

MSH REQUEST FOR QUOTES (RFQ)

Ref: RFQ-BD-2019-116

RFQ Title:	Development of Pharmacy Management Software
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Management Sciences for Health, Inc. (MSH) invites you to submit a quote in accordance with the requirements of this request for quotes. Quotes must be received by MSH no later than the Date and Time indicated in the table below:

Request for Quotes Issue Date:	08 Aug'19
Due Date and Time for Questions:	12.00 PM, 19 Aug'19
Quote Due Date and Time:	<p>Bid Dropping Time & Date: 03.00 PM, 21 Aug' 2019</p> <p>Either Hard Copy or Electronic Bid can be submitted: You are requested to either drop a Sealed Quotation in the Tender Box kept at MSH Office, 2nd Floor, H-3, R-23/B, Gulshan-1, Dhaka – 1212 OR You can send an electronic/pdf. version of the Quotation to MSH following e-mail: bdprocurement@msh.org</p>
<i>Quotes submitted after the deadline has passed or that do not include all of the information requested may be rejected.</i>	
MSH Point of Contact:	bdprocurement@msh.org

Complete Description of Need/Scope of Work/Specifications

SCOPE OF WORK

Pharmacy Management Software for Model Pharmacy and Model Medicine Shop

Background: Improving access to quality medicines and pharmaceutical services is an essential component of the health services strategy to improve clinical care. Most leading causes of death and disability in developing countries can be prevented, treated, or at least alleviated with cost-effective essential medicines. Despite this fact, hundreds of millions of people do not have regular access to essential medicines and many of those who do have access are given the wrong treatment, receive too little medicine for their illness, or do not use the medicine correctly. Ensuring the availability, affordability, accessibility, and appropriate use of quality medicines are thus crucially important in order to improve health status of the population. This is a challenge for many countries, including Bangladesh.

A potential solution to addressing this challenge lies with the most commonly used source of medicines in many developing countries—the private sector drug seller. Accreditation of drug sellers was not present in Bangladesh until DGDA took the initiative during the implementation of HPNSDP. With the support from JD TAF, MSH worked with DGDA and other sector stakeholders to develop the first standards for retail medicine outlets and design and implement an accreditation program for two new levels of pharmaceutical outlets—pharmacies and medicine shops. Accreditation standards for retail drug shops in Bangladesh have been approved by the competent authority. MSH also developed the several strategies to support implementation of the standards. Realizing the importance of the continuation of the activity and the extensive relevant experience, DFID included the piloting of the approved model for accreditation of drug store sellers DFID Bangladesh is supporting the 4th HNPS, through the, 'Better Health in Bangladesh' program for a period of five years.

The DGDA under the MOHFW is the competent drug regulatory authority of Bangladesh. This DGDA supervises and implements all prevailing drug regulations in the country and regulates all activities of, but not limited to retail drug stores. To strengthen monitoring and supervision of DGDA and also to provide a sustainable incentive for the medicine outlet owners, BHB project has a provision to develop a pharmacy management software. This pharmacy management software is a pre-requisite for the Model Pharmacy, according to the newly developed standard. In model medicine shops, this management software is preferred but not a must.

Description of Service to be provided:

This software helps user to track all the profits, loss, profitable clients and products of medicine shop moreover it's a medicine shop accounting software. Flexible and adaptive software suited to medicine shops or stores or pharmacies of any size.

1. To develop pharmacy management software with following features and functionality

Features of Pharmacy management:

<p>Medicine General Info Setup:</p> <ul style="list-style-type: none"> • Department Setup • Group/Model Setup • Employee Setup • Access Permission • Medicine supplier • Medicine Name • Generic Name • Medicine Category • Add Box Number • Origin Name • Medicine Materials • Shelves Number • Barcode <p>Stock:</p> <ul style="list-style-type: none"> • Shelves Number • Opening Medicine Stock • New Medicine Stock • Medicine List • Stock verification and adjustment 	<p>Modules:</p> <ul style="list-style-type: none"> • Purchase Module • Sales Module • HR Management • Account Module • Leave Management • Task management <p>Records:</p> <ul style="list-style-type: none"> • View Products • Insert products • Gate Pass Records <p>Printable Report:</p> <ul style="list-style-type: none"> • Print sales Report • Print Purchases Report • Print Medicine Stock Report • Print Due Customer Report 	<p>Report:</p> <ul style="list-style-type: none"> • Daily sales Report • Monthly sales Report • Daily Purchase Report • Monthly Purchase Report • Daily collection Report • Daily/Monthly Profit / Loss • Daily sales Report • Daily/Monthly Account Report • Product Wise Report • Opening Balance Report • Product Issue Report • Supplier Report • Cancel sales Report • Cancel Purchases Report • Closing Balance Report • Medicine Stock Report
<p>Compatibility</p> <ul style="list-style-type: none"> • Having both online and offline function 		

<ul style="list-style-type: none"> • Data should synchronize with a cloud based server • Can be used in web and smart device (any tablet or smartphone with a minimum configuration) • Unlimited PC access • Individual access & user panel • 			
<p>Indication of detail features to be considered</p>			
<p>Medicine Management System:</p> <ul style="list-style-type: none"> • Produce medicine with the brand name, generic name, code number, barcode, shortcode, category, picture, purchase, sale, VAT percent, opening stock and supply name. • Entry or change the opening stock of each product. • Check the stock of any product at the end of the year or anytime. • Removal of waste products or waste products from stock. • Determine the discount product percentage of each product according to the category or separately. • Print barcodes on a label printer or laser printer. 	<p>Purchase Management System:</p> <ul style="list-style-type: none"> • Supplier and manufacturer information • Create a modern POS invoice including every important detail. • Purchase of cash and baggage products. • Return or change purchased products. • Paying the remaining money. • Print barcode according to the purchase catalog. • Coordination of previous purchase and present purchase price. (First In First Out, Last In First Out or According to Elevation). 	<p>Sales Management System:</p> <ul style="list-style-type: none"> • Mode of sale of cash in arrears. • Return or change the sale of goods. • Subtraction of the remaining money. • Demonstrate the time to sell the discounts and make the sale price as required. • Hold any bill according to need and then recall. • Print sales receipt for A4, A5, A6 and POS size. 	
<p>Customer and Supply Management:</p> <ul style="list-style-type: none"> • Creating customers and suppliers with names, addresses, contact numbers, email addresses and other necessary information. 	<p>Important Reporting System Integrated</p> <ul style="list-style-type: none"> • Daily Purchase & Sale List. • Daily Cash Collection and Payment. • See stock reports in various ways. 	<p>Integrated Multi- privileges</p> <ul style="list-style-type: none"> • Backup and restore the database as per the requirement or automatically. • Product search by code number, barcode, short 	

<ul style="list-style-type: none"> • Enter the opening balance between the customer and the supplier. • Setting the rest of the limit and the deadline as per the requirement. • View the list of the rest according to the customer and the supplier. • View the stock and buy-sell list according to the supplier. • View the profit/loss report according to the supplier. • See customer and supply statements. 	<ul style="list-style-type: none"> • View any profit and loss report of any time. • View the list of customers and suppliers. • Sale in due and money withdrawal list. • The list of buy-sells in the remainder of the package, according to customers and suppliers. 	<ul style="list-style-type: none"> code, brand name or generic name. • Find out the old receipt for buying and selling with barcode, receipt number, date of purchase or name of customer/supplier. • Defining how a user can work • Setting up of a separate printer and paper size according to a computer.
<p>Information Management System</p> <ul style="list-style-type: none"> • Record contact information of your customer as lead. • Manage employee information details. • Sooth the flow of your important message among the employee & others. • SMS, Message & Email etc. • Website integration To ensure online presence 	<p>Other Required Modules:</p> <ul style="list-style-type: none"> • Banking management (creating accounts, keeping accounts for withdrawal and withdrawal, account balance and statement.) • Daily Expenses as per the schedule • Keep account of daily expenses as per the schedule. • Employees pay salaries, bonuses and advance pay. • See the shortlist according to product category and supply. 	

- Alert system for batch wise expired items
- Expire item adjustment
- Return of items nearing expiry
- Signal potential stock out medicine
- Must maintain high-level technical documentation embedded in source code
- Must maintain source code version control
- There should have a cloud based server (initially 10 GB and expandable) which will be able to store all data and work as the data source
- Software Security measure should be taken (such as protection against XSS attacks, against SQL injection, protection of Brute Force attack, protection of DDoS attack,

protection against malware attacks, prevention of directory browsing, prevention of image hot linking, protection of sensitive files, etc.)

- One click and schedule backup of the website. User manual of the system
- Troubleshoot of the system
- Data export facility
- Antibiotic prescriber's name, qualification, registration number, practicing facility address
- Handover source code and all technical resources to MSH
- Maintenance service for 1 year

Deliverables and Payment schedule:

Deliverable	Expected Date of Delivery	% Payment
Submit a work plan.	14 Aug'19	15
Demonstrate software (1 st version) before MSH	29 Aug'19	25
Dry run of software	22 Sep'19	15
Installation of software	10 Oct'19	15
Handover source code and all technical resources to MSH.	24 Oct'19	30

Technical Evaluation Criteria	Score
<p>A. Technical approach & methodology</p> <ul style="list-style-type: none"> <input type="checkbox"/> A technical proposal on the approach and methodology; <input type="checkbox"/> Overview on how deliverables will be achieved; <input type="checkbox"/> A detailed work plan within the proposed timeframes to undertake the assignment, including milestones, key dependencies, assumptions, risks and mitigation strategy(ies). 	50
<p>B. Experience of the proposed team</p> <ul style="list-style-type: none"> <input type="checkbox"/> Indicate composition and qualifications of the proposed team members along with their individual roles, responsibilities and deliverables for this consultancy work; <input type="checkbox"/> References: full contact details of three organizations where similar assignments have been performed; <input type="checkbox"/> Successful proven past experience in performing similar assignments and improvement strategies. 	50
Maximum Total Score	100

REQUIRED QUALIFICATIONS:

- Legal Registration in Bangladesh
- VAT and TIN Certificate;
- Validity of the proposal for 60 calendar days;
- Previous experience in similar types of consultancy work in Bangladesh;
- Excellent technical capacities to ensure smooth and high quality production and implementation
- Understanding on country context regarding pharmacy operation
- Understanding of business process of DGDA, PCB and Pharmacy Operation in Bangladesh
- Understanding on dynamics between DGDA and PCB
- Understanding on BCDS business operation

Bidding Instructions:

The bidders is requested to submit quotation based on the above mentioned Sow and RFQ instructions.

Delivery Address/ Place of Performance:	DGDA, Dhaka
Payment Terms:	Payment will be made on net 30 days (Monthly) basis after successful completion of services and submission of invoices by A/C payee cheque. VAT & TAX will be deducted as per Govt. rules.
<i>By responding with a quote you are accepting the requirements as outlined above, including any delivery requirements and payment terms</i>	

In order to be considered quotes must be valid for at least 30 days and must include all of the following:

- o Complete vendor information – including vendors physical address, full legal name, VAT registration number & nationality¹
- o The price offered for the needed goods and/or services, including associated costs such as shipping or installation
- o If you have not provided goods and/or services to MSH within the past 3 years - Current contact information for at least 3 past customer references
- o All information relevant to demonstrating the vendor’s ability to meet MSH’s Evaluation Criteria (see below)

Quotes will be evaluated based on the following Evaluation Criteria:

Ability to meet the Description/Scope of Work/Specifications above	
Price and Value	
Acceptable Past Performance	
Other Factors (if any):	N/A

This RFQ is non-binding and in no way obligates MSH to award any contract. MSH reserves the right to purchase any or all of the items requested, to adjust quantities if necessary, or to make no purchase. Firm commitment to purchase is not established until a written order is issued by MSH. MSH will not pay for vendors quote preparation costs.

If any company or individual submitting an offer in response to this RFQ is found to have offered anything of value to any member of MSH staff, they will be disqualified from participation in this procurement and may be disqualified for any future procurements with MSH. MSH staff are instructed not to request or accept anything of value from companies or individuals receiving RFQ’s. If an MSH representative asks you for any kind of incentive payment or other gift please report it to the following email address: auditcommittee@msh.org

¹ If submitted a bid as an individual ‘nationality’ is your country of citizenship or lawful permanent residence, if submitting a bid as a company/organization ‘nationality’ is the country in which your company/organization is registered to legally do business.