

Government of India
Department of Space/ISRO
SATISH DHAWAN SPACE CENTRE
SRIHARIKOTA - 524124

No: SDSC/CHSS/RFP/2025

Date: 12.02.2025

REQUEST FOR PROPOSAL

The Satish Dhawan Space Centre (SDSC SHAR), located at Sriharikota, is one of the leading centers of the Indian Space Research Organisation (ISRO), under the Department of Space (DOS), Government of India. SDSC SHAR extends medical coverage to its beneficiaries (ISRO Employees & dependents; Retired Employees and their dependents and CISF employees and their dependents) through the Contributory Health Service Scheme (CHSS). This scheme currently avails services from various hospitals empaneled in Chennai, Nellore, Balasore and Navi Mumbai.

Presently, CHSS beneficiaries are allowed to procure prescribed medicines from any licensed pharmacy on cash basis. These prescriptions may be issued by Authorised Medical Officers (AMOs), specialists from empaneled hospitals, or empanelled specialists themselves.

To enhance the convenience and support for beneficiaries, SDSC SHAR proposes the empanelment of retail pharmacies across Sullurupeta, Chennai, Nellore, Balasore and Navi Mumbai, wherever SDSC SHAR's AMOs/ Authorized Hospitals/ Specialists are located. This initiative aims to facilitate the supply of prescribed, admissible medicines to CHSS beneficiaries on discount, thereby improving access and reducing out-of-pocket expenses.

1.1 Empaneled retail pharmacy outlets (hereinafter referred to as "Vendor") shall supply admissible medicines to CHSS beneficiaries at a **discounted rate against cash payment**, based on prescriptions provided in CHSS Form No. 7 or Form No. 3.

The scope of work for the Vendor includes, but is not limited to:

1. Dispensing Medicines

- Supplying prescribed medicines to CHSS beneficiaries at the agreed discount on a cash payment basis, as per prescriptions provided in CHSS Form No. 7.

2. Ensuring Availability

- Maintaining a comprehensive inventory of medicines to meet the requirements of CHSS beneficiaries, offered at competitive prices.

3. Quality Assurance

- Ensuring that all dispensed medicines meet established quality standards and are safe for consumption.

4. Regulatory Compliance

- Strictly adhering to all applicable regulations, guidelines, and best practices related to the dispensing of medicines.

1.2 General Conditions:

1. Verification of Prescription

- The Vendor must ensure that any CHSS beneficiary purchasing medicines presents a valid prescription issued on CHSS Form No. 7 or Form No. 3.

2. Billing Requirements

- The Vendor must provide the beneficiary with a detailed bill clearly indicating:
 - Pharmacy store details.
 - Valid GST Number.
 - Medicines dispensed.
 - Total cost of the medicines.
 - Discount percentage and the discount amount.
 - The total amount payable by the beneficiary.
- Shall issue digital bill. In case not available an undertaking to that effect that the same will be extended within 6 months from the date of execution of this agreement.

3. Partial Availability and Timely Supply

- If all prescribed medicines are not available at the time of purchase, the Vendor must:
 - Dispense the available medicines immediately.
 - Arrange for the remaining medicines to be supplied within a reasonable timeframe.
 - Provide a detailed bill for all medicines, including those dispensed initially and subsequently.

4. VENDORS registered in India only need to participate.

5. The VENDOR shall possess (a) a shop/outlet (b) valid Drug license from Central or State Drug Standard Control organization, (c) GST registration.

6. Quotation shall contain complete information of the VENDOR, its human resources, infrastructure, assets, financial standing, line of business and credentials.

7. Any data, information or any other documents that are received from SDSC SHAR shall be kept confidential and shall not be tampered with or disclosed to third parties without explicit written permission from SDSC SHAR/ISRO.

8. Based on the Quotation, if required, VENDORS may be invited for further discussions at SDSC SHAR, Sriharikota for assessment of the capabilities stated in the quotation and for providing clarifications.

9. SDSC SHAR/ISRO reserves the right to accept or reject any quotation without assigning any reason thereof.

10. SDSC SHAR/ISRO reserves the right to verify all claims made by the VENDOR, which includes inspection and evaluation of infrastructure.

1.3 DURATION OF THE CONTRACT:

The duration of the contract shall be for a period of two years from the date of its issuance. However, SDSC SHAR reserves the right to extend the contract for additional periods under the same rates, terms, and conditions, subject to mutual agreement between the parties. SDSC SHAR also retains the right to terminate or short-close the contract by providing a one-month prior written notice if the contractor's performance is deemed unsatisfactory during the contract period. Such termination shall not impose any financial obligations on SDSC SHAR.

1.4 TERMS AND CONDITIONS FOR EMPANELMENT:

The applicant should fulfil the following eligibility criteria

- a) The applicant must have their Pharmacy store / Shop based in Sullurupeta/ Nellore / Chennai / Bhuvaneswar/ Balasore / Navi Mumbai/Panvel & Rasayani.
- b) The applicant should have Valid Drug License for various categories of allopathic drugs, issued by the Drug Control Authority of the State/Union under the provision of Drugs and Cosmetics Act,1940 and as applicable under any other law (should hold the license for last 3 years). Copy of valid license to be enclosed.
- c) The applicant must not have been convicted by the Drug Authorities and no case should be pending against the supplier under Drugs and Cosmetic Act and Rules.
- d) The applicant should agree to supply all the medicines/drugs/ consumables that are prescribed by SHAR Medical Services / Employee/ Retired Employees/Dependents.
- e) The applicant should have all valid licenses, approvals, certificates, registration from all statutory authorities from Drug Control Authority of the State/Union /Income Tax/GST/any other relevant and mandatory requirements as is necessary for complying with this contract. A declaration should be submitted by the applicant to this effect.
- f) The applicant shall undertake and agree that it will not sub-let the contract awarded to it by the SDSC SHAR. If at any stage, it is found that the applicant has sub-let the work, the contract shall stand automatically terminated and SDSC SHAR can take action in such case against the supplier as deemed fit including forfeiture of the security deposit of the supplier.
- g) The applicant shall also undertake and agree for timely renewal of all the licenses from the authorities concerned that may be required to be renewed as per the statutory provisions to run the business and the copy of the same to be provided to SDSC SHAR.
- h) The applicant or any of its partners/directors etc. should not have been black Listed / debarred by any of the Govt. agencies or department or should not have been found guilty of commission or acts of moral turpitude or convicted for any economic offence etc. by any court or any authority appointed to enforce any such laws or regulations including EPF/ESI authorities. Further no contract of such applicant should have been terminated in the past on account of violation of laws or deficiency of services or breach of contract.

- i) The performance of the empaneled / engaged supplier will be reviewed by the SDSC SHAR every year or at such other periods as deemed necessary to assess their suitability to continue in the empaneled list. SDSC SHAR also reserves the right to add additional vendors in the empaneled list based on their applications made in response to our advertisement, following the due process at periodic intervals.
- j) SDSC SHAR reserves the right to accept or reject any or all the applications in full or part without assigning any reasons.
- k) SDSC SHAR reserves the right to amend / make any corrigendum in the RFP, if any.

1.5 QUALITY OF MEDICINES/DRUGS/CONSUMABLES:

- a. All Medicines to be supplied should be genuine, means no sub-standard drugs.
- b. Minimum Shelf Life of all medicines supplied to the CHSS beneficiaries should be one year or more than one year.
- c. Medicines should be to the extent possible as per specifications as specified in the prescription. Alternatively substitute of same chemical composition of any other company may be provided.

1.6 Instructions to Vendors:

1. Confidentiality and Non-Disclosure

- Any data, information, or documents received from SDSC SHAR must be kept confidential by the Vendor. These should not be tampered with or disclosed to third parties without explicit written permission from SDSC SHAR/ISRO. A Non-Disclosure Agreement (NDA) will be required, as outlined in **Annexure-A**.

2. Further Discussions and Clarifications

- Based on the proposal, if deemed necessary, Vendors may be invited to SDSC SHAR, Sriharikota for further discussions and to provide any required clarifications.

3. Right to Accept or Reject Proposals

- SDSC SHAR/ISRO reserves the right to accept or reject any bid or proposal, with reasons provided for any rejection.

4. Review of RFP Document

- Vendors are strongly encouraged to carefully review the RFP document to understand the required documents for submission. Failure to comply with any submission requirements may result in the rejection of the proposal.

5. Timely Submission of Proposals

- Vendors must submit their proposals well before the submission deadline to avoid last-minute complications. Proposals will not be accepted after the prescribed date and time for submission.

6. Authorized Signatory

- Each document submitted must be signed by the Vendor's authorized signatory to validate the submission.

7. Declaration Submission

- Vendors are required to submit a declaration in the prescribed format, as provided in **Annexure-A**.

1.7 Evaluation of Offers

1. Discount Quotation

- Vendors are required to quote the maximum percentage discount they can offer to SDSC SHAR, as specified in the format provided in **Annexure-B**.

2. Evaluation Criteria

- Evaluation will be based on the percentage of discount offered. The Vendor offering the highest discount will be considered and awarded the Rate Contract.

3. Parallel Split Rate Contracts

- SDSC SHAR reserves the right to enter into Parallel Split Rate Contracts with one or more Vendors based on discount offer.

4. Eligibility for Empanelment

- Only those pharmacy outlets willing to supply medicines maximum discount rate will be considered for empanelment.

5. Unresponsive Bids

- Bids quoting a NIL discount will be treated as unresponsive and will not be considered.

6. Rejection of Conditional Bids

- Any conditional bid will be rejected outright.

7. SDSC SHAR shall evaluate the responses of the Vendors to this RFP and scrutinize the submitted documents.

8. The decision of SDSC SHAR shall be final and binding in the evaluation of proposals.

9. No correspondence will be entertained outside the process of evaluation with SDSC SHAR.

10. SDSC SHAR may call for meetings (either online or offline) with the Vendors or may issue in writing/email seeking clarifications or confirmations on their proposals.

11. During the Proposal Evaluation, SDSC SHAR reserves the right to reject any or all the proposals. The Evaluation Committee (EC) constituted by the SDSC SHAR shall evaluate the responses to the RFP. SDSC SHAR reserves the right to check/ validate the authenticity of the information provided in the quotation and the requisite support to be provided by the Vendor.

1.8 Applicable Law, Jurisdiction, and Arbitration

1. Dispute Resolution

- In the event of any dispute, difference, or claim arising out of or relating to the interpretation or application of the Contract, the parties shall attempt to resolve the matter amicably through mutual consultations. Both parties shall make a genuine effort to reach a solution that satisfies their mutual interests.

2. Arbitration Process

- If the dispute cannot be resolved amicably within 30 days of receipt of written notice regarding the dispute, the matter shall be referred to a sole arbitrator. The arbitrator shall be appointed jointly by both parties. In the absence of consensus, the appointment will be made by an arbitral institution designated by the High Court of the concerned region, following an application under the Arbitration & Conciliation Act, 1996 (as amended from time to time). The decision of the arbitrator shall be final and binding on both parties.
- The expenses incurred in the arbitration proceedings shall be shared equally between the parties, or as determined by the arbitrator.
- The language of the arbitration proceedings shall be English.

3. Jurisdiction

- This agreement shall be subject to the jurisdiction of the courts in A.P. only.

4. Continued Work During Arbitration

- The contractor shall continue to perform work under the Contract during the pendency of arbitration proceedings, unless otherwise directed in writing by the Department, or if the nature of the dispute makes it impossible to continue the work until the arbitration decision (whether interim or final) is received.

5. Final Decision

- The considered and written decision of the arbitrator shall be final and binding on both parties.

1.9 PERFORMANCE SECURITY/ SECURITY DEPOSIT:

On receipt of the Contract, Security Deposit for Rs. 10,000/-(Rupees Ten Thousand Only) should be submitted in the form of Fixed Deposit Receipt (FDR) drawn in favour of The Accounts Officer, Centre Accounts, SDSC SHAR or in the form of Bank Guarantee obtained in a non-judicial stamp paper of Rs.200/-, issued by a Scheduled Bank as per the format enclosed (Form. No. DOS:PM:07) and valid for 2 months beyond the completion of this Contract.

This interest-free Security Deposit shall be returned to you on successful completion of this Contract or shall be adjusted/forfeited against non-fulfillment of any contractual obligations.

2.0 FALL CLAUSE:

The price quoted by the Vendor shall not, under any circumstances, exceed the lowest price charged for identical goods or services to any other party during the term of this contract.

In the event that the Vendor reduces the charges for such items to any other customer during the contract period, the Vendor must immediately notify SDSC SHAR. Consequently, the charges payable under this contract for supplies or services rendered after the date of the price reduction will be correspondingly reduced to reflect the new lower charges.

2.1 Termination and Short Closing of Contract

Under normal circumstances, termination or short closing of the contract is not anticipated. However, if there is continued non-performance of the rate contract, resulting inordinate delays, violations of terms and conditions, or failure to meet the required quality standards set by SDSC SHAR, SDSC SHAR reserves the right to terminate the contract, either wholly or partly. Such termination will be affected by providing the Vendor with written notice of not less than 30 days.

1. Submission of Forged Documents:

If any of the Vendors submits any forged or false documents along with their Quotation, such Tenders/Bids will be summarily rejected and such pharmacies will be blacklisted for all future tenders/bids.

2. Validity:

The bid submitted by the Vendor shall be valid for a minimum period of **One Hundred and Twenty Days (120 Days)** from the date of opening of the Bids/Tenders.

3. Corrections/Alterations:

Any corrections in any portion of the tender/bid shall be rounded off and shall be compulsorily signed by the Vendor's Authorized Signatory, failing which such tenders/bids are liable for rejection.

DOCUMENTS TO BE ENCLOSED IN THE FOLLOWING ORDER
(SELF ATTESTED XEROX COPIES ONLY)

1. Form No.1 and 2 duly filled in and signed with supporting documents.
2. Signed copy of RFP (in the all pages by the authorized signatory of the firm/company)
3. Affidavit stating that the applicant having not been blacklisted / Terminated / debarred by any government institute / C.G /Organization / PSU / Autonomous body (as per annexure I)
4. KYC documents of the applicant.
5. Firm Registration certificate.
6. Income Tax returns for the last 3 years.
7. Copy of PAN Card.
8. Valid Drug licence certificate.
9. GST number and Registration letter.
10. Valid Licenses / Approvals / Certificates from Government authorities
11. Authority Letter to submit application.

FORM NO: 1

M/s.

Date:

E-mail ID :

Tel. No. (O):

Mobile No:

To

The Senior Administrative Officer, CHSS
Personnel & General Administration-I,
Satish Dhawan Space Centre, SDSC SHAR
Sriharikota – 524124
Tirupati District
Andhra Pradesh

Dear Sir,

APPLICATION FOR EMPANELMENT OF SUPPLIERS FOR SUPPLY OF
DRUGS/MEDICINES/CONSUMABLES TO CHSS beneficiaries of SDSC SHAR.

1. we enclose for your kind consideration the RFP duly signed and sealed by the authorized signatory of our firm/company along with the supporting documents. We confirm that the details filled up are true and correct. We undertake to produce the original of all the papers / documents attached herewith.
2. We understand and undertake that mere submission of application does not guarantee us empanelment and SDSC SHAR authorities decision in this regard shall be final and binding on us.

Yours faithfully,

Authorized Signatory with seal

FORM No: 2

Sl. No	Details	To be furnished by the Tenderer
1.	a) Name& Address of the firm/ Company/Proprietorship	
	b) Year of establishment (registration copy to be enclosed)	
2.	a) Type of Organization(Company/Partnership/ Proprietorship)	
	b) Details of partners/directors/promoters	
3.	Whether wholesale Dealer/ Authorised Distributor/Agency	
4.	a) Address and contact details of Registered office	
	b) Correspondence Address:	
5.	Contact person's Name: Telephone Number: Mobile No.: Fax No: Email Id:	
6.	a) PAN No b) GST No. c) Drug License no with validity date (enclosed attested copies)	
7.	Name & Address of the Banker with all the details including RTGS/NEFT details etc.	
8.	Turnover of the company for the last 3 (three) years. (Copies of audited balance sheet to be enclosed). *(In case March 2024 audited Balance Sheet not available than provisional balance sheet duly authenticated by the CA may be submitted.)	
9.	Other information applicant might like to give in support of the application.	
10	Whether the supplier has been blacklisted/ debarred by any Government department in the past?	
11	Affidavit of not having Blacklisted /terminated /debarred (Annexure-A) is attached (Yes/No)	
12	Whether holds a valid license on the date of application. Give details of license(enclose attested copies)	

We certify that the particulars given above are true and correct.

AUTHORISED SIGNATORY WITH SEAL

Place:

Date:

ANNEXURE-A

AFFIDAVIT/ DECLARATION

The Senior Administrative Officer, CHSS
Personnel & General Administration-I,
Satish Dhawan Space Centre, SDSC SHAR
Sriharikota – 524124
Tirupati District
Andhra Pradesh

Dear Sir,

1. I/ We have read and understood the contents of the RFP issued by Satish Dhawan Space Centre, SDSC SHAR, containing the eligibility criteria and terms and conditions for empanelment for supply of drugs / medicines / consumables. I fully accept the terms and conditions thereof. I also understand that the SDSC SHAR reserves the right to accept or reject the application without assigning any reasons.
2. I / We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom the Government have banned/suspended business dealings. I/We further undertake to report to The Senior Administrative Officer, Personnel & General Administration-I, Satish Dhawan Space Centre, SDSC SHAR immediately after we are informed but in any case not later than 3 working days, and also undertake to inform, if any firm in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a firm which is banned/ suspended in future during the currency of the Contract with you.
3. I/We understand that if any of the information is found wrong/ false at any stage. I/ we are liable to be deregistered from panel of approved contractors/ banned for doing any business dealings or blacklisted or subject to any monetary penalties that be deemed fit and appropriate by Satish Dhawan Space Centre.
4. I/we shall keep the Department informed about the changes if any of the particulars furnished by us in our application or in our product specification or discontinuation of production of any item for which we stand successful. We shall give this intimation within a period of 30 days from the date of such change or discontinuation.
5. I/ we shall inform any change in the name of firm and/or my/our office address to your Department duly supported by documentary evidence.
6. I/we will maintain absolute integrity, follow a decent standard of business ethics and do nothing unbecoming of a supplier.
7. I/We confirm that I/We have not been convicted by Drug authorities no case is pending against me/us under Drug & Cosmetic Act and Rules.
8. I/We confirm that I/We have not been blacklisted /debarred by Govt agencies or any other department /PSU/MNC

Yours faithfully,

Signature with seal

A checklist (Annexure-A) for the supporting document to be submitted by the VENDOR.

Annexure-A

Checklist for the supporting documents.

(Duly filled checklist to be submitted by the Vendor)

Sl. No.	Document / Proof	Attached with Quotation (Yes/ No)	Remarks
1.	Drug license from Central or State Drug standard Control organization		
2.	GST registration		
3.	Brief introduction on capabilities related to the proposed work		
4.	Documents in support of prior experience in the relevant field		
5.	Copies of Income Tax Returns filed for the last 3 years		
6.	Area of shop owned [Sq. Ft.]		
7.	Brochure		
8.	Copies of similar purchase/work orders executed by the Company For established Govt. organizations		
9.	PAN No		
10.	Shop License from Local Body		
11.	Copy of Bank Account details/ Passbook		

I/We affirm that, the information submitted is complete in all respects and true to the best of our knowledge and that I/We am/are authorized to submit this application. I/We understand that the information furnished in the form above is liable to be verified and any misrepresentation may lead to my/our disqualification from the tendering process.

Name :

Signature of the authorized :

Designation :

Date :

Seal :

Annexure-B

Reference No:

Date:

To,

The Senior Administrative Officer, CHSS
Personnel & General Administration-I,
Satish Dhawan Space Centre, SDSC SHAR
Sriharikota – 524124
Tirupati District
Andhra Pradesh

Email-id: _____

Contact Details: _____

We are agreeing to supply all medicine with following mentioned discount:

PRICE FORMAT:

Particular	Single Composite Discount in Percentage (%)	
Discount on all medicines prescribed by SDSC SHAR AMOs	Discount in Figure	
	Discount in words	

Note:

- (i) After bifurcation of Tax part from MRP, discount offered above shall be applicable. Subsequent to this GST extra as applicable shall be paid on discounted price.
- (ii) All the terms and conditions given in the RFP dated _____ have been accepted to us in totality.
- iii) Discount indicated in Figure as well as words and in case of discrepancy, discount indicated in words will be final.

Yours Faithfully

(Name and Signature)

For M/s. _____