the firm Government/Public Sector Undertaking proprietary firm partnership firm (if yes, give partnership deed)?
9. Is the firm registered for service tax with Central Excise Department (Service Tax Cell)? If yes, Submit valid service tax registration certificate.



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10. Do you have a local representation/office? If so, please give the address and the details of staff, infrastructure etc., in the office and no. of years of operation of the local office

Signature of Bidder office stamp

Date: _____



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Annexure-III

APPLICANT'S EXPERIENCE- DETAILS OF PROJECT(S) EXECUTED

Signature _____

Name _____

Designation _____

Company _____

Date _____

Notes:



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Annexure-IV

**UNDERTAKING OF ACCEPTANCE OF IMPLEMENTATION SCHEDULE AND PAYMENT
TERMS**

I/We hereby accept
and confirm that I/We agree to all the terms and condition of the implementation schedule and payment terms
as mentioned in the tender document.

Signature of the Bidder with seal



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Annexure - V
FORMAT FOR FINANCIAL BID

To

The V.C & Managing Director,
Andhra Pradesh Backward Classes Cooperative Finance Corporation Limited,
4th Floor, Vishal Residency, Opp. Siddhartha Engg. College,
Tadigadapa, Padma Nagar, Vijayawada, PIN-521134

SUB: - FINANCIAL PROPOSAL FOR “Selection of agency for providing EDP training, supply chain management- software development, along with maintenance for 2 years , and design of generic pharmacy kiosk in the state of Andhra Pradesh” - Reg.

-oOo-

We quote our proposal in terms of INR for whole of the project execution as per conditions prescribed in the RFP:

#	Description	Total Amount per beneficiary candidate in INR. Inclusive tax
1	Assistance in identification of Beneficiary, EDP Training, Software Development along with 2 Years Maintenance and Design of the Kiosk/ Shop of the Generic Medical Shop.	

Instructions to Bidders

1. The bidder shall quote the rate keeping in view of the tentative proposed beneficiaries is 792. The cost shall be quoted by the bidder including GST and all other applicable taxes and incidental charges etc.,
2. Bidder shall quote the rate keeping the entire aspects the scope of work, terms and conditions etc., mentioned in the RFP. Any deviations observed serious action will be taken and bidder will be blacklisted.
3. V.C & Managing Director, APBCCFCL reserves exclusive right to increase/decrease the beneficiaries, if any additional beneficiaries are proposed the bidder need to provide the training and supply in the same rates for next 3 Financial Years.
4. APBCCFCL officials not responsible for any additional accessories or equipment requirements. No further claims to be entertained by the bidder once the project is finalized.
5. Technical Resource should be maintained by the bidder to ensure system operational as per RFP.



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Email ID:- proposal@tenderstime.com

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(Signature of Authorized Signatory)
(Name, Title, Address, Date)



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ANNEXURE - VI

Format for POWER OF ATTORNEY TO BID SIGNATORY

(On a Non-Judicial Stamp Paper of Rs. 100 duly attested by notary public)

Know all men by these presents, We, _____, a company / firm registered under _____ and having its Registered Office at _____ do hereby constitute, nominate, appoint and authorize _____ and presently residing at _____ as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for _____ including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conference and providing information/ responses to V.C & Managing Director, APBCCFCL, (the "Authority"), representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said project and/or upon award thereof to us till the entering into of the Agreement with the Authority.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF....., 24

For.....

(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Notarized

Accepted

.....

(Signature, name destination and address of the Attorney)

Notes:



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The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney should be executed on a Non- Judicial stamp paper of Rs 100/- (one hundred) and duly notarized by a notary public.

Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For a Power of Attorney executed and issued overseas, the documents will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.



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Annexure-VII

(Check list of document to be submitted by the bidder(Technical Bid)

S. No.	Enclosures to the Proposal	Whether the document is enclosed (Y/N)	Page No.
1	Earnest Money Deposit as per RFP.		
2	All the required documents are to be arranged in the serial order, (Serial Numbers and Page Numbers should be indicated on the right-side top of the corner) and to be uploaded to the e-procurement web site i.e., https://tender.apeprocurement.gov.in .		
3	Self-attested copy of Company/Institution/Organization registration certificate issued by Authorized Department (must be registered under the Companies Act, Trust Act, or Societies Act).		
4	Self-attested copy of Permanent Account No. of bidder/Company/Institution/Organization.		
5	Self-attest copy of AP GST / 12A/18G registration certification issued by authorized department.		
6	Self-attested copy of Income Tax returns filed in preceding ten financial years along with the audited financial statements.		
7	Self-attested copy of bank statement indicating the name of the bank and Account no. of bidder firm.		
8	Self-declaration of bidder stating that they have not debarred/blacklisted by any State Government, Central Government, Central & State Govt. Undertakings/ enterprises /Organizations and by any other Quasi Government bodies/Organizations in India for non-satisfactory performance, corrupt & Fraudulent or any other unethical business practices.		
9	Address proof of the company/firm/ agency having local operating branch in Andhra Pradesh preceding the date of issuing the RFP.		
10	The bidder must submit a Bid letter as per the format given in RFP.		
11	The bidder must have trained a minimum of 150 beneficiaries in any one year in Entrepreneurship Development Programme (EDP)/Pharmacy Assistance/ Health worker Training/General Duty assistant/Therapist training to any Government Department/PSU in Andhra Pradesh in the past 10 financial years, all necessary supporting documents to be submitted.		



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12	The bidder should be in pharmacies business (Retail and Wholesale) in Andhra Pradesh for past 10 years.		
13	The bidder/JV Partner must have Developed and Provided Development of Software Related to Medical field to any Government/PSU body in India in the past 10 financial years, all necessary supporting documents shall be submitted.		
14	Bidder should have minimum annual Turnover of Rs. 2,00,00,000 (Two crores) in any One years in the last ten Financial Years ended by 31.03.2024.		
15	Shall submit a Training plan, Software model/ technology plan.		
16	Any other documents as mentioned in the tender Document		



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Annexure-VIII

Format for MOU (JV/Consortium)

(On a Non-Judicial Stamp Paper of Rs. 100 duly attested by notary public)

--X-X-X-



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