

Tender ID: 2026_CSIR_288157

PROCEEDINGS OF THE PRE-BID CONFERENCE
held on 31-Aug-2026 through Offline & Online
towards "ESTABLISHMENT AND OPERATION OF SINGLE WINDOW PHARMACY
MANAGEMENT SYSTEM (SWPMS)"

The Pre-bid Conference was held and the following PC members attended the meeting along with Dr. Padmanabha Raju, Dr. Prakash L. and Kala M as invitees:

Sl. No.	Name & Designation		Role
1	Dr. V P S Naidu	Chief Scientist	Chairman
2	Dr. Sudesh Kumar Kashyap	Chief Scientist	Alt. Chairman/Member
3	Dr. G Santhanakrishnan	Sr. Principal Scientist	Member
4	Dr. Swetha C Desai	CMO	
5	COA or his/her representative		Member
6	FAO or his/her representative		Member
7	SPO or his/her representative		Convener (PC)

The Pre-Bid Conference (PBC) for the tender for **Establishment and Operation of Single Window Pharmacy Management System (SWPMS)** was held on 31-Aug-2026 at 11:00 AM. The Purchase Committee (PC) members, along with special invitees Dr. Padmanabha Raju and Dr. Prakash L, attended the meeting. The bidders and PC members present during the meeting are listed in **Annexure-I**.

Although Clause 1.6.2 of the tender document stipulated that the PBC would be conducted in online mode, only two requests for participation were received from Apollo Pharmacy and Rajendra Agencies respectively. No queries were received requesting for participation in Pre-Bid Conference through online mode. Accordingly, the meeting was conducted in offline mode at the ICAST Conference Hall.

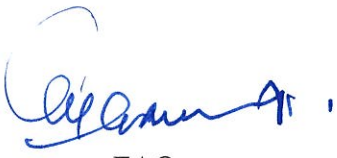
The SPO briefed the bidders on the overall scope of work, schedule of requirements covering the seven categories of medicines and consumables, eligibility criteria, implementation requirements, and the technical and financial evaluation methodology specified in the tender document.

The bidders sought certain clarifications regarding the eligibility criteria and the 100-day parallel implementation period prescribed for transition to the Single Window Pharmacy Management System. The clarifications sought were provided. The bidders were further advised to submit any additional queries or observations, if any, on the tender document by email. The clarifications and amendments arising from the Pre-Bid Conference proceedings are consolidated in **Annexure-II** to these proceedings.

There being no further points for discussion, the meeting concluded with a vote of thanks to the Chair.



SPO
Convener-PC



FAO
Member-Finance & Accounts



CoA
Member- Administration

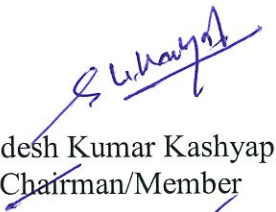
Dr. G Santhanakrishnan
Member



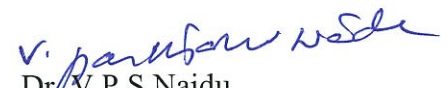
Dr. Padmanabha Raju
Special Invitee



Dr. Swetha C Desai
CMO



Dr. Sudesh Kumar Kashyap
Alt. Chairman/Member



Dr. V P S Naidu
Chairman-PC

CSIR-NATIONAL AEROSPACE LABORATORIES
BENGALURU - 560 017

TENDER ID: 2026_CSIR_288157_1

ANNEXURE - I

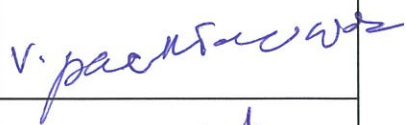
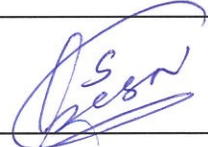
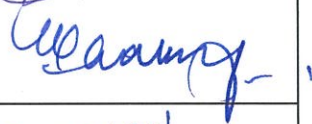
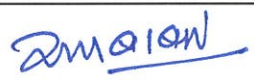
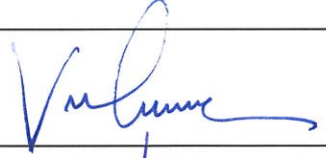
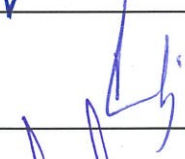
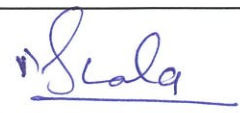
TENDER NO.: NAL/PUR/MED/048/26

DATE & TIME : 31-Aug-2026 @ 11.00 a.m.

VENUE: **THROUGH Offline & Online**

Pre-Bid Conference for "ESTABLISHMENT AND OPERATION OF SINGLE WINDOW PHARMACY MANAGEMENT SYSTEM (SWPMS)"

ATTENDANCE SHEET - PC MEMBERS

Sl. No.	Name & Role		Signature
1	Dr. V P S Naidu	Chairman	
2	Dr. Sudesh Kumar Kashyap	Alt. Chairman/Member	
3	Dr. G Santhanakrishnan	Member	
4	Dr. Swetha C Desai	CMO	
5	FAO or his/her representative	Member	
6	COA or his/her representative	Member	
7	SPO or his/her representative	Convenor (PC)	
8	Dr. Padmanabha Raju	Invitee	
9	Dr. Prakash L	Invitee	
10	Kala M	SO (Susp)	

NATIONAL AEROSPACE LABORATORIES
BENGALURU - 560 017

TENDER ID: 2026_CSIR_288157_1
TENDER NO.: NAL/PUR/MED/048/26
DATE & TIME : 31-Aug-2026 @ 11.00 a.m.
VENUE:

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THROUGH Offline & Online

Pre-Bid Conference for "ESTABLISHMENT AND OPERATION OF SINGLE WINDOW PHARMACY MANAGEMENT SYSTEM (SWPMS)"

Sl. No.	Name of the Firm	Name & Designation of Representative	E-tender Registration (Yes/No)	Email ID
1	Rajendra Agencies	Atul Pankaj Shah (Manager)	✓	poojapare2003@yahoo.com
2	Saurish			
3	APOLCO	Saurish, (Manager)	✓	SaurishTV@APOLCO Pharmaceuticals, org
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Sl. No.	Name of the Firm	Name & Designation of Representative	E-tender Registration (Yes/No)	Email ID
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**CSIR-NATIONAL AEROSPACE LABORATORIES
BENGALURU**

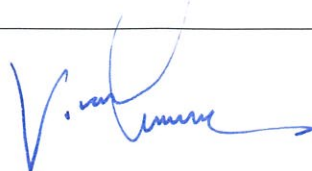
CLARIFICATIONS & AMENDMENTS

Tender ID : 2026_CSIR_288157

File No. : NAL/PUR/MED/048/26

Description : Establishment and Operation of Single Window Pharmacy Management System (SWPMS)

Tender Clause Reference	Existing as per tender	To be read as
NIT Clause 4 & ITB Clause 1.6.2	"NOTE: Attendance at the Pre-Bid Conference is mandatory for all prospective bidders. Bids submitted by firms who fail to attend this conference are liable to be rejected during initial scrutiny."	Bids submitted by all prospective bidders who satisfy the prescribed eligibility criteria and possess the capability to fulfill the scope of requirements shall be accepted, irrespective of attendance at the Pre-Bid Conference. Attendance is not mandatory.
Chapter 1, Clause 1.9.2 Sl. No. 17	Integrity pact on letter head duly signed and stamped	Integrity pact on letter head duly signed and stamped
Chapter 1, Clause 1.13.1	The Bid Security/Earnest Money Deposit (BS/EMD) shall be furnished in the form of a Demand Draft (DD) or Bank Guarantee (BG) in favour of "The Director, CSIR-National Aerospace Laboratories, Bengaluru". Submission of BS/EMD is mandatory for all bidders, including Micro and Small Enterprises (MSEs)/SMEs, unless specifically exempted under the provisions of the Tender Document.	The Bid Security/Earnest Money Deposit (BS/EMD) shall be furnished in the form of a Demand Draft (DD) or Bank Guarantee (BG) in favour of "The Director, CSIR-National Aerospace Laboratories, Bengaluru". Submission of BS/EMD is mandatory for all bidders, including Micro and Small Enterprises (MSEs)/SMEs, unless specifically exempted under the provisions of the Tender Document. The Bid Security / EMD of unsuccessful bidders shall be returned or discharged without interest at the earliest after the expiration of the final bid validity



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		period, and latest on or before the 30th day after the award of the contract or placement of the Purchase Order, whichever is earlier. The Bid Security of the successful bidder shall be returned upon submission of the prescribed Performance Security and execution of the Contract Agreement.
Chapter 1, Clause 1.28.1	Evaluation Methodology: The bids shall be evaluated using the Quality-Cum-Cost Based Selection (QCBS) method with the following weightage: Technical Score (TS): 50% (100 marks) Financial Score (FS): 50% (100 marks)	Evaluation Methodology: The bids shall be evaluated using the Quality-Cum-Cost Based Selection (QCBS) method with the following weightage: Technical Score (TS): 50% (50 marks) Financial Score (FS): 50% (50 marks)
Chapter 1, Clause 1.47.2 (b)	The Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the DPSP shall be liable for all available actions against it in terms of the contract.	The Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the DPSP shall be liable for all available actions against it in terms of the contract.
Chapter 1, Clause 1.55	1.53.1 Any notice given by one party to the other pursuant to this contract / order shall be sent to the other party in writing, e-mail or / and confirmed in writing to the Purchaser's address as under:- The Director CSIR- National Aerospace Laboratories HAL Airport Road, Kodihalli, Bengaluru – 560017 Karnataka-India Email: purchasek@nal.res.in, mkala@nal.res.in 1.53.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.	1.55.1 Any notice given by one party to the other pursuant to this contract / order shall be sent to the other party in writing, e-mail or / and confirmed in writing to the Purchaser's address as under:- The Director CSIR- National Aerospace Laboratories HAL Airport Road, Kodihalli, Bengaluru – 560017 Karnataka-India Email: purchasek@nal.res.in, mkala@nal.res.in 1.55.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.
Chapter 2, Clause 3.1	The on-campus pharmacy facility operated under SWPMS shall remain functional from 08:30 hours to 20:30 hours on all working days,	The on-campus pharmacy facility operated under SWPMS shall remain functional during the operational working hours of CSIR-NAL on all days designated as

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	unless otherwise directed in writing by CSIR-NAL.	working days by CSIR-NAL. The pharmacy facility shall also operate during such other hours and on such additional days, including otherwise non-working days, as may be directed by CSIR-NAL from time to time based on operational requirements. The DPSP shall make the necessary arrangements for such operation without any additional financial liability to CSIR-NAL.
Chapter 2, Clause 6.0	Clarification sought regarding the 100-day parallel implementation period and transition to the Single Window Pharmacy Management System (SWPMS).	The provision is adequately clear and requires no modification. The existing condition remains unchanged.
Chapter 2, Clause 15.3 & Clause 5.1	"The bidder shall possess and maintain not fewer than 100 fully operational retail pharmacy outlets within the combined territorial limits of Bengaluru Urban and Bengaluru Rural districts."	"The bidder may possess and maintain not fewer than 50 fully operational retail pharmacy outlets within the combined territorial limits of Bengaluru Urban and Bengaluru Rural districts."
Chapter 2, Clause 8.5	"The DPSP shall not unilaterally substitute any branded formulation, generic equivalent or alternate drug molecule. Any proposed substitution necessitated by temporary market scarcity shall be submitted to the CMO for clinical verification and explicit approval before dispensing."	The DPSP shall not unilaterally substitute any branded formulation, generic equivalent or alternate drug molecule. Any proposed substitution necessitated by temporary market scarcity shall be submitted to the CMO for clinical verification and explicit approval before dispensing. Prescriptions shall be issued by doctors in accordance with applicable NMC guidelines. The successful bidder shall ensure supply of medicines against prescriptions containing generic names along with suggested brand name(s), wherever indicated by the prescribing doctor.
Chapter 2, Clause 11.0	Clarification sought regarding data confidentiality, access tiers for medical records, and information security safeguards.	All patient-related information shall be treated as strictly confidential. Appropriate security measures, including encryption and access controls, must be implemented. The DPSP shall comply with the Digital Personal Data Protection Act, 2023, as amended from time to time, and

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		the rules, regulations, directions and guidelines issued thereunder, as well as any other applicable data protection and privacy laws, rules, regulations, directions or guidelines issued by the Government of India from time to time. Pharmacists shall be provided access only to information necessary for dispensing medicines; doctors shall have access to complete medical histories and prescription records. Any breach of data security shall invite contractual termination and penal action.
Chapter 2, Clause 4.1 & Clause 4.2	"If a prescribed medicine is temporarily unavailable in the on-campus stock, the DPSP shall procure and supply the medicine within a maximum turnaround time of 24 hours. The authority to classify a medicine as an emergency medicine shall rest exclusively with the Chief Medical Officer (CMO), CSIR-NAL Health Centre." "For non-emergency medicines and routine medical consumables temporarily out of stock, the DPSP shall complete procurement and supply within a maximum period of seven (7) days."	Emergency Medicines: If a prescribed emergency medicine is temporarily unavailable in the on-campus stock, the DPSP shall procure and supply the medicine to the patient within a maximum turnaround time of 24 hours. The determination of whether a medicine is required on an emergency basis shall be made by any Medical Officer of the CSIR-NAL Health Centre. Non-Emergency/Elective Medicines: If a prescribed non-emergency/elective medicine is temporarily unavailable in the on-campus stock, the DPSP shall procure and supply the medicine to the patient within a maximum period of 72 hours.
Chapter 1, GCC Clause 1.46	"Subject to Clause on Force Majeure, if the DPSP fails to perform the Services, The Director, CSIR-NAL reserves the right to deduct Liquidated damages @ 0.5% per week (Maximum penalty shall be 10%). The period for this will be calculated after 30 days, from the date of intimation by supplier about	Subject to Force Majeure, as and when accepted by CSIR-NAL, time shall be of the essence of the contract. In the event of delay in procurement and supply of any prescribed medicine beyond the applicable turnaround time stipulated in the tender, the DPSP shall be liable to pay Liquidated Damages (LD) at the rate of 0.5%

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	the readiness of the consignment for shipment." "The period for LD will be calculated after 15 days from the date of intimation by supplier about the readiness of the consignment for shipment." "As time is the essence of the contract, clearance and delivery of the shipment should be strictly adhered to. Otherwise, the bidder will forfeit PS and also LD clause will be applicable /enforced."	per week or part thereof of the GST-inclusive value of the delayed medicine(s), subject to a maximum of 10% of such value. For the purpose of calculation of delay, the applicable turnaround time shall be 24 hours for emergency medicines and 72 hours for non-emergency/elective medicines, as stipulated in the relevant clause of the tender. The period of delay shall be reckoned from the expiry of the applicable turnaround time until the actual date of supply of the medicine. Any claim of Force Majeure shall be subject to the acceptance of CSIR-NAL. Mere invocation or declaration of Force Majeure by the DPSP shall not, by itself, exempt the DPSP from liability for Liquidated Damages. The imposition of Liquidated Damages shall be without prejudice to any other contractual remedies available to CSIR-NAL under the terms and conditions of the contract.
Chapter 2, Clause 2.3	"The Director, CSIR-NAL, reserves the right to assess the performance of the successful bidder by initially awarding a temporary contract for a period of up to six (6) months, before granting the contract for the full duration. "	The Director, CSIR-NAL, reserves the right to cancel the contract within the initial period of six (6) months, which shall be considered as the trial period before the contract is continued for the full duration. The said trial period shall form part of the overall contract period of one (1) year, if awarded. Further, throughout the currency of the contract, the performance of the DPSP shall be periodically reviewed by CSIR-NAL based on fortnightly performance reports submitted by the Chief Medical Officer (CMO) as may be considered necessary. The



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		Purchase Committee monitors the functioning of the DPSP, including service levels, medicine availability, compliance with contractual obligations, grievance redressal, responsiveness, and such other operational or performance-related aspects as may be considered relevant by CSIR-NAL from time to time. The above parameters are illustrative and not exhaustive and shall not restrict the scope of review by CSIR-NAL. The Purchase Committee may identify deficiencies and issue appropriate directions for corrective action and service improvement. The DPSP shall promptly comply with such directions issued by CSIR-NAL from time to time.
Chapter 2, Clause 2.4	Upon completion of the contract period, including any extended period, CSIR-NAL reserves the right to enforce a mandatory transition arrangement for a period not exceeding three (3) months. During the transition period, the DPSP shall maintain uninterrupted pharmacy services under identical commercial conditions, operational hours and category-wise discount rates.	Upon completion of the contract period, including any extended period, CSIR-NAL reserves the right to enforce a mandatory transition arrangement for a period not exceeding three (3) months. During the transition period, the DPSP shall maintain uninterrupted pharmacy services under identical commercial conditions, operational hours and category-wise discount rates. In the event of curtailment, termination or discontinuation of the contract or services by the DPSP, the DPSP shall provide a minimum notice period of two (2) months. Notwithstanding such notice, where CSIR-NAL requires additional time to make alternative arrangements and complete the transition of services, the DPSP shall continue to provide the services under the existing terms and conditions until alternative arrangements are made and the services are formally handed



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		over to the successor service provider.
Chapter 2, Clause 5.2	"For pensioners residing outside Bengaluru or serving employees on approved institutional leave temporarily located outside Bengaluru, the DPSP shall dispatch medicines through postal or secure parcel delivery services within standard commercial shipping timelines. Such dispatches may be subject to nominal logistics charges as determined and authorised by CSIR-NAL."	Stands deleted.
Chapter 2, Clause 10.0	"All authorised returns, replacements, near-expiry returns and CMO-certified substandard medicine returns shall be recorded electronically. Each reverse transaction shall be linked to: a) The original prescription; b) QR-code tracking record; and c) Inventory stock ledger. Replacement items shall be linked to the unique identification of the original transaction to maintain complete traceability and audit compliance."	All authorised returns, replacements, near-expiry returns and CMO-certified substandard medicine returns shall be recorded electronically. Each reverse transaction shall be linked to: a) The original prescription; b) QR-code tracking record; and c) Inventory stock ledger. Replacement items shall be linked to the unique identification of the original transaction to maintain complete traceability and audit compliance. The DPSP shall mandatorily accept the return of all unconsumed, dispensed medicines when duly authorized and certified by the treating Medical Officer or the Chief Medical Officer (CMO), CSIR-NAL Health Centre. Permissible grounds for return shall encompass clinical and administrative contingencies, including but not limited to: discontinuation of treatment, modification of dosage or drug substitution, adverse drug reactions/intolerance, or the demise of a patient.

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		Where payment for such returned medicines has already been disbursed, the corresponding credit of the returned medicines shall be adjusted and recovered from the subsequent billing cycle. The DPSP shall mandatorily submit complete details and a full statement of all credits pertaining to returned medicines, or arising from any other account, along with each fortnightly billing invoice submission.
Chapter 2, Clause 16.0 (S.No.1)	• Less than 100 outlets = 0 marks • 100 to 150 outlets = 5 marks • 150 to 200 outlets = 10 marks • 200+ outlets = 15 marks	• Less than 50 outlets: 0 Marks • 50 to 100 outlets: 5 Marks • Above 100 to 150 outlets: 10 Marks • Above 150 outlets: 15 Marks
Tender Details (Critical Dates) & ITB Clause 1.17	Bid Submission End Date: 10-Sep-2026 Bid Opening Date: 11-Sep-2026	Bid Submission End Date: 24-Sep-2026 Bid Opening Date: 25-Sep-2026


 Stores & Purchase Officer