

# BIDDING DOCUMENTS

Supply, Installation, Implementation,  
Commissioning & Maintenance of ERP Solution

Request for Bids



State Pharmaceuticals Corporation

State Pharmaceuticals Corporation of Sri Lanka  
16<sup>th</sup> Floor, Mehewara Piyasa Building  
No. 41, Kirula Road  
Narahenpita.

For Reference Only

Bid Document Should Purchase by paying Rs.60,000+VAT

State Pharmaceuticals Corporation

## CONTENTS

<b>INVITATION FOR BIDS (IFB)</b> .....	2
<b>SECTION I. INSTRUCTIONS TO BIDDERS (ITB)</b> .....	5
Two Envelopes System – Separate Proposals for Technical & Financial.....	5
Table of Clauses .....	6
<b>SECTION II</b> .....	19
<b>ELIGIBILITY AND EVALUATION CRITERIA</b> .....	19
Eligibility Criteria .....	20
Evaluation Criteria .....	21
<b>SECTION III. CONDITIONS OF CONTRACT</b> .....	23
(General Conditions & Special Conditions).....	23
Table of Clauses .....	24
<b>SECTION IV. TECHNICAL REQUIREMENTS</b> .....	66
Table of Contents: Technical Requirements.....	67
Scope of the Project .....	70
<b>SECTION V. SAMPLE FORMS AND SPECIMENS OF AGREEMENTS</b> .....	83
Table of Sample Forms and Procedures .....	84

State Pharmaceuticals Corporation

**INVITATION FOR BIDS (IFB)**

State Pharmaceuticals Corporation

## Invitation for Bids (IFB)

**Name of Project:** Enterprise Resource Planning (ERP) System for State Pharmaceuticals Corporation

**Brief Description of the Information System:** Implement an ERP system covering functional areas of Inventory Control, Warehouse Management, Financials & Audit, Marketing, Sales & Distribution, Procurement & Clearing, Quality Testing, HR & Payroll and Administration for the State Pharmaceuticals Corporation of Sri Lanka

**IFB/Tender Number:** IT /ERP/2021

1. The Chairman Procurement Committee (hereinafter referred to as CPC) invites Bids from the Qualified Bidders for Supply, Installation, Implementation, Commissioning Training and Maintenance of ERP System for State Pharmaceuticals Corporation.
2. The State Pharmaceuticals Corporation (SPC) wishes to utilize its own funds towards the cost of ERP *Project*, and it intends to apply the proceeds of this fund to payments under the agreement resulting from this IFB: *For the Supply, Installation, Commissioning, Training and Maintenance of ERP Solution* for State Pharmaceuticals Corporation.
3. Any Person who acts as an agent, subagent, representative or nominee for or on behalf of any bidder should register himself in accordance with the public contracts ACT No.3 of 1987 and produce original and copy of valid PCA3 certificate before obtaining the Bid Document. Such person should produce a certificate of his/her appointment as agent, subagent, representative or nominee to the registrar of public contracts before he/she registers himself/herself.
4. Bidding will be conducted using QCBS procedure specified in the National Procurement Guidelines 2006 for Goods & Services.
5. Tender document could be checked free of charge & shall be obtained at the Reception Counter of State Pharmaceuticals Corporation 16th Floor, Mehewara Piyasa Building, No. 41, Kirula Road, Narahenpita during working days from 14/ 06/ 2021 to 25/ 07/2021 between 0900 hour and 1500 hour on payment of a non - refundable tender fee of Rs. 60,000.00 + VAT to the cashier at 27th floor of the same building by submitting a letter of request made on a company letter head. Interested eligible Bidders may obtain further information from Manager -Management Information Systems on 011-2582475
6. Bids must be delivered to the address given below on or before **1100 hour of 26/ 07/ 2021**. *Late* bids will be rejected. Bids will be closed on **26/ 07/ 2021** at

**1100 hours** and opened immediately after the closing of tender at the office of State Pharmaceuticals Corporation, 16<sup>th</sup> Floor, Mehewara Piyasa Building, No. 41, Kirula Road, Narahenpita. Bids will be opened in the presence of the Bidder's representatives.

7. All bids must be accompanied by a bid security of **LKR 3,940,000/=**
8. The attention of prospective Bidders is drawn to
  - (i) The fact that they will be required to certify in their bids that all software is either covered by a valid license or was provided by the bidder and
  - (ii) That violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future SPC - procurement.
9. Pre bid meeting will be held on **29/ 06 / 2021** at **1000 hours** through zoom platform and the link will be published on [www.spc.lk](http://www.spc.lk) website. All the issues with reference to this tender can be discussed at the meeting.

Chairman Procurement Committee  
State Pharmaceuticals Corporation  
16<sup>th</sup> Floor, Mehewara Piyasa Building  
No. 41, Kirula Road  
Narahenpita

Chairman Procurement Committee.  
Date:

**SECTION I. INSTRUCTIONS TO BIDDERS (ITB)**  
**(Single-Stage Bidding)**

Two Envelopes System – Separate Proposals for Technical & Financial

State Pharmaceuticals Corporation

## Table of Clauses

<b>A. General</b> .....	<b>7</b>
1. Scope of Bid .....	7
2. Fraud and Corruption .....	7
3. Eligible Bidders .....	8
4. Eligible Goods and Services .....	8
5. Qualifications of the Bidder.....	8
6. Cost of Bidding.....	10
7. Site Visit.....	10
<b>B. The Bidding Documents</b> .....	<b>10</b>
8. Content of Bidding Documents .....	10
9. Clarification of Bidding Documents and Pre-bid Meeting .....	10
10. Amendment of Bidding Documents .....	11
<b>C. Preparation of Bids</b> .....	<b>11</b>
11. Language of Bid .....	11
12. Documents Comprising the Bid.....	11
13. Bid Prices.....	12
14. Bid Currency.....	12
15. Documents Establishing the Conformity of the Information System to the Bidding Documents .....	13
16. Bid Security .....	13
17. Period of Validity of Bids.....	14
18. Format and Signing of Bid.....	14
<b>D. Submission of Bids</b> .....	<b>15</b>
19. Sealing and Marking of Bids ( <i>Single-Stage: Two-Envelope Bidding Procedure</i> ).....	15
20. Deadline for Submission.....	15
21. Late Bids .....	15
22. Withdrawal of Bids.....	15
<b>E. Bid opening and Evaluation</b> .....	<b>16</b>
23. Opening of Bids by Purchaser.....	16
24. Clarification of Bids .....	16
25. Preliminary Examination of Bids.....	16
26. Evaluation and Comparison of Bids .....	16
27. Contacting the Purchaser.....	17
<b>F. Post-qualification and Award of Contract</b> .....	<b>17</b>
28. Purchaser's Right to Vary Quantities at Time of Award .....	17
29. Purchaser's Right to Accept/ Reject Any/ All Bids .....	17
30. Notification of Award .....	18
31. Signing of Contract .....	18
32. Performance Security .....	18

## Instructions to Bidders

### A. GENERAL

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- 1. Scope of Bid**      **Name of Purchaser:** State Pharmaceuticals Corporation of Sri Lanka
- Description of the System for which bids are invited:**  
Supply, Installation, Implementation, Commissioning Training and Maintenance of ERP Solution for State Pharmaceuticals Corporation.
- Name of Invitation For Bids (IFB)/ Tender :** ERP Solution
- Number of IFB(Tender):** IT/ERP/2021
- 2. Fraud and Corruption**
- 2.1 SPC expects all Bidders, Suppliers, Contractors, and Consultants observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy, SPC:
- (a) defines, for the purposes of this provision, the terms set forth below as follows:
- (i) “corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and
- (ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the purchaser and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non competitive levels and to deprive SPC of the benefits of free and open competition; and
- (iii) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of the contract.
- (b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt, coercive or fraudulent practices in competing for the Contract;
- 2.2 Furthermore, Bidders shall be aware of the provision stated in Clause 38.2 of the Conditions of Contract.
- 2.3 Any communications between the Bidder and SPC related to matters of alleged fraud or corruption or coercive must be made in writing.
- 2.4 By signing the Bid Form, the Bidder represents that it either is the

**3. Eligible Bidders**

3.1 This bidding process is open only to the eligible bidders. In case of a joint venture, they must preserve the same structure with the same partners as stated in the initial proposal.

Joint ventures which include members from ineligible firms shall not be permitted to bid.

3.2 Firms may be excluded from the bidding if:

A firm declared ineligible by the Democratic Socialist Republic of Sri Lanka who are included in the database of defaulting contractors / suppliers by the National Procurement Commission (NPC) Sri Lanka.

3.3 Bidders shall provide such evidence of their continued eligibility satisfactory to SPC, as SPC shall reasonably request.

**4. Eligible Goods and Services**

4.1 For the purposes of these Bidding Documents, the ERP System means all:

(a) Hardware, software, supplies and consumable items that the Supplier is required to supply and install under contract plus all associated documentation and materials (Collectively called the "Goods" in some clauses of the ITB).

(b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Bidder and as specified in the Contract.

(c) Supplier should determine and enclose any hardware required to run the proposed software, in its bid. (Requirement Specification is attached in Technical Requirements Section )

4.2 Funds from State Pharmaceuticals Corporation are disbursed only for expenditures for an Information System made up of goods and services provided by the successful bidder (no third parties).

**5. Qualifications of the Bidder**

5.1 submission of documentary evidence in its Bids, the Bidder must establish to the Purchaser's satisfaction:

(a) That it has the financial, technical, and production capability necessary to perform the Contract and has a successful performance history.

(For the purpose of establishing a Bidder's qualifications, the experience and/or resources of any Subcontractor will not contribute to the Bidder's qualifications; only those of a Joint

Venture partner will be considered.)

- (b) that, in the case of a Bidder offering to supply those key goods components of the System under the Contract that the Bidder did not itself manufacture or otherwise produce, the Bidder has been duly authorized by the Manufacturer or producer to supply those components in the Purchaser's country. (This will be accomplished by submission of Manufacturer's Authorization Forms, as indicated in the section entitled Sample Forms); and

5.2 Bids submitted by a Joint Venture of two or more firms as partners shall also comply with the following requirements:

- (a) the bid shall be signed so as to be legally binding on all partners;
- (b) one of the partners shall be nominated as being in charge, and this nomination shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- (c) the partner in charge shall be authorized to incur liabilities and receive instructions for and on behalf of any and all partners of the Joint Venture, and the entire execution of the Contract, including payment, shall be done exclusively with the partner in charge;
- (d) the partner or combination of partners that is responsible for a specific component(s) of the Information System must meet the relevant minimum qualification criteria for that component;
- (e) a firm may submit bids either as a single Bidder on its own, or as a partner in one Joint Venture submitting bids in response to these Bidding Documents. Furthermore, a firm which is a Bidder, whether as a single Bidder or as a partner in a Joint Venture, cannot be a Subcontractor in other bids, except for the supply of commercially available hardware or software manufactured or produced by the firm, as well as purely incidental services such as installation/configuration, routine training, and ongoing maintenance/support.
- (f) all partners of the Joint Venture shall be liable jointly and severally for the execution of the Contract in accordance with the Contract terms, and a statement to this effect shall be included in the authorization mentioned under ITB Clause 5.2 (b) above, in the bid as well as in the Contract (in case of a successful bid).

5.3 If a Bidder intends to subcontract major items of supply or services, it shall include in the bid details of the name and nationality of the proposed Subcontractor, including vendors, for each of those items and shall be responsible for ensuring that any Subcontractor proposed complies with the requirements of ITB Clause 3, and that any Goods or Services components of the Information System to be provided by

the Subcontractor comply with the requirements of ITB Clause 4.

For the purposes of these Bidding Documents, a Subcontractor is any vendor or service provider with whom the Bidder contracts for the supply or execution of any part of the Information System to be provided by the Bidder under the Contract (such as the supply of major hardware, software, or other components of the required Information Technologies specified, or the performance of related Services, e.g., software development, transportation, installation, customization, integration, commissioning, training, technical support, maintenance, repair, etc.).

- 6. Cost of Bidding**                      6.1 The Bidder shall bear all costs associated with the preparation and submission of bids, and SPC will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the bidding process.
- 7. Site Visit**                              7.1 The Bidder may wish to visit and examine the site or sites of the Information System and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.

## B. THE BIDDING DOCUMENTS

- 8. Content of Bidding Documents**                      8.1 The contents of the Bidding Documents are listed below and should be read in conjunction with any addenda issued in accordance with ITB Clauses 10:
- Section I      Instructions to Bidders (ITB)
  - Section II     Eligibility and Evaluation Criteria
  - Section III    Conditions of Contract (General & Special)
  - Section IV    Technical Requirements
  - Section V     Sample Forms
- 8.2 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
- 8.3 The Invitation for Bids is not formally part of the Bidding Documents and is included for reference only. In case of inconsistencies, the actual Bidding Documents shall prevail.
- 9. Clarification of Bidding Documents and Pre-bid Meeting**                      9.1 A prospective Bidder requiring any clarification of the Bidding Documents may notify the Purchaser in writing at the Purchaser's address and by one of the means indicated, 14 days prior to the deadline for submission of Bids. Similarly, if a Bidder feels that any important provision in the documents will be unacceptable; such an issue should be raised as soon as possible. SPC will respond in writing to any request for clarification or

modification of the Bidding Documents prior to the deadline for submission of bids prescribed by SPC. Copies of SPC's response (including an explanation of the query but not identifying its source) will be sent to all prospective Bidders that have received.

- 9.2 SPC will organize and Bidders are welcome to attend a pre-bid meeting at the time and place indicated below. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Bidders are requested to submit any questions in writing to reach SPC not later than **five working days before the meeting**. Any modification to the Bidding Documents listed in ITB Clause 8.1, which may become necessary as a result of the pre-bid meeting, shall be made by SPC exclusively by issuing an Addendum pursuant to ITB Clause 10.

Date : 29/06/2021

Time : 1000 hours

Venue : Zoom Platform. Link will be published on [www.spc.lk](http://www.spc.lk)

#### 10. Amendment of Bidding Documents

- 10.1 At any time prior to the deadline for submission of Bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents. Later amendments on the same subject modify or replace earlier ones.
- 10.2 Amendments will be provided in the form of Addenda to the Bidding Documents which will be sent in writing to all prospective Bidders that have received the Bidding Documents from the Purchaser. The Addenda will be binding on Bidders. Bidders are required to immediately acknowledge receipt of any such Addenda. It will be assumed that the amendments contained in the Addenda will have been taken into account by the Bidder in its bid.
- 10.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, in which case, the Purchaser will notify all Bidders in writing of the extended deadline.

### C. PREPARATION OF BIDS

11. **Language of Bid** 11.1 The Bid prepared by the Bidder and all correspondence and documents related to the bidding exchanged by the Bidder and the Purchaser shall be written in English.
12. **Documents Comprising the Bid** 12.1 The Bid submitted by the Bidder shall comprise:
- (a) a Bid Form duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;

- (b) all price schedules duly completed in accordance with ITB Clauses 13, 14 and 17 and signed by a person or persons duly authorized to bind the Bidder to the Contract.
- (c) bid security furnished in accordance with ITB Clause 16;
- (d) written confirmation authorizing the signatory of the bid to commit the Bidder, in accordance with ITB Clause 18.2.
- (e) Attachments :

- (i) Attachment 1: Bidder's Qualifications

Pursuant to ITB Clause 5.1 (a), the Bidder must provide details of bidder's qualification;  
Any Manufacturer's Authorizations specified as required in ITB Clause 5.1 (b);

- (ii) Attachment 2: Conformity of the System to the Bidding Documents

Documentary evidence establishing to the Purchaser's satisfaction, and in accordance with ITB Clause 15, that the Goods and Services components of the Information System to be supplied, installed, and/or performed by the Bidder conform to the Bidding Documents;

- (iii) Attachment 3: Proposed Subcontractors

A list of all major items of Goods or Services that the Bidder proposes to purchase or subcontract from others, and the name and the nationality of supposed Subcontractor, including vendors for each of those items.

### 13. Bid Prices

13.1 The price of Services shall be quoted in total for each service (where appropriate, broken down into unit prices). Prices must include all taxes, duties, levies and fees whatsoever. The prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials etc.

13.2 Maintenance and Service prices (all inclusive costs) in detail shall be quoted for the Post-Warranty Period for software and hardware, defined in Condition Clause 1.1. (e) (iii). Eg software license renewals, labor, etc.

13.3 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.

### 14. Bid Currency

14.1 The Bidder shall express its prices in Sri Lanka Rupees only.

**15. Documents Establishing the Conformity of the Information System to the Bidding Documents**

15.1 The documentary evidence of conformity of the Information System to the Bidding Documents shall be in the form of written descriptions, literature, diagrams, certifications, and client references, including:

- (a) the Bidder's technical bid, i.e., a detailed description of the Bidder's proposed technical solution conforming in all material aspects with the Technical Requirements (Section IV) and other parts of these Bidding Documents.
- (b) a Preliminary Project Plan describing, among other things, the methods by which the Bidder will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Bidder proposes to use. The Plan should include a detailed Contract Implementation Schedule in bar chart form, showing the estimated duration, sequence, and interrelationship of all key activities needed to complete the Contract.
- (c) a written confirmation that the Bidder accepts responsibility for the successful integration and interoperability of all components of the System as required by the Bidding Documents.

15.2 Bidder shall note that references to brand names or model numbers or national or proprietary standards designated in its Technical Requirements are intended to be descriptive and not restrictive.

**16. Bid Security**

16.1 the Bidder shall furnish, as part of its bid, a bid security in the amount LKR 3,940,000/=

16.2 The bid security shall be denominated in Sri Lankan Rupees.

- (a) be in the form of a unconditional bank guarantee from a banking institution.
- (e) be submitted in its original form; copies will not be accepted;
- (f) remain valid for a period of **at least 30 days** beyond the original validity period of bids, or at **least 30 days** beyond any extended period of bid validity subsequently requested pursuant to ITB Clause 17.2.

16.3 The bid security of a Joint Venture shall be issued in the name of the Joint Venture submitting the bid and shall list all partners of the Joint Venture.

16.4 Any bid not accompanied by a substantially acceptable bid security in accordance with ITB Clauses 16.2 and 16.3, shall be rejected by SPC as non-responsive.

16.5 The bid securities of unsuccessful Bidders will be returned as promptly as possible.

- 16.6 The bid security of the successful Bidder will be returned when the Bidder has signed the Agreement and furnished the required performance security.
- 16.7 The bid security may be forfeited:
- (a) if a Bidder:
    - (i) withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
    - (ii) fails to accept SPC's corrections of arithmetic errors in the Bidder's bid (if any).
  - (b) in the case of the successful Bidder, if the Bidder fails to:
    - (i) sign the Contract in accordance with ITB Clause 31; or
    - (ii) furnish performance security in accordance with ITB Clause 32.
- 17. Period of Validity of Bids**
- 17.1 Bids shall remain valid, at a minimum, for a period of 120 days after the deadline date for bid submission prescribed by SPC, pursuant to ITB Clause 20. A bid valid for a shorter period shall be rejected by SPC as non-responsive.
- 17.2 In exceptional circumstances, prior to expiry of the bid validity period, SPC may request that the Bidders extend the period of validity for a specified additional period. The request and the responses to the request shall be made in writing.
- 18. Format and Signing of Bid**
- 18.1 The Bidder shall prepare an original and a copy clearly marking each one as "ORIGINAL BID," "COPY", as appropriate. In the event of any discrepancy between them, the original shall govern.
- 18.2 The original and the copy of the bid, each consisting of the documents listed in ITB Clause 12.1, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. The authorization must be in writing and included in the bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the bid, except for unamended printed literature, shall be initialled by the person or persons signing the bid.

## D. SUBMISSION OF BIDS

- 19. Sealing and Marking of Bids (Single-Stage: Two-Envelope Bidding Procedure)**
- 19.1 Bidders shall submit two sealed envelopes simultaneously, one containing the technical proposal and the other the price proposal, duly marking the envelopes as "Technical Proposal" and "Financial Proposal" and enclosed together in an outer single envelope.
- There should be two set of such envelopes, duly marking the envelopes as "ORIGINAL" and "COPY". The envelopes shall then be sealed in an outer envelope.
- Bidders may only submit one proposal. If a bidder submits or participates in more than one proposal, such proposals shall be disqualified.
- The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.
- 19.2 The envelopes shall
- (a) be addressed to the Purchaser at the address given below and the Tender Number should be clearly mentioned on the top left hand corner.
- Chairman Procurement Committee  
State Pharmaceuticals Corporation  
16<sup>th</sup> Floor, Mehewara Piyasa Building, No. 41, Kirula Road, Narahenpita.
- 20. Deadline for Submission**
- 20.1 Bids must be received by SPC at the address specified in the ITB Clause 19.2 no later than the time and date stated below.
- Date: 26/07/2021**  
**Time: 11:00 Hours**
- SPC may at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents in accordance with ITB Clause 10, in which case all rights and obligations of SPC and Bidders previously subject to the deadline shall therefore be subject to the deadline as extended.
- 21. Late Bids**
- Any bid received by SPC after the bid submission deadline prescribed in the ITB Clause 20, will be rejected.
- 22. Withdrawal of Bids**
- No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in ITB Clause 17. Withdrawal of a bid during this interval may result in the forfeiture of the bidder's bid security, pursuant to ITB Clause 16.7.

## E. BID OPENING AND EVALUATION

- 23. Opening of Bids by Purchaser**
- 23.1 Purchaser will open all Bids, in public, in the presence of Bidders' representatives who choose to attend, at the time, on the date and place indicated below. Bidder's representatives shall sign a register as proof of their attendance.
- Initially, only the technical proposals are opened at the date and time indicated below. The Financial proposals remain sealed and are held in custody by the purchaser.
- Venue** : Tender Room - State Pharmaceuticals Corporation
- Tender Closing Date** : 26/07/2021
- Tender Closing Time** : 1100 hours
- 23.2 Financial Proposals shall be opened publicly in the presence of the bidders' representatives who choose to attend. The name of the bidder, and the technical scores of the bidders shall be read aloud. The Financial Proposal of the bidders who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded.
- Purchaser shall notify those bidders whose Proposals did not meet the minimum qualifying mark or were considered non responsive, that their Financial Proposals will be returned unopened after completing the selection process.
- 24. Clarification of Bids**
- 24.1 During the bid evaluation, SPC may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.
- 25. Preliminary Examination of Bids**
- 25.1 SPC will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 25.2 Prior to the detailed evaluation, SPC will determine whether each bid is of acceptable quality, is complete, and is substantially responsive to the Bidding Documents. If a bid is not substantially responsive, it will be rejected by SPC and may not subsequently be made responsive by the Bidder by correction of the nonconformity. SPC's determination of bid responsiveness will be based on the contents of the bid itself.
- 26. Evaluation and Comparison of Bids**
- 26.1 SPC will evaluate and compare the bids that have been determined to be substantially responsive. Other than the prices offered for the bids following factors are also considered when evaluating

- \* Clientele
- \* Past Experience
- \* Successful implementation in similar capacity (Government)
- \* Staff
- \* Cost and the effectiveness of the Information System
- \* Usability features, such as ease of use, ease of administration,
- \* The quality of the Bidder's Preliminary Project Plan as evidenced by the thoroughness, reasonableness and responsiveness of:
  - (a) the task and the resource schedules, both general and specific, and
  - (b) the proposed arrangements for management & coordination, training, quality assurance, technical support, logistics, problem resolution, and transfer of knowledge
- \* The technical features that reflect how well the System meets the Purchaser's requirements or ease of expansion.

Detailed evaluation criteria are given in SECTION II of this document

**27. Contacting the Purchaser**

- 27.1 From the time of bid opening to the time of Contract award, if any Bidder wishes to contact SPC on any matter related to the bid, it should do so in writing.
- 27.2 If a Bidder tries to directly influence SPC or otherwise interfere in the bid evaluation process and the Contract award decision, its bid may be rejected.

## F. POST-QUALIFICATION AND AWARD OF CONTRACT

**28. Purchaser's Right to Vary Quantities at Time of Award**

- 28.1 SPC reserves the right at the time of Contract award to increase or decrease any of the following.
- (a) the quantity of substantially identical Subsystems; or
  - (b) the quantity of individual hardware, Software, related equipment, Materials, products, and other Goods components of the Information System; or
  - (c) the quantity of Installation or other Services to be performed,

From that originally specified in the Technical Requirements (as amended by any Addenda issued pursuant to ITB Clause 10), without any change in unit prices or other terms and conditions.

**29. Purchaser's Right to Accept/ Reject Any/All Bids**

- 29.1 SPC reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.

- Section I - Instructions to Bidders (ITB)
- 30. Notification of Award**
- 30.1 SPC will notify the successful Bidder in writing by registered letter, or by electronic means to be subsequently confirmed in writing by registered letter, that its bid has been accepted.
- 30.2 Upon the successful Bidder's furnishing of the signed Form of Contract Agreement and the performance security pursuant to ITB Clause 32, SPC will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 16.
- 31. Signing of Contract**
- 31.1 At the same time as SPC notifies the successful Bidder that its bid has been accepted, SPC will send the Bidder the Form of Contract Agreement provided in the Bidding Documents, incorporating all agreements between the parties.
- 31.2 As soon as practically possible, but no more than thirty (30) days following receipt of the Form of Contract Agreement, the successful Bidder shall sign and date the Form of Contract Agreement and return it to SPC.
- 32. Performance Security**
- 32.1 Within **30 days**, following receipt of notification of award from SPC, the successful Bidder shall furnish the performance security in accordance with the Conditions, using the Performance Security Bank Guarantee form provided in the Bidding Documents or another form acceptable to the Purchaser.
- 32.2 Failure of the successful Bidder to comply with the requirements of ITB Clause 31 or ITB Clause 32.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event SPC may make the award to the next evaluated bid submitted by a qualified Bidder or call for new bids.

## **SECTION II.**

### **ELIGIBILITY AND EVALUATION CRITERIA**

State Pharmaceuticals Corporation

## Eligibility Criteria

(Should be annexed all documentary evidences)

**All following ten criteria must be complied, if not bid will be rejected.**

S/No	Eligibility Criteria	Compliance Yes/No	Details of Proof
1.	The Product must be an existing solution and the bidder must be the main company or an authorized dealer of Sri Lanka in the particular product. In the event of Foreign Bidder, bidder must have a local lead partner and local lead partner must have at least 10 years experience in implementing ERP solutions in Sri Lanka.		
2.	The Bidder should have an average turnover per year of not less than LKR 200 Million over three financial years (2016/ 17, 2017/18, 2018/19) and Minimum average Annual Turnover of Rs. 500 Million for two of the last five years based on audited accounts. (Should be produce completed Audited certificate)		
3.	The Bidder should have at least 10 years' experience in proving ERP solutions in Sri Lanka		
4.	The Bidder should experience in supply, installation, Commissioning and maintenance ERP Solution. At least one such system with a value of at least Rs. 200 million should be currently in operation.		
5.	The Bidder should not have been placed in the List of Defaulting Contractors of the Government of Sri Lanka		
6.	The bidder must provide at least three local customers recommendation letters for satisfy ERP implementation and maintenance in similar nature projects		
7.	All products (ERP system) proposed by the bidder should have product lifetime at least 10 years ahead from the date of operational acceptance.		
8.	The proposed solution should be enterprise comprehensive solution which should not based on any freeware		
9.	Offered product should pass the due diligence evaluation by an independent audit firm.		
10.	The bidder must have Experience in implementing at least 1 ERP project in the Health Sector with the offered ERP Product in the role of a single entity or as a joint venture LEAD partner.		

## Evaluation Criteria

The QCBS method shall applied and the evaluation committee shall evaluate the Technical Proposals on the basis of following criteria and given marking scheme.

	Criteria	Maximum Marks
1	<b>Single party(Yes/No)</b>	
	<i>Name of Joint Venture</i>	
2	<b>Experience in Core business (Core business should be ERP implementation - 10: marks) – at least 10 years</b>	
	<i>(Core Business is ERP implementation :10 marks, Core Business is not ERP implementation:0 marks)</i>	<b>10</b>
3	<b>Business, financial and administrative strength /standing of the firm; (15 marks)</b>	
	3.1 <b>Financial strength: 10 marks</b> (Revenue 2016/17, 2017/18, 2018/19) Annual Turnover 200- 299 million ;3 Marks, Annual Turnover 300 - 399 million ;6 Marks, Annual Turnover 400 above million ;10 marks	<b>10</b>
	3.2 No of Project staff- (1-50: 1, 51-100: 3, More than 100: 5)	<b>5</b>
4	<b>Suitability of the Product &amp; Firm for the Assignment; (45 marks)</b>	
4.1	Bidders and agents shall have experience as the authorized dealers for brands/product offered ERP Solution in the bid for the last 5 years in supply, delivery installation, providing support and maintenance. <ul style="list-style-type: none"> <li>o <i>Maximum three assignments have to be provided.(Maximum 6 marks) 2 marks per assignment which covered all functions requested in Scope of Work otherwise 1 marks</i></li> <li>o <i>When the above-mentioned projects are in operation (more than 3 years1 mark and less than 3 years 0.5 marks)</i></li> </ul>	<b>7</b>
4.2	Experience in proving successful ERP solutions projects of similar nature and complexity: (One project: 2 marks, Two projects: 4 marks, three or more projects: 7 marks)	<b>7</b>
4.3	Comprehensive Demo with all features of your existing modules in ERP solution (Demonstration should be covered followings. Technical Aspect/Functional Requirement/Cost Break Down/Support & Maintenance/Warranty) N.B- Demonstration should be held within 30 Minutes and for Q/A for 5 minutes	<b>31</b>
5	<b>General qualifications of key staff of the firm ; (20 marks)</b>	
	<b>Project Manager : (4 marks) should be a permanent staff member</b>	<b>4</b>
	<i>Degree in relevant field (Master Degree: 1 mark, B.Sc. Degree: 0.5 marks)</i> <i>Relevant Professional Qualification ( 1 mark)</i>	
	<i>Years of Experience (5 years or more: 1 mark)</i>	
	<i>Experience in handling projects in Government Sector : 1 mark</i>	
	<b>Senior ERP Consultant ; (4 marks)</b>	<b>4</b>
	<i>Degree in relevant field (Master Degree: 1 mark, B.Sc. Degree: 0.5 marks)</i> <i>Relevant Professional Qualification ( 1 mark)</i>	
	<i>Experience as Senior ERP Consultant(5 years or more: 1 mark)</i>	
	<i>Experience in handling projects in Government Sector : 1 mark</i>	
	<b>ERP Consultant ; (3 marks) should be a permanent staff member</b>	<b>3</b>
	<i>Degree in relevant field (Master Degree :1 mark, B.Sc. Degree: 0.5 marks)</i> <i>Relevant Professional Qualification ( 1 mark)</i> <i>Experience as ERP Consultant (5 years or more :1 mark )</i>	
	<b>Business Analyst (4 marks)</b>	<b>4</b>
	<i>Degree in relevant field (Master Degree :1 marks, B.Sc. Degree: 0.5 mark)</i> <i>Relevant Professional Qualification ( 1 mark)</i>	

	Experience as Business Analyst (5 years or more: 1 mark) Experience in Government Sector : 1 mark	
	<b>Senior Software Engineer (3 marks)</b>	3
	Degree in relevant field (Master Degree :1 marks, B.Sc. Degree: 0.5 mark) Relevant Professional Qualification ( 1 mark) Experience as Senior Software Engineer (5 years or more: 1 mark)	
	<b>Support Lead (2 marks)</b>	2
	B.Sc. Degree in IT (1 marks)	
	Experience as Support Lead (Maximum 1 marks; 0.5 mark per project)	
	<b>Offered ERP system certified permanent employees ( 2 marks)</b>	2
	One Employee – 1 mark; Two or more employees – 2 marks	
6	Other relevant experience: Experience with working with government of Sri Lanka in IT projects (Number of government projects: 2 marks per project, Maximum 4 projects) ; (8 marks)	8
		<b>100</b>

Minimum score required to qualify from Technical Evaluation is 70%

**Note**

Following team members should be permanent employees during the project implementation period.  
(Should provide documentary evidence)

- Project Manager
- Senior ERP Consultant
- Business Analyst
- Senior Software Engineer

**The formula for determining the final scores (S) is the following:**

The lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated below. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = 0.8 the weight given to the Technical Proposal; P = 0.2 the weight given to the Financial Proposal; T + P = 1)

The final score:  $S = St \times T\% + Sf \times P\%$ .

**The formula for determining the financial scores is the following:**

$Sf = 100 \times Fm / F$ , in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.

The weights given to the Technical and Financial Proposals are:

Technical (T) = 0.8, and Financial (P) = 0.2

## **SECTION III. CONDITIONS OF CONTRACT**

**(General Conditions & Special Conditions)**

State Pharmaceuticals Corporation

## Table of Clauses

<b>A. Contract and Interpretation .....</b>	<b>26</b>
1.    Definitions.....	26
2.    Contract Documents.....	30
3.    Interpretation.....	30
4.    Notices.....	31
5.    Governing Law.....	31
<b>B. Subject Matter of Contract .....</b>	<b>31</b>
6.    Scope of the System .....	31
7.    Time for Commencement and Operational Acceptance .....	32
8.    Supplier's Responsibilities.....	32
9.    Purchaser's Responsibilities .....	33
<b>C. Payment .....</b>	<b>34</b>
10.   Contract Price .....	34
11.   Terms of Payment.....	34
12.   Securities .....	35
13.   Taxes and Duties.....	35
<b>D. Intellectual Property .....</b>	<b>36</b>
14.   Copyright .....	36
15.   Software License Agreements.....	36
16.   Confidential Information.....	37
<b>E. Supply, Installation, Implementation, Commissioning, and Acceptance of the System .....</b>	<b>38</b>
17.   Representatives .....	38
18.   Project Plan .....	39
19.   Subcontracting.....	41
20.   Design and Engineering.....	42
21.   Procurement, Delivery, and Transport.....	43
22.   Product Upgrades.....	43
23.   Implementation, Installation, and Other Services.....	44
24.   Inspections and Tests .....	44
25.   Installation of the System.....	44
26.   Commissioning and Operational Acceptance .....	44
<b>F. Guarantees and Liabilities.....</b>	<b>47</b>
27.   Operational Acceptance Time Guarantee .....	47
28.   Defect Liability .....	47
29.   Functional Guarantees .....	49
30.   Intellectual Property Rights Warranty.....	50
31.   Intellectual Property Rights Indemnity .....	50
<b>G. Risk Distribution.....</b>	<b>52</b>

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Section III - Conditions of Contract

32.	Transfer of Ownership .....	52
33.	Loss of or Damage to Property; Accident or Injury to Workers; Indemnification .....	52
34.	Insurances .....	54
35.	Force Majeure .....	54
<b>H.</b>	<b>Change in Contract Elements .....</b>	<b>56</b>
36.	Changes to the System .....	56
37.	Extension of Time for Achieving Operational Acceptance.....	59
38.	Termination .....	59
39.	Assignment .....	65

State Pharmaceuticals Corporation

## Conditions of Contract

### A. CONTRACT AND INTERPRETATION

#### 1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated below.

(a) Contract Elements

(i) "Contract" means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term "the Contract" shall in all such documents be construed accordingly.

(ii) "Contract Documents" means the documents specified in Article 1.1 (Contract Documents) of the Form of Contract Agreement (including any amendments to these Documents).

(iii) "Contract Agreement" means the agreement entered into between the Purchaser and the Supplier using the Form of Contract Agreement contained in the Sample Forms Section of the Bidding Documents and any modifications to this form agreed to by the Purchaser and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.

(iv) "Procurement Guidelines" refers to Government Procurement Guidelines 2019 for goods, works, services and information systems of Democratic Socialist Republic of Sri Lanka issued by National Procurement Commission.

(v) "Bidding Documents" refers to the collection of documents issued by the Purchaser to instruct and inform potential suppliers of the processes for bidding, selection of the winning bid, and Contract formation, as well as the contractual conditions governing the relationship between the Purchaser and the Supplier. The General and Special Conditions of Contract, the Technical Requirements, and all other documents included in the Bidding Documents reflect the World Bank Procurement Guidelines that the Purchaser is obligated to follow during procurement and administration of this Contract.

(b) Entities

(i) "Purchaser" is the State Pharmaceuticals Corporation of Sri Lanka (SPC).

- (ii) "Supplier" means the person(s) whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Contract Agreement.
- (iii) "Supplier's Representative" means any person nominated by the Supplier and named as such in the Contract Agreement and approved by the Purchaser in the manner provided in Condition Clause 17.2 (Supplier's Representative) to perform the duties delegated by the Supplier.
- (iv) "Subcontractor," including vendors, means any person to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is subcontracted directly or indirectly by the Supplier.
- (v) "SPC" means the State Pharmaceuticals Corporation of Sri Lanka.
- (c) Scope
- (i) "Goods" means all equipment, machinery, furnishings, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract, including, without limitation, the Information Technologies and Materials, but excluding the Supplier's Equipment.
- (ii) "Services" means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support.
- (iii) "The Project Plan" means the document to be developed by the Supplier and approved by the Purchaser, pursuant to Condition Clause 18, based on the requirements of the Contract and the Preliminary Project Plan included in the Supplier's bid. The "Agreed and Finalized Project Plan" is the version of the Project Plan approved by the Purchaser, in accordance with Condition Clause 18.2. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall

prevail.

- (iv) "Source Code" means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software (typically, but not exclusively, required for Custom Software).
  - (iv) "Materials" means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to the Purchaser under the Contract.
  - (v) "Subsystem" means any subset of the System identified as such in the Contract that may be supplied, installed, tested and commissioned individually before Commissioning of the entire System.
  - (vi) "Information System" also called the "the System" means all the Information Technologies, Materials, and other Goods to be Supplied, installed, integrated and made operational (exclusive of the Supplier's equipment) together with the Services to be carried out by the Supplier under the Contract.
  - (vii) "Information Technologies" means all information processing and communications related hardware, software, supplies and consumable items that the Supplier is required to supply and install under the Contract.
  - (viii) "Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.
- (d) Activities
- (i) "Delivery" means the transfer of the Goods from the Supplier to the Purchaser.
  - (ii) "Pre-commissioning" means the testing,

checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in Condition Clause 25 (Installation).

- (iii) "Operational Acceptance Tests" means the tests specified in the Technical Requirements and Agreed and Finalized Project Plan to be carried out to ascertain whether the System, or a specified Subsystem, is able to attain the functional and performance requirements specified in the Technical Requirements and Agreed and Finalized Project Plan, in accordance with the provisions of Condition Clause 26.2 (Operational Acceptance Test).
- (iv) "Operational Acceptance" means the acceptance by the Purchaser of the System (or any Subsystem(s) where the Contract provides for acceptance of the System in parts), in accordance with Condition Clause 26.3 (Operational Acceptance).

(e) Place and time

- (i) "Effective Date" means the date of fulfilment of all conditions specified in Article 3 (Effective Date for Determining Time for Achieving Operational Acceptance) of the Contract Agreement, for the purpose of determining the Delivery, Installation, and Operational Acceptance dates for the System or Subsystems.
- (i) "Defect Liability Period" (also referred to as the "Warranty Period") means the period of validity of the warranties given by the Supplier commencing at date of the Operational Acceptance Certificate of the System or Subsystem(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Subsystem[s]) as provided in Condition Clause 28 (Defect Liability).
- (ii) "The Post-Warranty Services Period" means the number of years following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/or technical support services for the System, either under this Contract or under separate contract(s). The period is 24 months of the Warranty period.
- (iii) "The Coverage Period" means the Days of the Week and the hours of those Days during which maintenance, operational, and/or technical support

services (if any) must be available.

- (iv) "Day" means calendar day of the Gregorian Calendar.
- (v) "Week" means seven (7) consecutive Days, beginning the day of the week as is customary in the Purchaser's Country.
- (vi) "Month" means calendar month of the Gregorian Calendar.
- (vii) "Year" means twelve (12) consecutive Months.

## 2. Contract Documents

2.1 Subject to Article 1.2 (Order of Precedence) of the Contract Agreement, all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract shall be read as a whole.

## 3. Interpretation

3.1 Language

The language of the Contract and all other documentation to be prepared and supplied under the Contract shall be English.

3.2 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and Supplier with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of Contract.

3.3 Amendment

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract.

3.4 Independent Supplier

The Supplier shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract.

Subject to the provisions of the Contract, the Supplier shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, or Subcontractors engaged by the Supplier in connection with the performance of the Contract shall be under the complete control of the Supplier and shall not be deemed to be employees of the Purchaser, and nothing contained in the Contract or in any subcontract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Subcontractors and the Purchaser.

## 3.5 Non waiver

3.5.1 Subject to Condition Clause 3.5.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

3.5.2 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

## 3.6 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

## 3.7 Country of Origin

"Origin" means the place where the Information Technologies, Materials, and other Goods for the System were produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, Software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Goods and Services is distinct from the nationality of the Supplier and may be different.

## 4. Notices

4.1 Unless otherwise stated in the Contract, all notices to be given under the Contract shall be in writing and shall be sent by email.

## 5. Governing Law

5.1 The Contract shall be governed by and interpreted in accordance with the laws Democratic Socialist Republic of Sri Lanka.

## B. SUBJECT MATTER OF CONTRACT

## 6. Scope of the System

6.1 Refer Technical Requirements for the scope of the System. The Supplier's obligations cover the provision of all Information Technologies, Materials and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, associated site preparation,

Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed and Finalized Project Plan.

6.2 The Supplier shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the Contract.

**7. Time for Commencement and Operational Acceptance**

7.1 The Supplier shall commence work on the System within 30 days from the Effective Date and without prejudice to Condition Clause 27.2, the Supplier shall thereafter proceed with the System in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed and Finalized Project Plan.

7.2 The Supplier shall achieve Operational Acceptance will occur within 30 days from the completion date and full system commissioning and data migration and in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed and Finalized Project Plan, or within such extended time to which the Supplier shall be entitled under Condition Clause 37 (Extension of Time for Achieving Operational Acceptance).

**8. Supplier's Responsibilities**

8.1 The Supplier shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand.

8.2 The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by SPC and on the basis of information that the Supplier could have obtained from a visual inspection of the site and of other data readily available to the Supplier relating to the System. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.

8.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed and Finalized Project Plan (pursuant to Condition Clause 18.2) within the time schedule specified in the Implementation Schedule in the

Project Plan. Failure to provide such resources, information, and decision-making may constitute grounds for termination pursuant to Condition Clause 38.2.

- 8.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertaking in Sri Lanka that are necessary for the performance of the Contract.
- 8.5 The Supplier shall comply with all laws in force in Sri Lanka. The Supplier shall indemnify and hold harmless SPC from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to Condition Clause 9.1.
- 8.6 The Supplier shall, in all dealings with its labour and the labour of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labour.
- 8.7 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the System and other supplies shall have their Origin.

#### 9. Purchaser's Responsibilities

- 9.1 SPC shall ensure the accuracy of all information and/or data to be supplied by SPC to the Supplier, except when otherwise expressly stated in the Contract.
- 9.2 SPC shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed and Finalized Project Plan (pursuant to Condition Clause 18.2).
- 9.3 SPC shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract.
- 9.4 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Supplier, as specified in the Technical Requirements, Agreed and Finalized Project Plan, or other parts of the Contract, SPC shall use its best endeavours to assist the Supplier in obtaining such services in a timely and expeditious manner.
- 9.5 SPC will designate appropriate staff for the training courses to be given by the Supplier and shall make all appropriate logistical arrangements for such training as specified in the Technical Requirements, the Agreed and Finalized Project Plan, or other parts of the Contract.

- 9.6 SPC is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier elsewhere in the Contract.

## C. PAYMENT

- 10. Contract Price**
- 10.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.
- 10.2 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.

**11. Terms of Payment**

All payments shall be made in the Sri Lankan Rupees pursuant to Condition Clause 10 for Goods and Services supplied.

### Payment Schedule

Milestones	Deliverables	Payment %
Milestone 01	<i>Advance Payment</i> After submitting the inception report with detail project plan, twenty percent (20%) of the entire Contract Price, exclusive of all Hardware, system software and Recurrent Costs, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2.	20%
Milestone 02	Fifteen percent (15%) of the entire contract price excluding of all hardware, system software and recurrent cost, against System Requirement Specification (SRS) acceptance.	15%
Milestone 03	Fifteen percent (15%) of the entire contract price excluding of all hardware, system software and recurrent cost, against acceptance of UAT - System Prototype (Test data)	15%
Milestone 04	Twenty percent (20%) of the entire Contract Price, excluding of all hardware, system software and recurrent cost, against Operational Acceptance of the System as a complete integrated system.	20%

Milestone 05	Fifteen percent (15%) of the entire Contract Price, excluding of all hardware, system software and recurrent cost, against competition (acceptance) of user training.	15%
Milestone 06	Fifteen percent (15%) of the entire Contract Price, excluding of all hardware, system software and recurrent cost, against ERP Live Run.	15%

### Hardware & System Software

30 days credit upon acceptance

## 12. Securities

### 12.1 Issuance of Securities

The Supplier shall provide the securities specified below in favour of SPC at the times and in the amount, manner, and form specified below.

### 12.2 Advance Payment Security

12.2.1 As specified in the contract clause 11, the Supplier shall provide a security equal in amount and currency to the advance payment, and valid until the System is Operationally Accepted. The security shall be in the form provided in the Bidding Documents.

### 12.3 Performance Security

12.3.1 The Supplier shall, within thirty (30) days of the notification of Contract award, provide a security of Ten percent (10%) of the Contract Price for the Performance of the Contract. This would be reduced to Five percent (5%) once the operational acceptance certificate is issued.

12.3.2 The security shall be in a bank guarantee, in the form provided in the Sample Forms Section of the Bidding Documents

12.3.3 The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any extensions to the period.

## 13. Taxes and Duties

13.1 The Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to SPC.

## D. INTELLECTUAL PROPERTY

### 14. Copyright

- 14.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.
- 14.2 SPC agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with Condition Clause 15, except that additional copies of Standard Materials may be made by SPC for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.
- 14.3 The parties shall enter into such (if any) escrow arrangements in relation to the Source Code all of the Software.

### 15. Software License Agreements

- 15.1 Except to the extent that the Intellectual Property Rights in the Software vest in SPC, the Supplier hereby grants to SPC license to access and use the Software, including all inventions, designs, and marks embodied in the Software. Such license to access and use the Software shall:
- (a) be:
- (i) fully paid up and irrevocable (except that it shall terminate if the Contract terminates under Condition Clauses 38.1 or 38.3);
  - (ii) valid throughout the territory of the Democratic Socialist Republic of Sri Lanka.
- (b) permit the Software to be:
- (i) used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's bid), plus a backup computer(s) of the same or similar capacity, if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;
  - (ii) if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;
  - (iii) reproduced for safekeeping or backup purposes;
  - (iv) customized, adapted, or combined with other computer software for use by SPC, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be

subject to same restrictions as are set forth in this Contract;

**16. Confidential Information**

16.1 the Supplier shall keep confidential and shall not, without the written consent of the Purchaser to this Contract, divulge to any third party any documents, data, or other information of a confidential nature ("Confidential Information"):

(a) furnished directly or indirectly by the Purchaser in connection with this Contract;

16.2 Notwithstanding the above:

(a) the Supplier may furnish to its Subcontractor Confidential Information of the Purchaser to the extent reasonably required for the Subcontractor to perform its work under the Contract; and

(b) SPC may furnish Confidential Information of the Supplier:

(i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and

(ii) to its affiliates and subsidiaries



State Pharmaceuticals Corporation

## **E. SUPPLY, INSTALLATION, IMPLEMENTATION, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM**

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### **17. Representatives**    17.1 Project Manager

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, SPC shall appoint and notify the Supplier in writing of the name of the Project Manager. SPC may from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Supplier without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the System. The Project Manager shall have the authority to represent SPC on all day-to-day matters relating to the System or arising from the Contract.

All notices, instructions, information, and other communications given by the Supplier to the Purchaser under the Contract shall be given to the Project Manager, except as otherwise provided for in this Contract.

### 17.2 Supplier's Representative

17.2.1 If the Supplier's Representative is not named in the Contract, then within fourteen (14) days of the Effective Date, the Supplier shall appoint the Supplier's Representative and shall request the Purchaser in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Supplier's Representative. If the Purchaser does not object to the appointment, the Supplier's Representative shall be deemed to have been approved. If the Purchaser objects to the appointment giving the reason therefore, then the Supplier shall appoint a replacement.

17.2.2 Subject to the extensions and/or limitations (if any), the Supplier's Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System or arising from the Contract. The Supplier's Representative shall give to the Project Manager all the Supplier's notices, instructions, information, and all other communications under the Contract.

All notices, instructions, information, and all other communications given by the Purchaser or the Project Manager to the Supplier under the Contract shall be given to the Supplier's Representative or, in its absence, its deputy, except as otherwise provided for

in this Contract.

17.2.3 The Supplier shall not revoke the appointment of the Supplier's Representative without SPC's prior written consent, which shall not be unreasonably withheld. If SPC consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier's Representative, pursuant to the procedure set out in Condition Clause 17.2.1.

17.2.4 The Supplier's Representative and staff are obliged to work closely with SPC's Project Manager and staff, act within their own authority, and abide by directives issued by SPC that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of its personnel and any subcontracted personnel.

17.2.5 The Supplier's Representative may, subject to the approval of SPC (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Supplier's Representative and shall specify the powers, functions, and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until a copy of such a notice has been delivered to SPC and the Project Manager.

### 17.3 Objections and Removals

17.3.1 SPC may by notice to the Supplier object to any representative or person employed by the Supplier in the execution of the Contract who, in the reasonable opinion of SPC, may have behaved inappropriately, be incompetent, or be negligent. SPC shall provide evidence of the same, whereupon the Supplier shall remove such person from work on the System.

17.3.2 If any representative or person employed by the Supplier is removed in accordance with Condition Clause 17.3.1, the Supplier shall, where required, promptly appoint a replacement.

## 18. Project Plan

18.1 In close cooperation with SPC and based on the Preliminary Project Plan included in the Supplier's bid, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The Project Plan should address the following.

- (a) Project Organization and Management Plan;
- (b) Delivery and Installation Plan

- (c) Training Plan
- (d) Pre-commissioning and Operational Acceptance Testing Plan
- (e) Warranty Service Plan
- (f) Task, Time, and Resource Schedules
- (g) Post-Warranty Service Plan
- (h) Technical Support Plan
- (i) Implementation Schedule

18.2 The Supplier shall formally present to SPC the Project Plan within thirty (30) days from the Effective Date of the Contract. SPC shall, within thirty (30) days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements (in this called "non-conformities" below). The Supplier shall, within five (5) days of receipt of such notification, correct the Project Plan and resubmit to SPC. SPC shall, within seven (7) days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, SPC shall provide confirmation in writing to the Supplier. This approved Project Plan ("the Agreed and Finalized Project Plan") shall be contractually binding on SPC and the Supplier.

18.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed and Finalized Project Plan shall be incorporated in the Contract by amendment, in accordance with Condition Clauses 36 and 37.

18.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed and Finalized Project Plan and the Contract.

18.5 The Progress and other reports specified below shall be prepared by the Supplier and submitted to SPC in the frequency specified.

The Supplier shall submit to SPC the following reports:

- (a) Monthly progress reports, summarizing:
  - (i) results accomplished during the prior period;
  - (ii) cumulative deviations to date from schedule of progress milestones as specified in the Agreed and Finalized Project Plan;
  - (ix) corrective actions to be taken to return to planned schedule of progress; proposed

revisions to planned schedule;

- (iv) other issues and outstanding problems; proposed actions to be taken;
- (v) resources that the Supplier expects to be provided by SPC and/or actions to be taken by SPC in the next reporting period;
- (vi) other issues or potential problems the Supplier foresees that could impact on project progress and/or effectiveness.

(b) inspection and quality assurance reports

(c) training participants test results

(d) monthly log of service calls and problem resolutions

(e) any other report as requested by SPC or the project manager.

## 19. Subcontracting

19.1 Appendix 2 (List of Approved Subcontractors) to the Contract Agreement specifies critical items of supply or services and a list of Subcontractors for each item that are considered acceptable by SPC. If no Subcontractors are listed for an item, the Supplier shall prepare a list of Subcontractors it considers qualified and wishes to be added to the list for such items. The Supplier shall submit addition or deletion to the list to the Purchaser for its approval in sufficient time so as not to impede the progress of work on the System. Approval by the Purchaser of a Subcontractor(s) shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract.

19.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from those Subcontractors listed pursuant to Condition Clause 19.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek the Purchaser's prior approval under Condition Clause 19.3.

19.3 For items for which pre-approved Subcontractor lists have not been specified in Appendix 2 to the Contract Agreement, the Supplier may employ such Subcontractors as it may select, provided: (i) the Supplier notifies the Purchaser in writing prior to the proposed mobilization date for such Subcontractor; and (ii) by the end of this period either the Purchaser has granted its approval in writing or fails to respond. The Supplier shall not engage any Subcontractor to which the Purchaser has objected in writing prior to the end of the notice period. Except to the extent that it permits the deemed approval of the Purchaser of Subcontractors not listed in the Contract Agreement, nothing in this Clause, however, shall limit the rights and obligations of either the

Purchaser or Supplier as they are specified in Condition Clauses 19.1 and 19.2, or in Technical Requirement.

## 20. Design and Engineering

### 20.1 Technical Specifications and Drawings

20.1.1 The Supplier shall execute the basic and detailed design and the implementation activities necessary for successful installation of the System in compliance with the provisions of the Contract or, where not so specified, in accordance with good industry practice.

The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not.

### 20.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date thirty (30) days prior to date of bid submission shall apply. During Contract execution, any changes in such codes and standards shall be applied after approval by the Purchaser and shall be treated in accordance with Condition Clause 36.3.

### 20.3 Approval/Review of Technical Documents by the Project Manager

20.3.1 The Supplier shall prepare and furnish to the Project Manager the documents as specified below for the approval or review.

- (a) detailed site surveys
- (b) any modifications proposed to the sites
- (c) Installation commissioning and training schedule
- (d) any other schedule as appropriate and requested by the project manager.

Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

Condition Clauses 20.3.2 through 20.3.5 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

20.3.2 After receipt by the Project Manager of any document requiring the Project Manager's approval in accordance

with Condition Clause 20.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes.

20.3.3 The Project Manager shall not disapprove any document except on the grounds that the document does not comply with some specified provision of the Contract or that it is contrary to good industry practice.

20.3.4 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Project Manager's approval in accordance with Condition Clause 20.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved. The procedure set out in Condition Clauses 20.3.2 through 20.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.

20.3.5 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this Condition Clause 20.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of Condition Clause 36 (Changes to the System) shall apply to such request.

## 21. Procurement, Delivery, and Transport

21.1 Subject to Condition Clause 13, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.

21.2 Early or partial deliveries require the explicit written consent of the Purchaser, which consent shall not be unreasonably withheld.

21.3 Transportation

21.3.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration.

21.3.2 The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules.

## 22. Product Upgrades

22.1 At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its bid and still to be delivered, the Supplier shall be

obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to Condition Clause 36 (Changes to the System).

22.2 During performance of the Contract, the Supplier shall offer to SPC all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services.

22.3 The Supplier will provide at no additional cost to SPC all new versions, releases, and updates for all Standard Software that are used in the System, during the Warranty & Maintenance Period.

**23. Implementation, Installation, and Other Services**

23.1 The Supplier shall provide all Services specified in the Contract and Agreed and Finalized Project Plan in accordance with the highest standards of professional competence and integrity.

**24. Inspections and Tests**

24.1 SPC or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.

24.2 SPC and the Project Manager or their designated representatives shall be entitled to attend any such inspections and/or tests of the components.

24.3 Should the inspected or tested components fail to conform to the Contract, SPC may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to SPC.

24.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract.

**25. Installation of the System**

25.1 As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements and the Agreed and Finalized Project Plan, the Supplier shall so notify SPC in writing.

**26. Commissioning and Operational Acceptance**

26.1 Commissioning

26.1.1 Commissioning of the System (or Subsystem if specified in the Contract) shall be commenced by the Supplier:

- (a) immediately after the Installation Certificate is issued by the Project Manager; or
- (b) as otherwise specified in the Technical Requirement or the Agreed and Finalized

Project Plan; or

- (c) immediately after Installation is deemed to have occurred.

26.1.2 SPC shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning.

Production use of the System or Subsystem(s) shall not commence prior to the start of formal Operational Acceptance Testing.

## 26.2 Operational Acceptance Tests

26.2.1 The Operational Acceptance Tests shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or Subsystem[s] if specified in the Contract), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements. The Operational Acceptance Tests during Commissioning will be conducted in accordance with testing levels defined for System or the Subsystems in the Technical Requirements, test cases, test procedures and the required results for acceptance.

At SPC's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.

## 26.3 Operational Acceptance

26.3.1 After consultation with SPC, and after receipt of the Supplier's notice, the Project Manager shall:

- (a) issue an Operational Acceptance Certificate; or
- (b) notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests

26.3.2 The Supplier shall use all reasonable endeavours to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify SPC, and SPC, with the full cooperation of the Supplier, shall use all reasonable endeavours to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify SPC of its request for Operational Acceptance Certification, in accordance

with Condition Clause 26.3.1 and the procedure set out in this Condition Clause 26.3.2 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

26.3.3 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with Condition Clause 26.2, then either:

(a) SPC may consider terminating the Contract, pursuant to Condition Clause 38.2.2;

26.3.4 In the case of minor components for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager shall issue an Operational Acceptance Certificate after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavours to promptly remedy any defects or deficiencies in such minor components detected by SPC or Supplier.

State Pharmaceuticals Corporation

## F. GUARANTEES AND LIABILITIES

### 27. Operational Acceptance Time Guarantee

27.1 The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, if specified in the Contract) within the time periods specified in the Implementation Schedule and/or the Agreed and Finalized Project Plan or within such extended time to which the Supplier shall be entitled under Condition Clause 37 (Extension of Time for Achieving Operational Acceptance).

27.2 If the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems if specified in the Contract) within the time for achieving Operational Acceptance specified in the Implementation Schedule or the Agreed and Finalized Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under Condition Clause 37 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to SPC liquidated damages shall be assessed at 03 percent per week. The maximum liquidated damages are 10 percent of the Contract Price, or relevant part of the Contract Price if the liquidated damages apply to a Subsystem. The aggregate amount of such liquidated damages shall in no event exceed the amount specified as "the Maximum". Once the Maximum is reached, SPC may consider termination of the Contract, pursuant to Condition Clause 38.2.2.

### 28. Defect Liability

28.1 The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. Exceptions and/or limitations, if any, to this warranty with respect to Software (or categories of Software), shall be as follows:

For Custom Software or elements of Custom Software, Supplier warrants that said software will operate in accordance with the Technical Requirements and associated documentation and with the claims related thereto included in the Supplier's bid.

Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.

28.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's

or Subsystem's ability to fulfil the Technical Requirements.

28.3 The Warranty Period shall commence from the date of Operational Acceptance of the System.

28.4 If during the Warranty Period any defect as described in Condition Clause 28.1 should be found in the design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with SPC regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.

28.5 The Supplier shall not be responsible for the repair, replacement, or making good of any defect or of any damage to the System arising out of or resulting from any of the following causes:

(a) normal wear and tear;

or

(b) modifications made to the System by SPC, or a third party, not approved by the Supplier.

28.6 SPC shall give the Supplier a notice promptly following the discovery of such defect, stating the nature of any such defect together with all available evidence. SPC shall afford all reasonable opportunity for the Supplier to inspect any such defect. SPC shall afford the Supplier all necessary access to the System and the site to enable the Supplier to perform its obligations under this Clause.

28.7 The Supplier may, with the consent of SPC, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, SPC may give the Supplier notice requiring that tests of the defective part be made by the Supplier immediately upon completion of such remedial work, whereupon the Supplier shall carry out such tests.

If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case may be) until that part of the System passes such tests. The tests shall be agreed upon by SPC and the Supplier.

28.8 If the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by

such defect, SPC may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by SPC in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from any monies due the Supplier or claimed under the Performance Security.

28.9 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by SPC because of such defect and/or making good of such defect.

28.10 Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater.

28.11 At the request of SPC and without prejudice to any other rights and remedies that the Purchaser may have against the Supplier under the Contract the Supplier will offer all possible assistance to the Purchaser to seek warranty services or remedial action from any subcontracted third-party producers or licensors of Goods included in the System, including without limitation assignment or transfer in favour of SPC of the benefit of any warranties given by such producers or licensors to the Supplier.

## 29. Functional Guarantees

29.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that Condition Clause 26 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.

29.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements. The Supplier shall notify SPC upon completion of the necessary changes, modifications, and/or additions and shall request SPC to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.

29.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Purchaser may consider termination of the Contract, pursuant to Condition Clause 38.2.2, and forfeiture of the Supplier's performance security in accordance with

Condition Clause 12.3 in compensation for the extra costs and delays likely to result from this failure.

**30. Intellectual Property Rights Warranty**

30.1 The Supplier hereby represents and warrants that:

- (a) the System as supplied, installed, tested, and accepted;
- (b) use of the System in accordance with the Contract; and
- (c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract

do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for SPC to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

**31. Intellectual Property Rights Indemnity**

31.1 The Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that SPC or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:

- (a) installation of the System by the Supplier or the use of the System, including the Materials.
- (b) copying of the Software and Materials provided the Supplier in accordance with the Agreement; and
- (c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of SPC's breach of Condition Clause 31.2.

31.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced thereby in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.

31.3 Such indemnities shall also not apply if any claim of

infringement:

- (a) is asserted by a parent, subsidiary, or affiliate of the Purchaser's organization;
- (b) is a direct result of a design mandated by SPC's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Bid; or
- (c) results from the alteration of the System, including the Materials, by SPC or any persons other than the Supplier or a person authorized by the Supplier.

31.4 If any proceedings are brought or any claim is made against SPC arising out of the matters referred to in Condition Clause 31.1, SPC shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in SPC's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

If the Supplier fails to notify SPC within Thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then SPC shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify SPC within the thirty (30) days, SPC shall make no admission that may be prejudicial to the defence of any such proceedings or claim. SPC shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

31.5 SPC shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by SPC or any persons (other than the Supplier) contracted by SPC, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach of Condition Clause 31.8.

31.6 Such indemnity shall not cover any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, or any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by SPC or any other person contacted by SPC, where the infringement arises because of

such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

31.7 Such indemnities shall also not apply:

- (a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Supplier's organization;
- (b) to the extent that any claim of infringement caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing, specification, or other documents or materials provided to the Supplier by SPC or any persons contracted by SPC.

31.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in Condition Clause 31.5, the Supplier shall promptly give SPC notice of such proceedings or claims, and SPC may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If SPC fails to notify the Supplier within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless SPC has so failed to notify the Supplier within the thirty (30) days, the Supplier shall make no admission that may be prejudicial to the defence of any such proceedings or claim. The Supplier shall, at SPC's request, afford all available assistance to SPC in conducting such proceedings or claim and shall be reimbursed by SPC for all reasonable expenses incurred in so doing.

## G. RISK DISTRIBUTION

### 32. Transfer of Ownership

32.1 With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to SPC only after the operational acceptance or otherwise under terms that may be agreed upon and specified in the Contract Agreement.

32.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by Condition Clause 14 (Copyright) and any elaboration in the Technical Requirements.

### 33. Loss of or Damage to Property; Accident or Injury to Workers;

33.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force.

33.2 Subject to Condition Clause 33.3, the Supplier shall indemnify and hold harmless SPC and its employees and officers from

**Indemnification**

and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that SPC or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of SPC, its contractors, employees, officers, or agents.

- 33.3 If any proceedings are brought or any claim is made against SPC that might subject the Supplier to liability under Condition Clause 33.2, SPC shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in SPC's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify SPC within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then SPC shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify SPC within the thirty (30) day period, SPC shall make no admission that may be prejudicial to the defense of any such proceedings or claim. SPC shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.
- 33.4 SPC shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of SPC, other than the System not yet achieving Operational Acceptance, that is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under Condition Clause 34 (Insurances), provided that such fire, explosion, or other perils were not caused by any act or failure of the Supplier.
- 33.5 If any proceedings are brought or any claim is made against the Supplier that might subject SPC to liability under Condition Clause 33.4, the Supplier shall promptly give SPC notice of such proceedings or claims, and SPC may at its own expense and in the Supplier's, name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If SPC fails to notify the Supplier within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own

behalf. Unless SPC has so failed to notify the Supplier within the thirty (30) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at SPC's request, afford all available assistance to SPC in conducting such proceedings or claim and shall be reimbursed by SPC for all reasonable expenses incurred in so doing.

#### 34. Insurances

The Supplier shall obtain Liability Insurance covering the entire duration of the contract. The risks and the coverage to be included shall be the following:

insurance against loss of or damage to

- (i) software, hardware and network equipment purchased in whole or in part with funds provided under this Contract,
- (ii) the Supplier's property used in the performance of the Services, and
- (iii) any documents prepared by the Supplier in the performance of the Services

The Supplier shall deliver to SPC certificates of insurance or (copies of the insurance policies) as evidence that the required policies are in full force and effect.

#### 35. Force Majeure

35.1 "Force Majeure" shall mean any event beyond the reasonable control of SPC or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:

- (a) war, hostilities, or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;
- (b) rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;
- (c) confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority;
- (d) strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;
- (e) earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;

- 35.2 If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.
- 35.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The Time for Achieving Operational Acceptance shall be extended in accordance with Condition Clause 37 (Extension of Time for Achieving Operational Acceptance).
- 35.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to terminate the Contract under Condition Clause 35.6.
- 35.5 No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:
- constitute a default or breach of the Contract;
  - (subject to 35.3, and 35.4) give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance;
- if, and to the extent that, such delay or non-performance is caused by the occurrence of an event of Force Majeure.
- 35.6 If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.
- 35.7 In the event of termination pursuant to Condition Clause 35.6, the rights and obligations of SPC and the Supplier shall be as specified in Condition Clauses 38.1.2 and 38.1.3.
-

## H. CHANGE IN CONTRACT ELEMENTS

### 36. Changes to the System

#### 36.1 Introducing a Change

36.1.1 Subject to Condition Clauses 36.2.5 and 36.2.7, SPC shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called "Change"), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with Condition Clause 22 (Product Upgrades).

36.1.2 The Supplier may from time to time during its performance of the Contract propose to SPC (with a copy to the Project Manager) any Change that the Supplier considers necessary or desirable to improve the quality or efficiency of the System. SPC may at its discretion approve or reject any Change proposed by the Supplier.

36.1.3 Notwithstanding Condition Clauses 36.1.1 and 36.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Achieving Operational Acceptance.

36.1.4 The procedure on how to proceed with and execute Changes is specified in Condition Clauses 36.2 and 36.3, and further details and sample forms are provided in the Sample Forms Section in the Bidding Documents.

36.1.5 Moreover, SPC and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be "frozen." Any Change initiated after this time will be dealt with after Operational Acceptance.

#### 36.2 Changes Originating from SPC

36.2.1 If SPC proposes a Change pursuant to Condition Clauses 36.1.1, it shall send to the Supplier a "Request

for Change Proposal," requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a "Change Proposal," which shall include the following:

- (a) brief description of the Change;
- (b) impact on the Time for Achieving Operational Acceptance;
- (c) detailed estimated cost of the Change;
- (d) effect on Functional Guarantees (if any);
- (e) effect on any other provisions of the Contract.

36.2.2 Prior to preparing and submitting the "Change Proposal," the Supplier shall submit to the Project Manager an "Change Estimate Proposal" which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier's Change Estimate Proposal, SPC shall do one of the following:

- (a) accept the Supplier's estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;
- (b) advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;
- (c) advise the Supplier that SPC does not intend to proceed with the Change.

36.2.3 Upon receipt of SPC's instruction to proceed under Condition Clause 36.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with Condition Clause 36.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which if SPC and Supplier has not reached agreement in accordance with Condition Clause 36.2.6, then Condition Clause 36.2.7 shall apply.

36.2.4 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

36.2.5 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate impact of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Supplier under this

Condition Clause 36 would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract Agreement by more than fifteen (15) percent, the Supplier may give a written notice of objection to this Request for Change Proposal prior to furnishing the Change Proposal. If SPC accepts the Supplier's objection, SPC shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance.

The Supplier's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Supplier represents.

- 36.2.6 Upon receipt of the Change Proposal, SPC and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, SPC shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If SPC is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If SPC decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the amount given by the Supplier in its Change Estimate Proposal submitted in accordance with Condition Clause 36.2.2.
- 36.2.7 If SPC and the Supplier cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented.

### 36.3 Changes Originating from Supplier

- 36.3.1 If the Supplier proposes a Change pursuant to Condition Clause 36.1.2, the Supplier shall submit to the Project Manager a written "Application for Change Proposal," giving reasons for the proposed Change and including the information specified in Condition Clause 36.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in Condition Clauses 36.2.6 and 36.2.7, except that the words "Change Proposal" shall be read, for the purposes of this Condition Clause 36.3.1 as "Application for Change Proposal."

However, should SPC choose not to proceed or SPC and the Supplier cannot come to agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between SPC and the Supplier to the contrary.

**37. Extension of Time for Achieving Operational Acceptance**

37.1 The time(s) for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:

- (a) any Change in the System as provided in Condition Clause 36 (Change in the Information System);
- (b) any occurrence of Force Majeure as provided in Condition Clause 35 (Force Majeure);
- (c) default of SPC; or
- (d) any other matter specifically mentioned in the Contract;

by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Supplier.

37.2 Except where otherwise specifically provided in the Contract, the Supplier shall submit to the Project Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, SPC and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept SPC's estimate of a fair and reasonable time extension

37.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

**38. Termination**

38.1 Termination for SPC's Convenience

38.1.1 SPC may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this Condition Clause 38.1.

38.1.2 Upon receipt of the notice of termination under Condition Clause 38.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination

- (a) cease all further work, except for such work as SPC may specify in the notice of termination for the sole

purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;

- (b) terminate all subcontracts, except those to be assigned to SPC pursuant to Condition Clause 38.1.2 (d) (ii) below;
- (c) remove all Supplier's Equipment from the site, repatriate the Supplier's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;
- (d) in addition, the Supplier, subject to the payment specified in Condition Clause 38.1.3, shall
  - (i) deliver to SPC the parts of the System executed by the Supplier up to the date of termination;
  - (ii) to the extent legally possible, assign to SPC all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination and, as may be required by SPC, in any subcontracts concluded between the Supplier and its Subcontractors;
  - (iii) deliver to SPC all nonproprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

38.1.3 In the event of termination of the Contract under Condition Clause 38.1.1, SPC shall pay to the Supplier the following Amounts.

- (a) the Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination;
- (b) amount to be paid by the Supplier to its subcontractors in connection with the termination of any subcontracts, including any cancellation charges;

## 38.2 Termination for Supplier's Default

38.2.1 SPC, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Supplier, referring to this Clause.

- (a) if the Supplier becomes bankrupt or insolvent, has a

receiving order issued against it, compounds with its creditors, or, if the Supplier is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;

- (b) if the Supplier assigns or transfers the Contract or any right or interest therein in violation of the provision of Condition Clause 39 (Assignment); or
- (c) if the Supplier, in the judgment of SPC, has engaged in corrupt, coercive or fraudulent practices in competing for or in executing the Contract, including but not limited to wilful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer, the hardware, software, or materials provided under this Contract.

38.2.2 If the Supplier:

- (a) has abandoned or repudiated the Contract;
- (b) has without valid reason failed to commence work on the System promptly;
- (c) persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
- (d) refuses or is unable to provide sufficient Materials, Services, or labour to execute and complete the System in the manner specified in the Agreed and Finalized Project Plan furnished under Condition Clause 18 at rates of progress that give reasonable assurance to SPC that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance as extended;

then SPC may, without prejudice to any other rights it may possess under the Contract, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then SPC may terminate the Contract forthwith by giving a notice of termination to the Supplier that refers to this Condition Clause 38.2.

38.2.3 Upon receipt of the notice of termination under Condition Clauses 38.2.1 or 38.2.2, the Supplier shall,

either immediately or upon such date as is specified in the notice of termination:

- (a) cease all further work, except for such work as SPC may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to SPC pursuant to Condition Clause 38.2.3 (d) below;
- (c) deliver to SPC the parts of the System executed by the Supplier up to the date of termination;
- (d) to the extent legally possible, assign to SPC all right, title and benefit of the Supplier to the System or Subsystems as at the date of termination, and, as may be required by SPC, in any subcontracts concluded between the Supplier and its Subcontractors;
- (e) deliver to SPC all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System.

38.2.4 SPC may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as SPC thinks appropriate, SPC shall give notice to the Supplier that such Supplier's Equipment will be returned to the Supplier at or near the site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site.

38.2.5 Subject to Condition Clause 38.2.6, the Supplier shall be entitled to be paid the Contract Price attributable to the portion of the System executed as at the date of termination and the costs, if any, incurred in protecting the System and in leaving the site in a clean and safe condition pursuant to Condition Clause 38.2.3 (a). Any sums due the Purchaser from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under this Contract.

38.2.6 If SPC completes the System, the cost of completing the System by SPC shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to Condition Clause 38.2.5, plus the reasonable costs incurred by SPC in completing the System, exceeds the Contract Price,

the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under Condition Clause 38.2.5, the Supplier shall pay the balance to SPC, and if such excess is less than the sums due the Supplier under Condition Clause 38.2.5, SPC shall pay the balance to the Supplier. SPC and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

### 38.3 Termination by Supplier

#### 38.3.1 If:

- (a) SPC has failed to pay the Supplier any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents, or commits a substantial breach of the Contract, the Supplier may give a notice to SPC that requires payment of such sum, with interest on this sum as stipulated in Condition Clause 11, requires approval of such invoice or supporting documents, or specifies the breach and requires SPC to remedy the same, as the case may be. If SPC fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Supplier's notice; or
- (b) the Supplier is unable to carry out any of its obligations under the Contract for any reason attributable to SPC, including but not limited to SPC's failure to provide possession of or access to the site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the System;

then the Supplier may give a notice to SPC of such events, and if SPC has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within thirty (30) days of such notice, or if the Supplier is still unable to carry out any of its obligations under the Contract for any reason attributable to SPC within thirty (30) days of the said notice, the Supplier may by a further notice to SPC referring to this Condition Clause 38.3.1, forthwith terminate the Contract.

- 38.3.2 The Supplier may terminate the Contract immediately by giving a notice to SPC to that effect, referring to this Condition Clause 38.3.2, if SPC becomes bankrupt or

insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if SPC takes or suffers any other analogous action in consequence of debt.

38.3.3 If the Contract is terminated under Condition Clauses 38.3.1 or 38.3.2, then the Supplier shall immediately:

- (a) cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to SPC pursuant to Clause 38.3.3 (d) (ii);
- (c) remove all Supplier's Equipment from the site and repatriate the Supplier's and its Subcontractor's personnel from the Site.
- (d) In addition, the Supplier, subject to the payment specified in Condition Clause 38.3.4, shall:
  - (i) deliver to SPC the parts of the System executed by the Supplier up to the date of termination;
  - (ii) to the extent legally possible, assign to SPC all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by SPC, in any subcontracts concluded between the Supplier and its Subcontractors;
  - (iii) to the extent legally possible, deliver to SPC all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

38.3.4 If the Contract is terminated under Condition Clauses 38.3.1 or 38.3.2, SPC shall pay to the Supplier all payments specified in Condition Clause 38.1.3, and reasonable compensation for all loss, except for loss of profit, or damage sustained by the Supplier arising out of, in connection with, or in consequence of such termination.

38.3.5 Termination by the Supplier pursuant to this Condition Clause 38.3 is without prejudice to any other rights or

remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by Condition Clause 38.3.

38.4 In this Condition Clause 38, the expression “portion of the System executed” shall include all work executed, Services provided, and all Information Technologies, or other Goods acquired (or subject to a legally binding obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.

**39. Assignment**

39.1 Neither SPC nor the Supplier shall, without the express prior written consent of the other, assign to any third party the Contract or any part thereof, or any right, benefit, obligation, or interest therein or there under, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.

State Pharmaceuticals Corporation

## SECTION IV. TECHNICAL REQUIREMENTS

State Pharmaceuticals Corporation

## Table of Contents: Technical Requirements

A. Background .....	68
1.0 The Purchaser .....	68
B. Business Function and Performance Requirements.....	72
1.1 Requirements to Be Met by the System.....	72
1.2 Non-Functional Performance Requirements of the System.....	72
1.3 Related Information Technology Issues and Initiatives .....	73
C. Technical Specifications.....	74
2.0 General Technical Requirements .....	74
2.1 Computing Hardware Specifications .....	74
2.2 Application Software Specification:.....	75
2.3 System Management, Administration, and Security Specifications .....	75
2.4 Service Specifications.....	76
2.5 Documentation Requirements.....	77
2.6 Consumables and Other Recurrent Cost Items.....	79
2.7 Other Non-IT Goods.....	79
D. Testing and Quality Assurance Requirements .....	81
3.1 Inspections.....	81
3.3 Operational Acceptance Tests .....	82
Appendix 3. System Requirement Definition .....	105

# Technical Requirements

## A. BACKGROUND

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### 1.0 The Purchaser

#### 1.1 Introduction

State Pharmaceuticals Corporation of Sri Lanka. (hereinafter will be referred as SPC) with head office at Colombo 01 has 45 Rajya Osusalas, 117 Franchise Osusalas, 47 Distributors and 21 Authorized Retailers spread throughout the country. SPC is the main procurement agent of Medical Supplies Division.

At present we supply about 2000 drugs covering a wide spectrum of pharmacological activity. The well established island wide network of distribution ensures that our products reach every part of the country. Today SPC holds a staff of approximately 900 working all over the country.

#### Our Vision

To become the Prime Partner in developing a Healthier Nation

#### Our Mission

To be the leading healthcare organization serving the general public of Sri Lanka by Providing safe, effective and high-quality medical products and health services at affordable prices, while promoting the usage of generic drugs.

#### Our Slogan

Your health is our concern.

### 1.2 Key Stake Holders

#### Ministry of Health (Head Office)

Ministry of Healthcare and Nutrition is the governing body of MSD, SPC, NMRA, NMQAL and all other government health institutions. Appointment of Procurement Committees, budgetary provisions for Medical Supplies and other administrative functions are carried out by the Ministry of Health. Monitoring the procurement related activities of MSD, SPC, NMRA & NMQAL. Policy maker level information of Medical supplies is needed by the higher officers of the Ministry of Health.

#### Medical Supplies Division (MSD)

MSD place orders with SPC for majority of medical items. MSD forecasts annual requirement based on national estimates, quantity on hand, quantity ordered and studying the trend of consumption and place orders with SPC.

Section IV. Technical Requirements

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National Medicines Regulatory Authority (NMRA)

Registration of Medical Items that are allowed into the country.  
Decisions in the implementation of the recall procedure for substandard products and the decisions to withhold or withdraw the batch/products.  
Revoking the registration and taking legal actions.  
NMRA ensures that all the cosmetics, medical devices and drugs available in Sri Lanka are of safe, efficacious and acceptable quality.

National Medicines Quality Assurance Laboratory (NMQAL)

NMQAL performs quality checks on medical supplies by their own and on request by MSD and hospitals. This surveillance test are done at two deferent levels, primarily by testing pre-marketing samples of the SPC bidders and National Medicines Regulatory Authority (NMRA) registration samples and secondarily by testing batch samples in respect of adverse drug reactions reported by end users.

Clients (customers)

Major hospitals and other health institutions  
Plantation/estate Hospitals and Clinics.  
Hospitals belongs to other Ministries (eg. Army, Police hospital etc.)  
Private hospitals and other medical institutions.  
"Patient" customers.  
Distributors, Franchise Osusales, Authorized Retailers spread throughout the country

Suppliers

SPC procures medical supplies on worldwide/restricted tenders from foreign and local manufacturers.

Emergency requirement of medical items and central purchase unit items are purchased locally.

Other Stake holders

State Pharmaceutical Manufacturing Corporation, Import Control Department, Ports & Customs Department involved in case of clearance of items.

## 2.0 Objectives of the Purchaser

To emphasize on customer orientation in all activities of the SPC, and to provide quality assured health care products to the public at reasonable prices.

To increase our market share of health care products.

To achieve and maintain a satisfactory rate of return to the provider of capital (Government of Sri Lanka)

## 2.1 Project Objectives

The proposed solution should be able to handle not only the existing operations of SPC but also be able to keep up with the needs of expanding production operations

- Implement efficient finance management and audit process.
- Improve operational efficiency in marketing, sales & distribution management.
- Monitor and plan Inventory Control and Warehouse Management requirements.
- Improve operational efficiency in Procurement and Clearing
- Generate demand forecast and Utilize existing resources to reduce time.
- Provide better service to suppliers and customers while improving internal processes and information systems.
- Provide efficient service to the nation.

## 2.2 Existing System

The original computer system is more than 25 years old and it still forms the core of the current computer support. The system was originally run on IBM system 36 machine and in 1999 it was replaced by IBM i series (AS/400) system. Though the Hardware is upgraded some of the old system 36 programs are still using to perform for some major business operations.

Available application software systems and their details are as follows.

1 Inventory Management System	System 36	Flat files
2 Order Processing System	OS/400	DB/2 400
3. Accounting System (IMAS)	OS/400	DB/2 400
4. Payroll System	System 36	Flat files
5. HR & Attendance Management	OS/400	DB/2 400
6. LAB test result reporting System	OS/400	DB/2 400
7. POS System in Osu Sala Outlets	Windows	SQL

Since the systems are not integrated batch processing is being carried out to generate necessary information.

## Scope of the Project

This includes analyze, design, deliver, install and support implementation of integrated software solution which cater following. The main activities include

- Existing System Study, analyse and find the gaps in processes
- Conduct workshops and verify processes and user requirements.
- Conduct user acceptance testing.

Section IV. Technical Requirements

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- Integrate with the POS system operating at Osu Sala Outlets
- Install and prepare the system for launch
- Recommendations for required servers, storage, back-up systems, software and licenses as required by the solution
- Conduct training for different user groups.

Implementation of a cloud based system for following functional areas with Document Management, Business Intelligence (BI) and Work Flow Management functionalities.

Inventory Control and Warehouse Management

Financials and Audit

Marketing, Sales and Distribution

Procurement and Clearing

Human Resources Management and Payroll

Quality Testing

Administration

Please refer Appendix - 3 for details of above Processes & Workflow

## B. BUSINESS FUNCTION AND PERFORMANCE REQUIREMENTS

### 1.1 Requirements to Be Met by the System

1.1.1 ERP Solution is intended to provide comprehensive Information and Communication Technology (ICT) solution which would align business functions, optimize business operations, centralize, integrate and automate the activities related to State Pharmaceuticals Corporation. The project should cover the major areas indicated in [Annexure 3](#).

### 1.2 Non-Functional Performance Requirements of the System

System **MUST** meet the following minimum performance standards / response times.

Item	Performance Standard / Response Times
Screen Navigation: field-to-field	< 5 milliseconds
Screen Navigation: screen-to-screen	< 3 seconds
Screen Refresh	< 2 seconds
Screen list box, combo box	< 2 seconds
Screen grid - 25 rows, 10 columns	< 3 seconds
Report preview - (all reports) - initial page view (if asynchronous)	< 60 seconds in most instances. It is understood that complicated / large volume reports may require a longer period
Simple search - single table 5 fields, 3 conditions - without screen rendering	< 3 seconds for 100,000 rows
Complex search - multiple joined table (5), 10 fields, 3 conditions - without screen rendering	< 5 seconds for 100,000 rows
Server side validations / computations	< 2 milliseconds
Client side validations / computations	< 1 millisecond
Loading pages	< 3 seconds
Saving a record	< 5 seconds
Batch processing per 100 records	< 120 seconds
Login, authentication, and verification	< 5 seconds
Daily backups - maximum duration	4 hours (on-line preferred)
Total Restore - maximum duration	8 hours

Section IV. Technical Requirements

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**1.3 Related Information Technology Issues and Initiatives**

Adherence to common industry standards

1.3.1.1 The software, hardware, network & communication technologies proposed by the bidder MUST be based on non-propriety and common industry standards whenever such standards are available and applicable.

1.3.1.2 Standards used in the System should be supported by more than one vendor and affirmed by a recognized standards body.

1.3.1.3 The entire solution should be web based and web-enabled and should not require installation of any software / library at the client systems.

State Pharmaceuticals Corporation

## C. TECHNICAL SPECIFICATIONS

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### 2.0 General Technical Requirements

- 2.0.1 Language Support: Should conform to localization standards of the Information and Communication Agency of Sri Lanka.
- 2.0.2 DATES: All information technologies **MUST** properly display, calculate, and transmit date data, including, but not restricted to 21st-Century date data. System **MUST** be compliant with ISO 8601 Standard with regards to date / time.

### 2.1 Computing Hardware Specifications

Bidder must provide the Computing Hardware, Network and Communication specifications, which best suit the needs of the software solution proposed by the bidder. Therefore, it is appropriate that the bidder propose the most suitable hardware, network and communication specifications fitting to suit the specific Business Functions available in the bidder's solution.

All centralized hardware communication and power distribution equipment should be installed in fully redundant, fault tolerance and load-balancing (active-active) mode.

Computing Hardware, Network and Communication specification proposed by the bidder **MUST** at a minimum, address the following. The specification proposed by the bidder **MUST** mention the number of items required for each of the below categories. Furthermore, bidder **MUST** state the required configuration of each item.

- Required number of servers and configuration of servers
- Components required for identified end-user computing such as workstations, printers, scanners, UPS etc. and their configurations
- Switches/firewalls/Routers and other security enabling equipment
- Tape Drives / Backup devices

The items mentioned above are considered as essential to suit the proposed software solution. Vendor may include any additional items if deemed necessary for the proposed system.

The proposed hardware inclusive of communication systems **MUST**:

- i. Be scalable - ability to gracefully add additional hardware to the existing hardware.
- ii. Be flexible - have the ability to integrate with the other systems of the organization.

State Pharmaceuticals Corporation currently has the following hardware items. The bidder must utilize this hardware as well when implementing the new system. Therefore, bidder should state in the proposal how best to utilize the given hardware.

### Available Hardware

- Client machines - PCs and Laptops
- Printers - Dot Matrix and Laser, Line
- All client machines are networked
- Firewalls
- Network Monitoring system

### **2.2 Application Software Specification:**

- 2.2.1 The Application Software should address the functions stated in ANNEXURE-3. However, the functions requirements stated in ANNEXURE-3 should only used as a guideline and the bidder should carry out a proper System Requirement Specification studies to identify the detailed requirements.
- 2.2.2 The Application Software should be designed with features that provide flexibility and ease of future modification and expansion.
- 2.2.3 The Application Software should be properly parameterized to facilitate future expansions and scalability.
- 2.2.4 The Application Software **MUST** be a Multi User application where the application must support multiple concurrent users to login and operate the application concurrently and simultaneously.
- 2.2.5 The Application Software **MUST** support Multi Tasking where the user must be able to perform multiple tasks without exiting the application. However, logical access control must be implemented so that the same user is unable to login to the system / application from more than one geographical location at the same time.
- 2.2.6 The Business Application Software **MUST** maintain the Concurrency of the database at all times irrespective of the number of user actions, tasks, or processes being simultaneously executed.
- 2.2.7 The Business Application Software **MUST** have a Single-Sign-On (SSO) mechanism which will ensure that salient information and options are available to authorized users.

### **2.3 System Management, Administration, and Security Specifications**

- 2.4.1 Technical management and troubleshooting:  
Bidder **MUST** provide appropriate tools for administering, monitoring and troubleshooting various Software provided by the bidder.

## 2.4 Service Specifications

### 2.4.1 Training:

#### 2.4.1.1 User:

Bidder **MUST** provide User Training for the users on following areas at a minimum, before the commencement of operations. Bidder may propose any other User Training modules in addition to what is stated below.

- Application specific training
- System operation training
- User administration and management training
- System maintenance training

#### 2.4.1.2 Technical:

Bidder **MUST** provide Technical Training for the IT staff on following areas at a minimum, before the commencement of operations. Bidder may propose any other Technical Training modules in addition to what is stated below.

- Database administration
- Application Administration
- Backup and Restore Administration
- Development Tools (i.e. Report Writer) Management

2.4.1.3 Bidder **MUST** provide User and Technical training in English & Sinhala.

2.4.1.4 Bidder **MUST** provide a comprehensive Training Plan which identifies, at a minimum, the following. Bidder may include any other areas in addition to what is stated below:

- Training Methodology
- Training concepts such as 'train the trainer'
- How the Bidder intends to evaluate the success of the training

### 2.4.2 Warranty Maintenance and Support Services:

#### 2.4.2.1 Warranty

Supplier should provide three years comprehensive warranty for ERP system and the Hardware.

ERP system warranty period should be commenced from Operational Acceptance date.

#### Section IV. Technical Requirements

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Warranty period for Hardware should be commenced from Acceptance.

Supplier should provide detailed proposal on system maintenance and support services with best industry practices. During the warranty period supplier should provide system maintenance and support services without any charge.

##### 2.4.2.2 Service Level Agreement (SLA)

The successful bidder will be required to enter into a Service Level Agreement with the State Pharmaceuticals Corporation upon the award of the contract and before the operational acceptance.

After completion of three years warranty period Supplier should enter into a Service Level Agreement (SLA) for five years period for comprehensive support and maintenance of the ERP system. After completion of the SLA for five years Supplier should agree to extend the SLA period as per the request of the purchaser. Supplier **MUST** state the cost of providing Annual Maintenance and Support Services for the **Software** from fourth (4<sup>th</sup>) year to eighth (8<sup>th</sup>) year from the date of acceptance of the System and also for period beyond 8<sup>th</sup> year.

Annual Hardware maintenance cost **must** state for fourth, fifth and sixth years separately

##### 2.4.3 Data Conversion and Migration:

It may be necessary to populate the new system with existing data from existing systems. Purchaser would provide the bidder the existing data in flat file formats with details of Meta Data. Bidder is expected to perform the following functions:

2.4.3.1 Bidder **MUST** perform quality assurance and validation of the data being migrated at least to the same extent than required for newly entered data of the same kind.

2.4.3.2 Bidder **MUST** successfully extract the relevant data from the flat files and populate new system.

## 2.5 Documentation Requirements

### 2.5.1 End User documents:

2.5.1.1 Complete and up to date End- User documents **MUST** be provided in following formats / mediums:

- One (1) paper based copy
- One (1) copy in '.pdf' format on CD / DVD

Section IV. Technical Requirements

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- One (1) copy as an editable document (in '.docx' or 'ODF' format) on CD / DVD
- 2.5.1.2 End User documents **MUST** be in English. The documents **MUST** be concise, unambiguous, clear, concise, explicit, and use good, simple language.
- 2.5.1.3 End User documents **MUST** adequately describe all the functionalities operations of the application and illustrate those through pictorial, graphical, screenshots presentation where required.
- 2.5.1.4 End User documents **MUST** have comprehensive indexes to facilitate quick reference.
- 2.5.1.5 Final versions of the End User documents **MUST** be available to the users prior to the commencement of User training of the system.
- 2.5.1.6 Any subsequent changes in the system **MUST** be reflected in the End User documents. End User documents must be delivered as new version releases when incorporating subsequent system changes to the documents. Bidder must provide new version releases as an editable document on CD / DVD.
- 2.5.2 Technical Documents:
- 2.5.2.1 Complete and up to date Technical documents **MUST** be provided in following formats / mediums:
- One (1) paper based copy
  - One (1) copy in '.pdf' format on CD / DVD
  - One (1) copy as an editable document (in '.docx' or 'ODF' format) on CD / DVD
- 2.5.2.2 Technical documents **MUST** be in English. The documents **MUST** be concise, unambiguous, clear, concise, explicit, and use good, simple language.
- 2.5.2.3 Technical documents **MUST** adequately describe relevant details through pictorial, graphical, screenshots presentation where applicable.
- 2.5.2.4 Technical documents **MUST** have comprehensive indexes to facilitate quick reference.
- 2.5.2.5 Final versions of the Technical documents **MUST** be available to the users prior to the commencement of Technical training of the system.
- 2.5.2.6 Any subsequent technical changes in the system **MUST** be reflected in the Technical documents. Technical documents must be delivered as new version releases when incorporating subsequent system changes to the documents.
- 2.5.2.7 Following is a list of areas which the bidder **MUST** include in the Technical documents, at a minimum. Bidder may address these areas in one or more Technical documents. Bidder may include any other areas, in addition to what is stated below in the Technical documents:
- Technical specification of the system – the system in detail
  - System Interface details

#### Section IV. Technical Requirements

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- System Administration details
- System configuration details
- Backup, recovery and system contingency plan details
- Templates of all registers to be maintained
- Trouble shooting guidelines

#### 2.5.3 Training Documents:

2.5.3.1 Complete and up to date Training documents **MUST** be provided in following formats / mediums:

- One (1) paper based copy
- One (1) copy in '.pdf' format on CD / DVD
- One (1) copy as an editable document (in '.docx' or '.ODT' format) on CD / DVD

2.5.3.2 Training documents **MUST** be in English. The documents **MUST** be concise, unambiguous, clear, concise, explicit, and use good, simple language.

2.5.3.3 Training documents **MUST** adequately describe relevant details through pictorial, graphical, screenshots presentation where applicable.

2.5.3.4 Training documents **MUST** have comprehensive indexes to facilitate quick reference.

2.5.3.5 Final versions of the Training documents **MUST** be available to the users prior to the commencement of general training of the users.

2.5.3.6 Any subsequent significant changes in the system **MUST** be reflected in the Training documents. Training documents must be delivered as new version releases when incorporating such system changes to the documents.

#### 2.6 Consumables and Other Recurrent Cost Items

Bidder should state any other consumables or Recurrent Cost Items which are required for the proposed system apart from what is stated under Technical Requirements (Section IV)

#### 2.7 Other Non-IT Goods

Bidder should state any other Non-IT Goods, which are required for the proposed system apart from what is stated under Technical Requirements (Section IV)

#### 2.8 On-site Implementation Team

Project implementation team members should be based full time at project office provided by the purchaser during project implementation period.

#### 2.9 Project Steering Meetings

All key project implementation team members should participate for the Steering Committee meetings.

Section IV. Technical Requirements

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**2.10 Project Duration**

Supplier should obtain Operational Acceptance for the project within one year period from project kick-off date.

**2.11 Technical Assistance**

Supplier should keep a fulltime on-site technical assistance during the warranty period.

State Pharmaceuticals Corporation

## D. TESTING AND QUALITY ASSURANCE REQUIREMENTS

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### 3.1 Inspections

#### 3.1.1 Inspections upon delivery:

State Pharmaceuticals Corporation will appoint a committee to inspect any goods purchased to ensure such goods are according to the given specifications, quality standards and are in working order. Bidder must deliver the items to respective project sites and shall remain under the responsibility of the supplier until final acceptance is made. The committee will issue an 'Acceptance Certificate' to the bidder if the goods purchased are satisfactory to the committee.

### 3.2 Pre-commissioning Tests

In addition to the Supplier's standard check-out and set-up tests, the Supplier (with the assistance of the Purchaser) must perform the following on the System and its Subsystems before Installation will be deemed to have occurred and the Purchaser will issue the Installation Certificate(s) (pursuant to Condition Clause 25.)

3.2.1 Prior to commencement of Pre-commissioning Tests, bidder **MUST** provide a comprehensive Test Plan addressing, at a minimum, the following areas. Bidder may include any other areas in addition to what is stated below.

- Composition of the testing team
- Scope of testing
- Schedule
- Test Deliverables
- Release criteria
- Risks and Contingencies

3.2.2 Pre-commissioning Tests **MUST** ensure the correctness, completeness, security and the quality of the solution provided by the Bidder. Pre-commissioning tests, at a minimum, **MUST** include the following test levels and such testing **MUST** be conducted on the System and all its Subsystems.

- Unit testing
- Functional testing
- Integration testing
- Volume testing
- Performance testing

3.2.3 Bidder **MUST** provide the Purchaser the Test Cases used for above testing and have them approved by the Purchaser prior to conducting the above-mentioned tests.

3.2.4 Bidder **MUST** provide a document on Test Results of all tests and inspections performed on the System and its Subsystems prior to the issue of the Installation Certificate.

**3.3 Operational Acceptance Tests** 3.3.0 Pursuant to Condition Clause 26.2, the Purchaser (with the assistance of the Supplier) will perform the following tests on the System and its Subsystems following Installation to determine whether the System and the Subsystems meet all the requirements mandated for Operational Acceptance.

- Unit testing  
Validate that each individual module of the System is working properly.
- Functional testing  
Validate that functional requirements of the System supplied work properly. It is necessary to conform that the System supplied conforms to the bidder's proposal.
- Integration testing  
Validate that combined parts or modules of the System are working properly.
- Volume testing  
Validate that any values that may become large over time (such as accumulated counts, logs, and data files) of the System can be accommodated by the program and will not cause the System to stop working or degrade its operation in any manner.
- Performance testing  
Validate that the System is in compliance with the Performance Requirements.

State Pharmaceuticals Corporation

**SECTION V. SAMPLE FORMS AND SPECIMENS OF  
AGREEMENTS**

State Pharmaceuticals Corporation

## Table of Sample Forms and Procedures

1. Bid Form (Single-Stage Bidding).....	85
2. Manufacturer’s Authorization Form .....	87
3. List of Proposed Subcontractors.....	88
4. Bid Security Form (Bank Guarantee).....	89
5. Form of Contract Agreement.....	90
6. Performance Security Bank Guarantee.....	93
7. Installation and Acceptance Certificates .....	94
7.1. Installation Certificate Form .....	95
7.2. Operational Acceptance Certificate Form.....	96
8. Service Level Agreement of SPC ERP Project.....	97
Appendix 1. Supplier’s Representative .....	103
Appendix 2. List of Approved Subcontractors.....	104
Appendix 3. System Requirement Definition .....	103

State Pharmaceuticals Corporation

## 1. Bid Form (Single-Stage Bidding)

Date: [ Bidder insert: *date of bid*]

IFB/ Tender No:

Contract: Supply, Installation, Implement, Commissioning, Training and Maintenance of ERP System for State Pharmaceuticals Corporation Sri Lanka

To: [ Purchaser insert: *name and address of Purchaser*]

Dear Sir or Madam:

Having examined the Bidding Documents, including Addenda Nos. *[insert numbers]*, the receipt of which is hereby acknowledged, we, the undersigned, offer to supply, install, achieve Operational Acceptance of, and support the Information System under the above-named Contract in full conformity with the said Bidding Documents for the sum of:

[ insert: *amount of local currency in words*]

( [ insert: *amount of local currency in figures from corresponding Grand Total entry of the Grand Summary Cost Table* ] )

or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the Price Schedules attached herewith and made part of this bid.

We undertake, if our bid is accepted, to commence work on the Information System and to achieve Installation and Operational Acceptance within the respective times stated in the Bidding Documents.

If our bid is accepted, we undertake to provide a performance security in the form, in the amounts, and within the times specified in the Bidding Documents.

We hereby certify that the Software offered in this bid and to be supplied under the Contract (i) either is owned by us, or (ii) if not owned by us, is covered by a valid license from the proprietor of the Software.

We agree to abide by this bid, which, in accordance with ITB Clauses 12 and 15, consists of this letter (Bid Form) and the enclosures listed below, for a period of [ *as referred to in ITB 17* ] days from the date fixed for submission of bids as stipulated in the Bidding Documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to Contract execution if we are awarded the Contract, are listed below:

Name and	Amount and	Purpose of
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Section V. Sample Forms and Specimens of Agreements

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Address of Agent	Currency	Commission or Gratuity
------------------	----------	---------------------------

Etc. *[if none, state: "none"]*

Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this *[insert: ordinal]* day of *[insert: month]*, *[insert: year]*.

Signed:

Date:

In the capacity of *[insert: title or position]*

Duly authorized to sign this bid for and on behalf of *[insert: name of Bidder]*

ENCLOSURES:

Price Schedules

Bid Security

Signature Authorization *[plus, in the case of a Joint Venture Bidder, list all other authorizations pursuant to ITB Clause 5.2]*

Attachment 1 Bidder's Qualifications (including Manufacturer's Authorizations)

Attachment 2 Conformity of the Information System to the Bidding Documents

Attachment 3 Proposed Subcontractors

Attachment 4 Intellectual Property (Software and Materials Lists)

*[if appropriate, specify further attachments or other enclosures]*

State Pharmaceuticals Corporation

## 2. Manufacturer's Authorization Form

Date:  
IFB/ Tender No.:

To: \_\_\_\_\_

WHEREAS \_\_\_\_\_ who are official producers of  
\_\_\_\_\_ and having production facilities at  
\_\_\_\_\_ do hereby authorize  
\_\_\_\_\_ located at  
\_\_\_\_\_ (hereinafter, the "Bidder") to submit  
a bid and subsequently negotiate and sign a Contract with you for resale of the following  
Products produced by us, for the quantities, specifications and delivery schedule called for by the  
Supply Requirements associated with the above Invitation for Bids.

We hereby extend to you a full guarantee and warranty in accordance with Clause 28, Defect Liability, of the General Conditions of Contract and with our own standard product warranty, and duly authorize the Bidder to act on our behalf in fulfilling all warranty obligations with respect to the above-listed products offered for resale by the Bidder in relation to this Invitation for Bids.

We also certify that the Bidder is qualified by us to provide the following maintenance, technical or help desk support, new version upgrade and/or other services related to the above-listed Products in accordance with Conditions of Contract:

Name \_\_\_\_\_ In the capacity of \_\_\_\_\_

Signed \_\_\_\_\_

Duly authorized to sign the authorization for and on behalf of : \_\_\_\_\_

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

**Note:** This letter of authority must be on the letterhead of the Producer, must be signed by a person competent and having the power of attorney to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders.



#### 4. Bid Security Form (Bank Guarantee).

*[insert: Bank's Name, and Address of Issuing Branch or Office]*

**Beneficiary:** *[insert: Name and Address of Purchaser]*

**Date:** *[insert: date]*

**BID GUARANTEE No.:** *[insert: Bid Guarantee Number]*

We have been informed that *[insert: name of the Bidder]* (hereinafter called "the Bidder") has submitted to you its bid dated *[insert: bid date]* (hereinafter called "the Bid") for the execution of *[insert: name of contract]* under Invitation for Bids No. *[insert: IFB/Tender number]* ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we *[insert: name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert: amount in figures]* (*[insert: amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB") of the IFB; or
- (c) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the performance security, in accordance with the ITB.

This guarantee will expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) thirty days after the expiration of the Bidder's bid.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

---

*[signature(s)]*

## 5. Form of Contract Agreement

THIS CONTRACT AGREEMENT is made  
the [ *insert: ordinal* ] day of [ *insert: month* ], [ *insert: year* ].

BETWEEN

- (1) [ *insert: Name of Purchaser* ], a [ *insert: description of type of legal entity, for example, an agency of the Ministry of . . .* ] of the Government of [ *insert: country of Purchaser* ], or corporation incorporated under the laws of [ *insert: country of Purchaser* ] and having its principal place of business at [ *insert: address of Purchaser* ] (hereinafter called "the Purchaser"), and
- (2) [ *insert: name of Supplier* ], a corporation incorporated under the laws of [ *insert: country of Supplier* ] and having its principal place of business at [ *insert: address of Supplier* ] (hereinafter called "the Supplier").

WHEREAS the Purchaser desires to engage the Supplier to supply, install, achieve Operational Acceptance of, and support the following Information System [ *insert: brief description of the Information System* ] ("the System"), and the Supplier has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

### Article 1.

#### 1.1 Contract Documents (Reference Condition Clause 1.1 (a) (ii))

#### Contract Documents

The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:

- (a) This Contract Agreement and the Appendices attached to the Contract Agreement
- (b) Conditions of Contract (General & Special )
- (c) Technical Requirements (including Implementation Schedule)
- (d) The Supplier's bid and original Price Schedules
- (e) [ *Add here: any other documents* ]

#### 1.2 Order of Precedence (Reference Condition Clause 2)

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.

#### 1.3 Definitions (Reference Condition Clause 1)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the Conditions of Contract.

- Article 2.**
- Contract Price and Terms of Payment**
- 2.1 Contract Price (Reference Condition Clause 10)  
The Purchaser hereby agrees to pay to the Supplier the Contract Price in consideration of the performance by the Supplier of its obligations under the Contract. The Contract Price shall be the aggregate of: [ *insert: amount of local currency in words* ], [ *insert: amount in figures* ], as specified in the Price Schedule.
- The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price schedules and the taxes, duties and related levies if and as identified. Taxes, duties and related levies not specified in the Contract Price and/or the detailed price schedules are handled according to the provisions of Condition Clause 13.
- Article 3.**
- Effective Date for Determining Time for Operational Acceptance**
- 3.1 Effective Date (Reference Condition Clause 11 (e) (i))  
The time allowed for supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled:
- (a) This Contract Agreement has been duly executed for and on behalf of the Purchaser and the Supplier;
  - (b) The Supplier has submitted to the Purchaser the performance security in accordance with Condition Clause 12.2 and Condition Clause 12.3;
  - (c) [ *specify here: any other conditions, for example, opening/confirmation of letter of credit* ].
- Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.
- 3.2 If the conditions listed under 3.1 are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Supplier, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.
- Article 4.**
- Appendixes**
- 4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.
- 4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

- Appendix 1 Supplier's Representative  
Appendix 2 List of Approved Subcontractors

Section V. Sample Forms and Specimens of Agreements

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IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed:

in the capacity of [ *insert: title or other appropriate designation* ]

in the presence of

For and on behalf of the Supplier

Signed:

in the capacity of [ *insert: title or other appropriate designation* ]

in the presence of

CONTRACT AGREEMENT

dated the [ *insert: number* ] day of [ *insert: month* ], [ *insert: year* ]

BETWEEN

[ *insert: name of Purchaser* ], "the Purchaser"

and

[ *insert: name of Supplier* ], "the Supplier"

State Pharmaceuticals Corporation

## 6. Performance Security Bank Guarantee

Date: [ insert: *date* ]  
IFB/Tender: [ insert: *title and number of IFB* ]  
Contract: [ insert: *name or number of Contract* ]

To: [ insert: name and address of Purchaser ]  
Dear Sir or Madam:

We refer to the Contract Agreement (“the Contract”) signed on [ insert: *date* ] between you and [ insert: *name of Supplier* ] (“the Supplier”) concerning design, supply, installation, and achieving Operational Acceptance of [ insert: *a brief description of the Information System* ]. By this letter we, the undersigned, [ insert: *name of Bank* ], a bank (or company) organized under the laws of *Sri Lanka* and having its registered/principal office at [ insert: *Address of Bank* ], (hereinafter, “the Bank”) do hereby jointly and severally with the Supplier irrevocably guarantee payment owed to you by the Supplier, pursuant to the Contract, up to the sum of [ insert: *amount in numbers and words* ]. This guarantee shall be reduced or expire as provided for by Condition Clause 12.3.

We undertake to make payment under this Letter of Guarantee upon receipt by us of your first written demand signed by your duly authorized officer declaring the Supplier to be in default under the Contract and without cavil or argument any sum or sums within the above-named limits, without your need to prove or show grounds or reasons for your demand and without the right of the Supplier to dispute or question such demand. Our liability under this Letter of Guarantee shall be to pay to you whichever is the lesser of the sum so requested or the amount then guaranteed under this Letter in respect of any demand duly made under this Letter prior to expiry of this Letter of Guarantee, without being entitled to inquire whether or not this payment is lawfully demanded.

This Letter of Guarantee shall be valid from the date of issue until the date of expiration of the guarantee, as governed by the Contract. Except for the documents herein specified, no other documents or other action shall be required, notwithstanding any applicable law or regulation. Our liability under this Letter of Guarantee shall become null and void immediately upon its expiry, whether it is returned or not, and no claim may be made under this Letter after such expiry or after the aggregate of the sums paid by us to you shall equal the sums guaranteed under this Letter, whichever is the earlier. All notices to be given under this Letter shall be given by registered post to the addressee at the address herein set out or as otherwise advised by and between the parties hereto.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released, or discharged by mutual agreement between you and the Supplier, and this security may be exchanged or surrendered without in any way impairing or affecting our liabilities hereunder without notice to us and without the necessity for any additional endorsement, consent, or guarantee by us, provided, however, that the sum guaranteed shall not be increased or decreased.

No action, event, or condition that by any applicable law should operate to discharge us from liability hereunder shall have any effect and we hereby waive any right we may have to apply such law, so that in all respects our liability hereunder shall be irrevocable and, except as stated herein, unconditional in all respects.

For and on behalf of the Bank

Signed:

Date:

in the capacity of: [ insert: *title or other appropriate designation* ]

Common Seal of the Bank

## 7. Installation and Acceptance Certificates

State Pharmaceuticals Corporation

## 7.1. Installation Certificate Form

Date: [ insert: *date* ]

IFB / Tender: [ insert: *title and number of IFB* ]

Contract: [ insert: *name and number of Contract* ]

To: [ insert: *name and address of Supplier* ]

Dear Sir or Madam:

Pursuant to Condition

Clause 25 (Installation of the System) of the Contract entered into between yourselves and the [ insert: *name of Purchaser* ] (hereinafter the "Purchaser") dated [ insert: *date of Contract* ], relating to the [ insert: *brief description of the Information System* ], we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: [ insert: *description* ]

2. Date of Installation: [ insert: *date* ]

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [ state: *"Project Manager"* or state *the title of a higher level authority in the Purchaser's organization* ]

## 7.2. Operational Acceptance Certificate Form

Date: [ insert: *date* ]

IFB/ Tender: [ insert: *name of System or Subsystem and number of IFB* ]

Contract: [ insert: *name of System or Subsystem and number of Contract* ]

To: [ insert: *name and address of Supplier* ]

Dear Sir or Madam:

Pursuant to Condition Clause 26 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the [ insert: *name of Purchaser* (hereinafter the "Purchaser") dated [ insert: *date of Contract* ], relating to the [ insert: *brief description of the Information System* ], we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): [ insert: *description* ]
2. Date of Operational Acceptance: [ insert: *date* ]

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [ state: *"Project Manager" or higher level authority in the Purchaser's organization* ]

## 8. Service Level Agreement of SPC ERP Project

### 1 Maintenance and Support Services:

During the first three years (warranty period) starting from the date of operational acceptance of the System, Supplier must provide System Maintenance and Support Services without any cost to the Purchaser. After completion of three years warranty period Supplier should enter into a Service Level Agreement (SLA) for five years period for comprehensive support and maintenance of the ERP system. After completion of the SLA for five years Supplier should agree to extend the SLA period as per the request of the purchaser. Supplier **MUST** state the cost of providing Annual Maintenance and Support Services for the **Software** from fourth (4<sup>th</sup>) year to eighth (8<sup>th</sup>) year from the date of acceptance of the System and also for period beyond 8<sup>th</sup> year.

Annual Hardware maintenance cost **must** state for fourth, fifth and sixth years separately

### Principal Period of Support (PPS) Requirements

The Principal Period of Support (PPS) is from 08:00 a.m. to 05:00 p.m. Monday through Friday excluding Public Holidays (Purchaser's Local Time). Supplier **MUST** provide System Maintenance and Support Services during the above stipulated times.

### On-Call Services Requirements

Supplier **MUST** make qualified personnel available to the Purchaser by telephone, email and / or web access for the reporting and resolution of non-conformities or other problems with the System. Dedicated telephone numbers, emails or URLs should be available for reporting issues. Purchaser will nominate the personnel who are authorized to report non-conformities or other problems with the system. Reporting of non - conformities includes requests by the Purchaser to apply software updates.

If problems have not been corrected within one (1) hour of the initial contact, the Supplier shall send qualified maintenance personnel to the Purchaser's site to update, correct, repair or replace the affected hardware / software. Such maintenance personnel must arrive on-site within the time limits in the On-Call Service Response Tables for critical and non-critical components, shown below.

If problems are not corrected within the time limits specified in the On-Call Service Response Tables, the Purchaser shall be entitled to a penalty payment (or credit against amounts payable to the Supplier)

## Section V. Sample Forms and Specimens of Agreements

for each hour that the Supplier fails to resolve the problem or non-conformity.

Supplier notification can occur outside PPS time. However, "Time to Arrive On-Site" starts from PPS starting time. "Time to Resolve the Problem" is PPS time starting from the actual time of arrival on site.

The on-site arrival and problem resolution time limits and penalty amounts are shown below.

#### On-Call Service Response Table for Critical Components

<i>Site Level</i>	<i>Time to Arrive On Site (in Hours)</i>	<i>Time to Resolve the Problem (in Hours)</i>	<i>Penalties for Delays (per hour)</i>
SPC Head Office	2	8	Rs.3500/=
Ratmalana Office	2	8	Rs.3500/=

#### On-Call Service Response Table for Non-Critical Components

<i>Site Level</i>	<i>Time to Arrive On Site (in Hours)</i>	<i>Time to Resolve the Problem (in Hours)</i>	<i>Penalties for Delays (per hour)</i>
SPC Head Office	5	16	Rs.2500/=
SPC Rathmalana	5	16	Rs.2500/=

The following table defines critical components of the system. By default, any other component not included in this table will be considered as non-critical.

#### Critical Components

<i>Component</i>	<i>Description</i>
Software, Hardware and Servers	The problem causes a total system outage or it severely impairs key functional aspects of State Pharmaceuticals Corporation. Work cannot reasonably continue, the operation is mission critical to the operation of SPC.

#### Help Desk Service Requirements

The Supplier **MUST** maintain a Help Desk facility mainly to provide offsite support. The Help Desk facility should be staffed with engineers who will take problem reports, answer technical questions and attempt to resolve problems and non-conformities over the telephone. Help Desk problem resolution time limits and penalty amounts are similar to that of 'On-Call Service Requirements' and are given in the below tables.

The engineers should initiate remote problem diagnostic routines and attempt to correct the problems or guide the Purchaser personnel through problem resolution.

Help Desk services and On-Call services must be coordinated by the Supplier in such a way that Help-Desk-initiated calls which may require On-Call services are treated as such and resolved as described in the corresponding On-Call Response Tables.

#### Help Desk Service Response Table for Critical Components

<i>Site Level</i>	<i>Time to Resolve the Problem (in Hours)</i>	<i>Penalties for Delays (per hour)</i>
SPC Head office	8	Rs.3500/=
SPC Ratmalana	8	Rs.3500/=

#### Help Desk Response Table for Non-Critical Components

<i>Site Level</i>	<i>Time to Resolve the Problem (in Hours)</i>	<i>Penalties for Delays (per hour)</i>
SPC Head office	16	Rs.2500/=
SPC Ratmalana	16	Rs.2500/=

The following table defines critical components of the system. By default, any other component not included in this table will be considered as non-critical.

#### Critical Components

<i>Component</i>	<i>Description</i>
Software, Hardware and Servers	The problem causes a total system outage or it severely impairs key functional aspects of State Pharmaceuticals Corporation. Work cannot reasonably continue, the operation is mission critical to the operation of State Pharmaceuticals Corporation.

#### System Availability Requirements

The system availability is defined in terms of the time that the system, including each one of its components, remains fully operational. The system availability is measured against the operational schedule established by the Purchaser. The planned operational schedule (number of operational hours) by type of site is shown in the following table "Planned Operational Schedule".

## Section V. Sample Forms and Specimens of Agreements

Downtime means that period of time (in hours and whole minutes) during which an error or problem within the scope of the Supplier's warranty obligations is causing or threatening to cause a disruption to the Purchaser's normal course of business or operations.

Downtime shall be measured from the time Purchaser makes a bona fide attempt to notify Supplier, either orally or in writing, of a problem, and shall continue until the affected component is fully operational in accordance with the Technical Specifications. Any period of time during which the Purchaser is not carrying on normal business operations shall be excluded from the computation of Downtime.

The Purchaser can claim a Downtime penalty for each hour or fraction thereof for which it is not able to use the system in excess of the total number of hours of Allowable Downtime, as defined in the table "Maximum Allowable Downtime Per Month". It shall be noted that down time penalties and delay penalties described in "On-Call Service Response Table" above are independent and cumulative.

#### Planned Operational Schedule

	<i>SPC Head Office and Ratmalana</i>	
<i>Days of the Week</i>	Monday -Friday	Saturday
<i>Hours/Day</i>	09	--
<i>Hours/Week</i>	45	--
<i>Total Hours/Week</i>	45	--
<i>Total Hours/Month</i>	180+	

Maximum Allowable Downtime per Month (in Operational Hours) and the related penalties for any additional downtime are given in the below "Maximum Allowable Down Time and Penalties" table.

**Maximum Allowable Down Time and Penalties**

	<i>SPC Head Office and Ratmalana</i>	<i>Penalties for Additional Down Times (per hour)</i>
<i>Critical Components</i>	9	Rs.5000/=
<i>Non-Critical Components</i>	13	Rs.2500/=

System availability requirement during operational hours for 'Critical Components' is 95% per month and for 'Non-Critical Components' is 93% per month.

Recovery Point Objective (RPO) is 8 operational hours worth of data and Recovery Time Objective (RTO) is 8 operational hours.

**Critical Problem Support Requirements**

In addition to the foregoing, if the Purchaser determines, in its reasonable judgment, that a non-conformity or problem is causing or threatening to cause a disruption in the Purchaser's business operation (a Critical Problem) at any site, the Purchaser reserves the right to declare a non-critical component as a critical component and request that the component be provided with Maintenance and Support services accordingly, as determined by the previous schedules.

**Reporting Requirements**

The Supplier should provide software programs to measure and report statistics on repair, downtime, maintenance notices, engineers' arrival on-site, and mean time to repair.

**Preventive Maintenance Requirements**

The Supplier should propose a preventive maintenance program for all critical components in the system. This program should provide at least on a semi-annual basis preventive maintenance service to these components and include repair or replacement of parts or components that are likely to fail.

**Support Structure and Escalation Procedures Requirements**

The Supplier should describe the maintenance support structure that shall be put in place to provide the services described in this Section, identifying which resources will be dedicated to each service at each of the Purchaser sites. The support structure must include facilities for remote technical assistance.

The Supplier should also describe a problem or non-conformity escalation procedure, which shall ensure that the required Purchaser system availability is maintained.

**Access to Technical Bulletins and Alerts Requirements**

Section V. Sample Forms and Specimens of Agreements

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Supplier should provide access to technical bulletins and alerts, new and maintenance release and product availability information, and problem resolution and configuration assistance through electronic mail, Internet or BBS (bulletin board service) to the Purchaser. Such service should be available on a twenty-four (24) hour, seven (7) day basis.

State Pharmaceuticals Corporation

### Appendix 1. Supplier's Representative

In accordance with Condition Clause 1.1 (b) (iii), the Supplier's appointed Representative is:

Name: [ insert: *name*, or state "*to be nominated within fourteen (14) days of the Effective Date*" ]

Title: [ insert: *title*, or state "*to be specified within fourteen (14) days of the Effective Date*" ]

State Pharmaceuticals Corporation

### Appendix 2. List of Approved Subcontractors

The Purchaser has approved use of the following Subcontractors nominated by the Supplier for carrying out the item or component of the System indicated. Where more than one Subcontractor is listed, the Supplier is free to choose between them, but it must notify the Purchaser of its choice sufficiently in advance of the time when the subcontracted work needs to commence to give the Purchaser reasonable time for review. In accordance with Condition Clause 19.1, the Supplier is free to submit proposals for Subcontractors for additional items from time to time. No subcontracts shall be placed with any such Subcontractors for additional items until the Subcontractors have been approved in writing by the Purchaser and their names have been added to this list of Approved Subcontractors, subject to Condition Clause 19.3.

[ specify: *item, approved Subcontractors, and their place of registration that the Supplier proposed in the corresponding attachment to its bid and that the Purchaser approves that the Supplier engage during the performance of the Contract. Add additional pages as necessary.* ]

Item	Approved Subcontractors	Place of Registration

State Pharmaceuticals Corporation

### Appendix 3. System Requirement Definition

State Pharmaceuticals Corporation

**Admin & Stationary Stores****Administration & Stationary Stores Management System****Criteria Worksheet**

Hierarchy	Criterion	Description
<b>1</b>	<b>Stationery Stores Module</b>	Stationery Stores handle storing and issuing stationery items required for SPC head office ,all osusala and stores complex other than drugs. There are two main types of items i.e on demand items and stock maintained items. Items are further categorized as Stationery items , Office equipments, Packing materials,Welfare items ,Hardware items,Electrical items,Printing Items,.....etc. No stock is maintained for on demand items.
<b>1.1</b>	<b>Enter Purchase order details</b>	* Facility to calculate and maintain average monthly movement of an item. * Facility to Update ROL (Re order Level) of items depending on Estimated monthly movement. * Facility to identify items to be ordered ,When it comes to ROL * Facility to enter P/O details (purchase requisitions are received from departments) * Facility to list and print items to be purchase ,item wise,department wise.
<b>1.2</b>	<b>Enter GRN details</b>	When goods are received to Stores * Facility to view confirmed P/O details from Data Base (Stock items,on demand ) * Facility to enter GRN details * Facility to inform relevant department of arrivals of on demand items. * Facility to identify whether part supply or full quantity is received.Sent for payments only after completing the order. * Facility to create /auto generate item number for new items. * Facility to print GRN to send for payments (See Process no -07).
<b>1.3</b>	<b>Allocating Location</b>	* Have a facility to create locations for goods There is a exact location for an item,
<b>1.4</b>	<b>Issuing goods</b>	When approved Purchase Requisitions are received, *Facility to view item availability. This function should be available to authorized persons from other departments. *Facility to view item location and item details. *Facility to enter P/R details Qty , department ,issued date * This should be confirmed by store keeper. * Facility to cancel issued P/R if any case * When issuing controllable items( Milk powder,Suger) relevant departments should have a facility to identify when limits are exceeded.
<b>1.5</b>	<b>Handling Returns</b> <b>- Supplier returns</b> <b>- Internal returns</b>	* Facility to enter return details. * This should be confirmed by storekeeper.

2	<b>Maintenance and Construction</b>	This unit is responsible for , Preparing BOQ's estimates & supervision of all maintenance and construction work.Co-ordinate of all high values construction works. Planning of Layouts and designing of internal structures for new Osu Sala's and other departments. Handle with Janitorial service – Co-ordination of all tasks carried out by Janitors. Day to day maintenance of Head Office, Stores and Osu Sala's
2.1	<b>Handle job details</b>	When construction or maintenance is informed to this section * Facility to generate request number * Facility to enter Received date, Request type ,Requested person /Department * Have a facility to enter job details Job No ,Estimated value ,Estimated time ,Job type -Major or Minor ....etc. If it is major construction need to get TEC decision and Tender board approval * Facility to enter /view TEC decision *System should facilitate to get job information referring to its job number. * Facility to view history details -When handling similar jobs This should be linked with calling quotations & tender (See process no 05) * Payment is handled by Payment unit (See Process no-07)
3	<b>Purchasing</b>	Purchasing of items other than drugs are handled by administration department. Invite offers ,if it is high value prepare schedule and send to procurement committee, obtain approval ,place orders, follow up until it is obtained ,Finally settle payments.
3.1	<b>Purchasing</b> * <b>Capital items</b> * <b>Local purchases</b>	<b>Capital items</b> * Facility to extract approved budgeted details from the database. * Facility to summarize approved annual budget details item wise. This should be linked with calling quotations & tender (See process no-05)  <b>Local Purchases</b> * Facility to view purchase order details entered by Stationary stores * Have a facility to change when needed. * Facility to enter On demand item details - Eg Uniforms, Shoes ,Glass Bottles, Screw caps etc... * This should be linked with calling quotations & tender .(See process no -05) * When tender board decision was granted, have a facility to view it and inform stationary stores
3.2	<b>Registration of Suppliers</b>	* Facility enter and maintain registered Supplier details * Facility to view supplier details Item wise & Category wise * This function should be available to authorized persons from other departments.
4	<b>Other Operations</b>	
4.1	<b>Licenses / Lease Agreements / Rent &amp; Tax</b>	There are several types of - Licenses ( Wholesale Retail Drug License for Osusals, for manufacturing of drugs..etc) - Taxes (Display boards at osusalas,Trade refuse tax, chemical & drug tax,...etc) - Lease agreements (Land/buildings) - Rent (Land/buildings rents )

		<p>Facility to enter/view</p> <ul style="list-style-type: none"> <li>- licences,lease agreements, rent &amp; tax details etc..</li> </ul> <p>Facility to record &amp; view contracts details</p> <ul style="list-style-type: none"> <li>- Security,Wharf Clearance &amp; Forwarding, Janitorial</li> </ul>
4.2	<b>Car Parking</b>	<p>Car parking payment is obtained each month</p> <ul style="list-style-type: none"> <li>* Facility to maintain customer details</li> <li>* Facility to view customer payment/payment due details</li> </ul>
4.3	<b>Tender Box</b>	<ul style="list-style-type: none"> <li>* Facility enter Tender box details (Tender box no, Issue date, closing date, time...etc)</li> <li>* Able to trace before the closing date</li> <li>* Facility to handle Sales of Tender Forms</li> </ul>
4.4	<b>Maintenance of Petty cash</b>	<ul style="list-style-type: none"> <li>* Facility to handle Petty cash details</li> </ul>
4.5	<b>Registration Of Trademark</b>	<p>Need to get registration from National Intellectual Property office &amp; Government property office for "RAJYA OSU SALA", PARAMOL,SPC,LOGO</p> <ul style="list-style-type: none"> <li>* Facility to record trademark registration details</li> <li>* Facility to view registration status (Need to follow up as and when documents are required until registration is completed)</li> </ul>
4.6	<b>Insurance</b> <b>Product Liability</b> <b>Cash in Transit</b> <b>Professional Indemnity</b> <b>Fidelity Guarantee</b> <b>Electronic Equipment</b> <b>Personal Accident</b> <b>Fire</b> <b>Burglary..etc</b>	<p>Quotations are called for insurance policies and get approval from procurement committee (See process no -05)</p> <ul style="list-style-type: none"> <li>* Facility to record all type of insurance details</li> <li>* Able to trace before the validity period expires</li> </ul>
4.7	<b>Printing</b>	<ul style="list-style-type: none"> <li>* Facility to handle printing details - Discription of print ,Sent date,qty etc..</li> </ul>
4.8	<b>Advertising</b>	<p>Advertising for whole corporation is handled by Admin Dept.</p> <p>Facility to record advertising details (Date Received,Department,Cost,Paper published, Date of publication, Description....Etc)</p>
4.9	<b>Handle Fixed Asset returns</b>	<p>Fixed asset items are transferred by other departments to admin dept. through a transfer note.</p> <ul style="list-style-type: none"> <li>* Facility to record those details (Department, Date received,Reason,Status... etc)</li> <li>* Facility to record redundant item sales details.</li> </ul>
4.10	<b>Handling Repairs and Services</b>	<ul style="list-style-type: none"> <li>* Facility to enter service and repair details of office equipment.</li> <li>* Facility to view warranty and agreement expiry details of office equipment</li> <li>* Alert method to inform next service date</li> <li>* Facility to view service and repair history details</li> <li>* Facility to view received office equipment details.</li> </ul>

5	<b>Quotation Calling Process</b> *Capital Items *Construction & Maintenance *Local purchase...etc	When purchasing an item/service or doing construction need to get approval from relevant authorized persons. Authority levels are defined on the value as follows - Deputy manager - Rs 20,000 , - Deputy general manager -Rs 50,000 - Chairman/Managing Director - Rs 300,000 - Over Rs 300,000 relevant procurement committee.
5.1	Prepare Tender Invitation Letter	Sources are Invited by registered post giving 14 days, in case of urgency Invite by fax * Facility to generate tender reference no This should facilitate to identify tender type whether it is for Capital items ,Local purchase or Construction etc.... * Facility to extract registered suppliers from database(DB) if available . * Facility to enter supplier details gained from Yellow pages, Reputed sources or Specified sources. * Facility to enter any conditions or remarks * Facility to enter tender details ( Item name,Qty,) or extract from DB If it is construction facility to extract it using job number. * Facility to enter tender opening date, closing date
5.2	Prepare Tender schedule	*Facility to extract Item name ,Qty ,Supplier details using tender no *Facility to enter supplier details if it is advertised *Facility to enter quotation details * Price *Brand name *Any remarks etc..
5.3	View award details	*Facility to view / enter award details entered by procurement unit.
5.4	Prepare Award letter	*Facility to extract award details Item name ,Qty ,Supplier details etc. *Facility to enter remarks
5.5	Get Confirmation from Supplier	Some times suppliers do not agree with given requirements and request for adjustments if so have a facility to enter details of that. * If supplier request for any changes * First get confirmation from relevant authorized persons. *Facility to record those details.
6	<b>Transport Module</b>	There are two types of vehicles depending on allocation type (e.g. Pool vehicles,staff )
6.1	Record Vehicle details (log book)	* Facility to maintain vehicle details (Vehicle No,Type,Date of registration, pool or staff, department,...etc) * Facility to maintain repair & service details (repair type, cost of repair...etc) * System should facilitate to identify license expiry dates, battery expiry, vehicle air condition expiry, service due dates
6.2	Record Running chart details	* Facility to record running chart summary details ( monthly milage)
6.3	Vehicle Allocation	* Facility to maintain vehicle index and allocation details. * Facility to view vehicle availability.
6.4	Drivers Allocation	* Facility to view drivers availability. This should link with attendance monitoring system.

<b>7</b>	<b>Payment Module</b>	Payment part is handled by Finance department.documents needed for payment(invoice/GRN/PO) are sent to payment unit to proceed with the payment.
7.1	Record Payment Details	Facility to record details of payments.(Voucher no, Date sent,Description...etc)
<b>8</b>	<b>Information Module</b>	
8.1	Payment Details	Payment part is handled by Finance department *Facility to view payment status. *Facility to view Bid bond refund details ,Performance Bond refund details etc..
8.2	Expiry Details	Category wise ( License ,Lease agreements, Rent ,Insurance .....etc)
8.3	Job details	Facility to view status of the job - Construction (Whether pending,completed,on going...) - Purchases (Local ,capital) - Tender results....etc Facility to view items by person who handles it.
<b>9</b>	<b>Report Generator</b>	
9.1	Ability to facilitate preparation of daily reports	P/O details(pending orders,part supplies),Received order details
9.2	Ability to facilitate preparation of weekly reports	
9.3	Ability to facilitate preparation of Monthly reports	Monthly issues department wise ,Petty cash details Department wise.,Fuel statement (according to allocation type)
9.4	Ability to facilitate preparation of annual reports	Redundant item details , GRN details ,annual usage item wise,stock availability,Finalized budget vs purchases report
9.5	Ability to facilitate preparation of reports on a given date range	Item usage by department wise ,Usage item wise ,On demand items ,stock items ,Items to be ordered,Construction details. Vehicle Insurance details, Repair details, Monthly milage details (according to allocation type), Summary of Expenses( Printing, Advertising,...etc)
9.6	Ability to create reports as per user requirements	
9.7	Ability to store reports	
<b>10</b>	<b>User Maintenance process</b>	
10.1	Multi-level Security Hierarchy System	
10.2	Ability for the user to define new fields	E.g Insurance Type,....etc
10.3	Audit Trails	
10.4	Manual adjustments	
10.6	Process jobs in edit and update mode	The ability to process jobs that are in the midst of being edited or updated
10.7	Jobs required to include error and warning messages.	Data entry validation
10.8	Method for verifying keying to ensure only appropriate records updated	The ability check data entry to make sure that only the correct records are updated
10.9	User define calculation formulas	
10.10	Built-in backup & restore Facilities	
10.11	User defined alerting system	
10.12	Digital Signatures	Facility to place signatures when it comes to approval without a printout.

State Pharmaceuticals Corporation

**Internal Audit**

**Enterprise Resource Planning for Audit System**



**Criteria Worksheet**

Hierarchy	Criterion	Description
1	<b>Internal Audit</b>	The Internal Audit Department is dedicated to providing quality audit services, both financial and operational, in order to identify opportunities for improvement. Opportunities for improvement can be found in the areas of increased efficiency and effectiveness
1.1	<b>Capital Assets</b>	Capital Asset Details are handled by Administration department & Finance Department. System should facilitate a direct link with those departments in order to gain required information.
1.1.1	Capital Asset Details	<ul style="list-style-type: none"> <li>- Need to identify category wise, location wise</li> <li>- Ownership details (Whether owned by corporation, Leased or rented property)</li> <li>- Agreement details (Lease, Rent, etc)</li> <li>- Disposal Details.</li> </ul>
1.1.2	Valuation Details	- Facility to view Asset Value, Depreciation, cumulative depreciation, net value after depreciation.
1.2	<b>Current Assets</b>	Current Asset Details are handled by Ratmalana main stores ,Regional Stores & All Oussalas. System should facilitate a direct link with those departments in order to gain required information.
1.2.1	Stock Details	<ul style="list-style-type: none"> <li>- Facility to view stock details at Ratmalana ,Regional Stores &amp; Osusalas separately.</li> <li>- Have a facility to calculate stock holding period item wise.                      Average Stock= (Opening stock + closing Stock) /2                      Stock holding period= 365 / (cost of total purchases/Average Stock)</li> </ul>
1.3	<b>Capital Budget Details</b>	Obtain information from Accounts department (Management Accountant).
1.3.1	Budget Details	Facility to view budgeted figures along with actual figures.
1.4	<b>Debtors/Creditor Details</b>	Obtain information from Accounts department.
1.4.1	Debtors Details <ul style="list-style-type: none"> <li>- SPC</li> <li>- Osusala</li> <li>- Staff</li> <li>- DHS</li> </ul>	<ul style="list-style-type: none"> <li>- Facility to view debtors details category wise</li> <li>- Facility view SPC debtors details -Name ,Address ,Credit limit ,Bank guarantee with expiry, Registration etc</li> <li>- Facility to view staff debtors details                             <ul style="list-style-type: none"> <li>- Loan type, Gurantees ,Value, Matuarity date</li> </ul> </li> <li>- Facility to view Age Analysis (Handled by Finance department)</li> </ul>
1.4.2	Creditors Details	<ul style="list-style-type: none"> <li>- Facility to view invoice date ,and settlement date (Obtain information from Accounts department.)</li> <li>- Facility to view Age Analysis (Handled by Finance department)</li> </ul>

<b>1.5</b>	<b>Imprest Details</b>	Obtain information from Administration department & Accounts department
1.5.1	Petti cash imprest details	- Facility to view Petti cash details department wise and osusala wise - Facility to view Petti cash limits,
1.5.2	Coin imprest details	- Facility to view Coin imprest details osusala wise
<b>1.6</b>	<b>Employee Details</b>	Obtain information from HR department.
1.6.1	Personnel Administration Details	- Facility to view Annual Manning power list ,Recruited List,Annual Transfer list,List of Demoted Employees Interdicted List,List of Demoted Employees ,Dismiss Employee List, List of employee get increments,List of employees who did not get increments.
<b>1.7</b>	<b>Purchasing Details</b>	
1.7.1	Item Purchasing details SPC	- Facility to view Item wise Requisition raised date,Tender opening date,Technical report received date,Schedule preparation date,Tender decision received date,Inform date to supplier,Supplier accept date,L/C open date,Document Received date ,Clearance date,GRN Date
1.7.2	Item Purchasing details DHS	-Facility to view Item wise Order list received date,Tender opening date,Technical report received date,Schedule preparation date,Tender decision received date,Inform date to supplier,Supplier accept date,L/C open date,Document Received date,Clearance Date,MSD Acceptance Date
<b>1.8</b>	<b>Overhead Details</b>	- Facility to view overhead details defined by Finance department
<b>1.9</b>	<b>Expenditure ratio</b>	Ratio information are given through a board approval.
1.9.1	Facility to calculate DHS, SPC expenditure ratios	- Facility to enter expenditure ratios department wise. - Facility to calculate expenditure for SPC and DHS separately ,
<b>1.10</b>	<b>User Maintenance process</b>	
1.10.1	Multi-level Security Hierarchy System	
1.10.2	Audit Trails	
1.10.3	User define calculation formulas	

State Pharmaceuticals Corporation

## Enterprise Resource Planning for CPU System



Hierarchy	Criterion	Description
	<b>CPU Module</b>	Following are the main areas to be covered by CPU Unit.
<b>1</b>	<b>CPU Purchasing</b>	<p>Purchasing local items for all osu salas is done by central purchasing unit (CPU). That includes gathering purchase requisitions, analysing, placing orders supplier wise, monitor this process till items are delivered to relevant osu salas.</p> <p>CPU purchases are categorized as</p> <ul style="list-style-type: none"> <li>- Through Marketing Dept ( Branded Items &amp; Generics)</li> <li>- Through Osusala ( Bulk / Urgent / Institutional)</li> </ul> <p>Item codes are generated at CPU for CPU items. When preparing PR if Osusala finds new item which does not exist in CPU item list, need to inform CPU unit to generate item code.)</p>
<b>1.1</b>	<b>Purchase Requisition</b>	<p>Purchase Requisitions (PR) are of several types. i.e urgent requisitions, monthly requisitions, Additional monthly requisitions, special orders....etc.</p> <p>Tender procedure is followed for special government hospital orders (process no 07) ,for others direct quotation is used.</p>
1.1.1	Process For Urgent Orders & Special Orders	<ul style="list-style-type: none"> <li>* Call Quotations</li> <li>* Get MD's, chairman's or DGM approval.</li> <li>* Sent for tender board approval later as this is urgent</li> </ul>
1.1.2	Prepare Monthly Requirement	<ul style="list-style-type: none"> <li>* Facility to load osusala PR details to system without entering them. (This should come with generic name)</li> <li>* Facility should be available to enter details of PRs</li> <li>* PR contains following details. (Osu Sala, Item (Brand Name), Local Supplier, Strength, Pack Size, Expiry specifications..etc)</li> <li>* PR able to view item wise, supplier wise and osusala wise.</li> </ul>
1.2	Evaluate requisitions/PR	<ul style="list-style-type: none"> <li>* Evaluate PRs to check whether stocks are available at stores before placing the order.</li> <li>* Should be able to view <ul style="list-style-type: none"> <li>- stock positions of all osusalas <ul style="list-style-type: none"> <li>+ Item Wise (e.g Panadol Matara -500 Panadura -100 Col-7 -1000...etc)</li> <li>+ Osusala Wise</li> </ul> </li> <li>- Stock Movements of items</li> <li>- stock position at Ratmalana Main Stores</li> </ul> </li> <li>* Facility to view CDDA supplier/product registration details -Handled by Technical Department</li> <li>* User should be able to change PR details when needed.</li> <li>* User should be able to enter new items requested by osusalas</li> </ul>

1.3	Purchasing Items	<p><i>(Branded Items, Institutional &amp; Osusala Bulk)</i></p> <ul style="list-style-type: none"> <li>*Facility to view finalized PR list</li> <li>* Facility to view supplier registration for items-maintained by Technical dept</li> <li>* Facility to prepare quotation Invitation -Supplier wise</li> <li>* Facility to record received quotation details</li> </ul> <p><u>Generic Items</u></p> <ul style="list-style-type: none"> <li>* See process no 07.</li> </ul>
1.4	Enter Goods Received Note details	<ul style="list-style-type: none"> <li>* Delivery of Items <ul style="list-style-type: none"> <li>- Some items are stored at bulk stores(Ratmalana) while others are stored at CPU Stores(Ratmalana)</li> <li>- Items at bulk stores(Ratmalana) are handled by Ratmalana Invoicing system.</li> <li>At CPU stores - Facility to view purchase order details, Quotations of supplier, Facility to record whether order is received or any other comments.</li> </ul> </li> <li>* GRN details are entered to the system at stores / at Osusala.</li> </ul>
1.5	Supplier Returns	<p>Items can be returned due to short expiry,order cancellation... etc.</p> <p>It is handled by raising a Credit note or by replacing goods.</p> <ul style="list-style-type: none"> <li>*Facility to handle above details.</li> </ul>
1.6	Maintain Supplier details	<ul style="list-style-type: none"> <li>* Facility to maintain supplier details for CPU items ( item,supplier,telephone,fax,e-mail , Contact personnel... etc)</li> </ul>

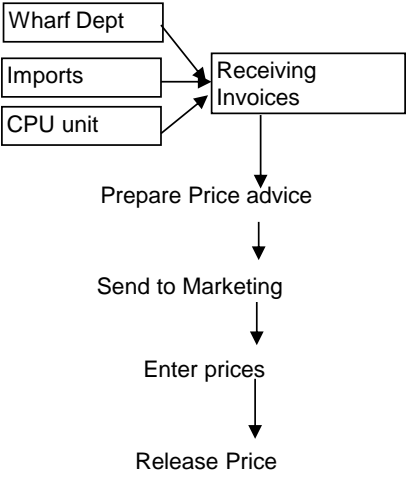
State Pharmaceuticals Corporation

**Finance Department**

**Enterprise Resource Planning for Accounting System**



Hierarchy	Criterion	Description
	<b>Finance Management System</b>	Finance management system is consisted with six modules.Payment module, Pricing module,Revenue module, Salaries module, Book keeping module and Management account module. This should follow standard accounts formats.
<b>1</b>	<b>Book Keeping module</b>	Main functions of this unit can be categorized as reconciliation of the general ledger, bank reconciliation,Prepare Income statements (P&L,Balance sheet, Trial Balance,Cash flow statement,break up of GL (notes)) and audit schedules at the end of the financial year.
1.1	Bank Reconciliation	<p>Accounts are reconciled to assure accuracy. Here cash book details are reconciled to the bank statements and outstanding cheques must be identified.</p> <ul style="list-style-type: none"> <li>- Facility to download / upload bank statements as text files.</li> <li>- Facility to enter bank statement details (one bank slip may contained more than one cheque).</li> <li>- Facility to view / Extract data which are relevant to Bank Reconciliation process before it is been updated to General ledger.</li> <li>- Facilitate to auto reconcile cheque details and other details are handled manually.</li> <li>- Facility to send a message to relevant departments if any differences are found.(Report on more than 30 days cheques)</li> <li>- Have a alarming /Messaging system to inform after alterations done by relevant departments.</li> <li>- Facility to prepare bank reconciliation report.</li> </ul>
1.2	Preparation of final accounts. 	<ul style="list-style-type: none"> <li>- Facility to extract details from relevant accounts when preparing general ledger,</li> <li>- Facility to prepare Trial Balance</li> <li>- Facility to check inquiry "source details"</li> <li>- Facility to prepare Profit &amp; Loss account</li> <li>- Balance sheet</li> <li>- Facility to define transaction categories (e.g SPC (Bulk,Osusal..etc),Jeevani,DHS...etc)</li> </ul> <p>The above formats should be provided according to the user requirement</p> <ul style="list-style-type: none"> <li>-Drop down facility for trial balance.</li> <li>-Facility to view only a selected area of final accounts (e.g part of trial balance..etc)</li> <li>-Facility to calculate a percentage from budgeted figures when actual figures are not available.</li> </ul>
1.3	Budget Comparison	<ul style="list-style-type: none"> <li>-Facility to Compare the actual &amp; budgeted figures with                             <ul style="list-style-type: none"> <li>Ledger accounts</li> <li>Profit &amp; Loss</li> <li>Balance Sheet</li> <li>Cash Flow</li> <li>Trial Balance</li> </ul> </li> </ul> <p>Facility to prepare a report - Differences between Budgeted and Actual</p>

1.4	Fixed Assets Module	<p>Fixed assets (FA) manages depreciation and other costs associated with tangible assets such as buildings, property and equipment,....etc</p> <p>System should support the following functionality:</p> <ul style="list-style-type: none"> <li>- fixed assets records;</li> <li>- work flow for asset transactions;</li> <li>- asset depreciation;</li> <li>- revaluation ...etc</li> <li>- Disposal of items (gained from Admin Dept)</li> <li>- Facility to view GRNs raised by Stationary stores along with approved budgeted items.</li> </ul>
2	<b>Pricing Module</b>	<p>Maintaining cost data with regard to all imports(Health care items) and fixing selling prices with the consultation of marketing department.This unit handle pricing and costing parts,Pricing is done for imported items and Local items ,Local items are further categorized CPU and Tender call.</p>
2.1	<p>preparation of Price Advice</p>  <pre> graph TD     A[Wharf Dept] --&gt; D[Receiving Invoices]     B[Imports] --&gt; D     C[CPU unit] --&gt; D     D --&gt; E[Prepare Price advice]     E --&gt; F[Send to Marketing]     F --&gt; G[Enter prices]     G --&gt; H[Release Price]             </pre>	<p>When documents come to Wharf department for clearance pricing unit is informed by the system ,this is only for imported items. So that pricing unit can proceed with pricing process.</p> <p>Pricing unit is informed by the system when GRNs are entered at Ratmalana.</p> <ul style="list-style-type: none"> <li>- for CPU and Local items- to start pricing process.</li> <li>- for imported items - to <b>enter and</b> release prices.</li> </ul> <p>* Facility to extract data from database and view relevant documents to prepare price advice.</p> <p>Eg .Imported items - CUSDEC details,Indent details ,Invoice -attached by Imports department          CPU items - Order list detail,          Local Purchase -Order details-Hadled by imports department</p> <p>Price advise should have following details:          Wharf Ref,Indent No,Item Description,Supplier,Pack Size,C&amp;F(F),CIF,Parity,CIF(L),O/H ,Disct Marg,Total cost,Formula price (W/S,R/S, SPC),Market price to implement(W/S,R/S),Invoiced Qty,OHS.</p> <ul style="list-style-type: none"> <li>- Facility to enter /Edit pricing formula details</li> <li>- Facility to inform Marketing department after completing pricing advise, to get the market prices and the recommended prices.</li> <li>- Facility to print price advice .</li> <li>- Facility to enter price details once approval is gained from DGM (M),DGM(Finance) and DGM(C&amp;L).</li> <li>- Price should be released only after confirming the accuracy.(Currently this is handled by Computer unit)</li> <li>- Price details should be notified to relavent departments.</li> </ul>
2.2	<p>Price changes</p> <ul style="list-style-type: none"> <li>- Price increases</li> <li>- Price Decreases</li> </ul>	<p>Item price can be changed due to difference reasons slow moving ,short expiry etc. This is informed by marketing department.</p> <ul style="list-style-type: none"> <li>-System should facilitate to view/print price history details reference to item code/number within a given time period.</li> <li>-Facility to enter price revision details , Price should be released only after confirming the accuracy.(Curntly this is handled by Computer unit)</li> <li>- Price revision details should be notified to relevant departments.</li> </ul>
2.3	Costing Process	<p>Costing is calculated only for imported items.</p>

2.4	Preparing cost sheet If Values are appeared in Cash Book	<ul style="list-style-type: none"> <li>-Facility to view entered GRN details at Ratmalana.(Only for imported items)</li> <li>-Facility to view GRNs in serial order</li> <li>-Facility to extract details from database to prepare cost sheet.</li> </ul> <p>Indent details, Invoice details, GRN details, Bank bill details, Insurances, Bank charges, Bank Interest, L/C charges, Vat, for bank charges, Duty &amp; Dues, Landing charges, PAL, Clearing charges Vat etc..</p> <ul style="list-style-type: none"> <li>- Facility to enter details if any</li> <li>- Facility to view relevant documents reference to GRN .(CUSDEC, Invoice, Indent, GRN ,etc..)</li> <li>- <b>If cash book is not updated ,cost sheet is prepared estimating values.</b></li> <li>- Have a facility to enter bank charge details (if Values are not appeared in cash book)</li> <li>- Have a facility to complete cost sheet using estimated values</li> <li>- Facility to update cost ledger ,once cost sheet is prepared.</li> </ul> <p>When receive goods as replacements to Ratmalana have a facility to inform costing unit to prepare cost sheet , have a facility to store this separately as replacement details</p> <ul style="list-style-type: none"> <li>-Facility to enter/Keep bank interest details -When doing estimate calculation</li> </ul>
2.5	Stock Handling	<p>Annual stock verification is done every year to identify and change differences between computer stocks and actual stocks.</p> <ul style="list-style-type: none"> <li>-Facility to view stock details at Osusals ,stores (The last date before stock verification)</li> <li>-Facility to record stock verification details (Specially in relation to computerization of counter, Dispensary stocks)</li> <li>-There should be a facility to reconcile the input to the Osu-sala counters Dispensary (Through stores requisition) with the output from counters Dispensary. This must be reconciled item wise daily, weekly, monthly or at any time.</li> </ul>
2.6	Record stock Verification details	<p>Should have the facility to record annual verification details .</p> <ul style="list-style-type: none"> <li>-Facility to record verification schedule details</li> <li>-Facility to record allocated staff details : Name, EPF no, Duty -place etc....</li> <li>-Facility to prepare and print forms for counters &amp; Dispensary when doing stock verification.</li> </ul>
3.	<b>Revenue Module</b>	<p>System should support the following functionality: AR company policies and procedures; customers/voucher master data; bill processing and aging analysis; credit management; cash/payment application, receipt processing; journal voucher processing; AR ledger posting; multicurrency accounting and conversions; AR transactions and controls; and AR reporting.</p> <p>Duties covered by revenue unit are listed below.</p> <ul style="list-style-type: none"> <li>* Coordinate with relevant department (Marketing) for accepting bank guarantees from distributors, Franchisers &amp; other customers.</li> <li>* Monitoring cheque deposits and handling cheque returns</li> <li>* Record keeping relevant to debt collections &amp; follow up action.</li> <li>* Maintenance of the debtors ledger.</li> <li>* Maintaining of cash books -Receipts(Osusala wise), Import payments and receipts.</li> </ul>

<p><b>3.1 MSD operations</b></p> <pre>             graph TD                 Imports --&gt; RN1[Raise Debit note]                 RN1 --&gt; DR[Update Debit note register]                 DR --&gt; HOcash[HO cash]                 Wharf --&gt; DPR[Raise Debit note]                 DPR --&gt; UDCR[Update Duty claim register]                 HOcash --&gt; UDCR                 UDCR --&gt; MSDcol[MSD collection]                 MSDcol --&gt; UDL[Update Debtors ledger]                 UDL --&gt; UGL[Update GL]                 UDCR --&gt; UGL                 </pre>	<ul style="list-style-type: none"> <li>* Facility to view debit note details entered by Imports Dept</li> <li>* Facility to view/extract duty paid receipts entered by Wharf department reference to the debit note raised by imports dept.</li> <li>* Accounts section should be informed the awaiting debit notes by the system</li> <li>* Duty claim register and debit note register should be updated accordingly.</li> <li>* Facility to view relevant details or attached documents(Eg.Invoice) with reference to wharf ref / indent no...etc .</li> <li>* Facility to extract MSD collection details from head office cash book.</li> <li>* Debtors ledger &amp; general ledgers should be updated according to the head office cash book,duty claim register &amp; debit note register figures.</li> <li>* Manual adjustments should be possible.</li> </ul>
<p>Handling MSD Payments</p>	<ul style="list-style-type: none"> <li>* Have a facility to generate &amp; printed debit note to send MSD for claims.(replacement debit notes should be identified separately).</li> <li>* Facility to record adjustments to the debit note, done by MSD.</li> </ul> <p>MSD payment methods/patterns</p> <ul style="list-style-type: none"> <li>- Debit details (Consignment wise)-time analysis</li> <li>- Payment details( for which consignment,date,value...etc)</li> <li>- Age Analysis</li> </ul>
<p><b>3.2 SPC Sales</b></p> <pre>             graph TD                 SPC --&gt; CS[Cash sales]                 SPC --&gt; CrS[Credit sales]                 CrS --&gt; BS[Bulk stores]                 BS --&gt; SL[Sales ledger]                 CrS --&gt; OS[Osusala/div. stores]                 OS --&gt; SL                 OS --&gt; CB[Cash Book]                 CS --&gt; CB                 CB --&gt; DL[Debtors Ledger]                 DL --&gt; GL[GL]                 SL --&gt; GL                 </pre>	<p>Consists of Osusala,Regional stores and main stores.                  Previous days transactions should be available the very next day.</p> <ul style="list-style-type: none"> <li>- View online or facility to load transactions event to returns.</li> </ul>
<p><b>3.2.1 Cash Sales</b></p>	<ul style="list-style-type: none"> <li>* Cash sales from all osusalas,regional stores &amp; main stores should be available.i.e Revenue section should be able to view/load above details.</li> <li>* Should be able to identify cash sales relevant to osusala or stores separately.</li> <li>* Identify transactions in a serial order.</li> <li>* Awaiting lists for approval (to update ledger accounts) should be available.</li> <li>* Facility to Update relevant ledger accounts after confirming accuracy by revenue department.</li> </ul>


3.2.2	Credit Sales	<ul style="list-style-type: none"> <li>* Facility to view credit transactions of Ratmalana main Stores.</li> <li>* Facility to identify retail credit &amp; wholesale credit sales separately and osusala wise.</li> <li>* Identify transactions in a serial order.</li> <li>* Facility to Update relevant ledger accounts after confirming accuracy by revenue department.</li> </ul>
3.2.3	Sales Returns & Cancellation	<ul style="list-style-type: none"> <li>* Facility to monitor sales returns and cancelled invoices entered by osu salas &amp; stores.</li> <li>* There are 2 types of sales returns               <ul style="list-style-type: none"> <li>-credit sales return :- raise credit note</li> <li>-cash return - send to payment unit</li> </ul> </li> <li>} Need to get approval from relevant authorized persons.</li> <li>* Awaiting lists for confirmation should be notified to the user by the system.</li> <li>* Facility to update relevant ledgers (sales, Debtors,General...etc) after confirming the accuracy.</li> </ul>
3.2.4	Stock Transfer Details	<p>Facility to handle stock transfer details</p> <ul style="list-style-type: none"> <li>- Main stores to Osusalas.</li> <li>- Inter osusala transfers.</li> </ul>
3.2.5	Handle Over banking/ Under banking	<p>Manual adjustments should be possible.</p> <p>Linked with daily collection(credit/cash) details of osusala/stores...etc</p> <ul style="list-style-type: none"> <li>- Facility to record/view above details</li> </ul>
<b>3.3</b>	<b>Maintain Customer Details</b>	
3.3.1	Maintain Customer Details	<p><b>Osusala credit customers</b></p> <ul style="list-style-type: none"> <li>* Facility to maintain customer details eg. Customer code, Name, Address...etc</li> <li>* Facility to use the same customer code by osu salas or to map customer codes.</li> </ul> <p><b>Registered customers</b></p> <ul style="list-style-type: none"> <li>* Customer registration details entered by marketing dept. should be available for verification.</li> </ul>
<b>3.4</b>	<b>Other Incomes</b>	
3.4.1	Facility to distinguish between the other incomes	<ul style="list-style-type: none"> <li>* Supplier convention income, Tender book sales, Prescriber income,...etc</li> </ul>
<b>3.5</b>	<b>Handling Cheques</b>	
3.5.1	Enter/Extract Cheque details.	<ul style="list-style-type: none"> <li>* Facility to view cheque details entered at sales department-Ratmalana/osu sala (e.g Date,customer,bank,cheque no,cheque date,value,...etc)</li> <li>* Facility to enter/load cheque details to the system</li> <li>* Facility to enter cheque realization details (Realized or not,date realized or date returned ...etc)</li> <li>* Facility to calculate interest for returned cheques based on number of days delayed.</li> <li>* Facility to raise debit note for the interest on return cheques/cheque advances...etc.</li> <li>* Relevant credit customer details should be updated (osusala/others)-link with sales &amp; marketing departments.</li> <li>-set off its subsequent accounts.</li> </ul>

<b>4</b>	<b>Payment Module</b>	System should support the following functionality: AP company policies and procedures; suppliers/voucher master data; payment controls; invoice processing and aging analysis; payment processing; journal voucher processing; AP ledger posting; cheque processing; AP transactions and controls; and AP reporting.
<b>4.1</b>	<b>Handling Payment Vouchers</b>	Payment vouchers can be categorized as insurance, Osusala Refunds, Additional discounts, Refunds of tender deposits, Computer projects, Miscellaneous..etc, Facility to define payment schemes eg. TEC members, Tender board members..etc, PV number should generate automatically.
4.1.1	Handle Payment Voucher details. (CPU/Stores/Osusala..)	<ul style="list-style-type: none"> <li>* Facility to view GRN details entered by Main stores ,osusala...etc</li> <li>* Facility to categorize GRN /Invoice details supplier wise.</li> <li>* Facility to categorize Return note details supplier wise. <ul style="list-style-type: none"> <li>- Identify return details with reference to the GRN No.</li> </ul> </li> <li>* Facility to confirm entered data.</li> <li>* Facility to view relevant attached documents reference to GRN/Invoice</li> <li>* Facility to enter payment vouchers (one PV may contain more than 1 Invoice) <ul style="list-style-type: none"> <li>- Voucher no, Voucher category, Department, Description, Amount, Voucher date, Voucher approved date, Bank, Ledger Acc ..etc</li> </ul> </li> <li>* Facility to view entered relevant details reference to GRN/Invoice/voucher category wise <ul style="list-style-type: none"> <li>- Facility to deduct return notes from selected invoices</li> </ul> </li> </ul>
4.1.2	Tax calculation	<ul style="list-style-type: none"> <li>* system should facilitate to calculate taxes Eg. Withholding tax...etc</li> <li>* Facility to generate tax summary report as per inland revenue requirements.</li> </ul>
4.1.3	Cheque Handling and Updation of ledger accounts.	<ul style="list-style-type: none"> <li>* A direct interface should be available to Payroll system (Recoveries, salaries...etc)</li> <li>* Facility to handle Osusala purchasing, Local purchasing and Other details</li> <li>* Facility to cancel cheques</li> </ul>
4.1.5	Adjustment	* Facility to adjust data - adjustment data is sent /Informed by Book keeping unit.
<b>4.2</b>	<b>Receipt Cash Book</b>	Handle all type of head office payment ,Cash and cheques details are handled separately
4.2.1	Handle Receipt cash book	<ul style="list-style-type: none"> <li>* Facility to handle receipt cash book details</li> <li>There can be one cheque for more payment or more cheques for one payment system should facilitate to monitor this</li> </ul>
<b>5</b>	<b>Management Accounting Unit</b>	System should support the following functionality: <ul style="list-style-type: none"> <li>- preparation of annual budget</li> <li>- preparation of corporate plan.</li> <li>- Handling welfare payments ( Housing Loan reimbursement, Medical Insurance, Medical Bill Payment ,Spectacle Payment)</li> <li>- Handling LC's Bank guarantees status of orders - For this facility to link with Bank Unit</li> </ul>

5.1	Handle Welfare Payments - Housing Loan reimbursement - Medical Insurance - Medical Bill Payment - Spectacle Payment	* Initiated by welfare unit at HR department. * Have facility to check whether all criteria are fulfilled. Relevant documents are sent by HR department. - Loan Reimbursement (Employee request, bank receipt, loan schedule / statement.) - Medical Insurance (Application, diagnosis card, bills, ...etc) - Medical Bill Payment (Application of employees, bills, prescription ) - Spectacle Payment (Application form, bill , prescription, ...etc ) and confirm data forwarded by HR dept. * Facility to enter/ generate payment vouchers. Payment voucher is checked and approved by relevant authorized persons and forwarded to payment unit. * A direct interface should be available to Payroll system . * Facility to view history records of above payments.
5.2	Preparation of annual budget. (Budget Control Module)	* Facility to apply online/enter manually - annual budget requirements received from departments. * Facility to enter budget approval details. (Department/Osusala wise) * Facility to view and print budget requirement details with approval department wise * Facility to summarize approved annual budget details item wise. * Facility to compare previous budget details  System should support the following functionality. - Budgetary controls - Budget accounting - Budget development and budget allocation. - Variance Analysis
6.1	<b>Report Generator</b>	Process ERP solutions should provide user-generated reporting tools that are easy to use and provide sufficient depth of and access to the financial data to permit comprehensive analysis. It should facilitate to generate reports daily, monthly, quarterly & annual , as per user requirements and facility to store reports.
6.1.1	Book Keeping Unit	General Ledger, Account transactions -(Account wise , Osusala wise ), Trial Balance (With all osu sala), Trial Balance (Consolidated), Profit & Loss (Osusala) , Profit & Loss (Osusala Consolidated), Balance sheet, Cash Flow, General Ledger Inquiries -(Accounts wise , Osu sala wise , Journal Voucher No.), Cash book Inquiries C/B reference no (PV) Date range wise , Cheque Number wise, Budget comparison details
6.1.2	Pricing Unit	Stock verification report (LP, SPC separately), Excess & Shortage (LP, SPC separately), Replacement details , Price advices, Cost sheet details, cost sheet -Using estimated values, Price changes details, Valuation reports (unsalable, salable separately), Stocks in "Cut-off points" in osusalas and stores, Summary of stock verification

6.2.3	Revenue Unit	Cancelled invoice report,Sales Return Report, Sales report- Wholesales,Retail sales Customer wise,Stock transfers from Ratmalana Bukl stores, wholesale credit, Retail Credit, Customer wise Outstanding report-SPC,MSD,Age Analysis-SPC,MSD,Mohtly total deduction(MSD),Cheque return report,Over/Under bank report
6.4.4	Payment Unit	Osusala purchasing -Cheque details ,Local Purchasing -Cheque details Age Analysis,Creditors control cards supplier wise, Total Outstanding supplier wise, Cash book inquires-Cheque Number,Supplier Number,C/B Reference no,(P/V)date range Supplier Inquiries- Supplier Number,Invoice Number,Cheque Number GRN inquiries-Supplier wise,Osu sala wise. Report on PAL,Clearing Charges Duty,SLR,DHS,Ledger account details (Debits,Credits),Cash book report,Cash book Summary Details,Payment Vocher details . Summery report -Ledger account wise ,Osusala sales wise ,Monthly system J/V
6.5.5	Management Accounting Unit	Budget variation report,Sign lists (loan reimbursement,medical Insurance,Medical bill payments, Spectacle payment....etc) Item details category wise -OHS,,salabel Qty ,Facility to trace GRN or Dispatch notes given date Osusala wise or Main stores Stock position and Stock holding period -Osusala wise ,Stores ,MSD clearance against debitnote.Creditors status at a given point Debtors receivables with age analysis,Notifying upon receipt of consignment and clearing is arranged pending to be cleared by wharf,Price advices, unusual charges & demurrage (Reason ,Action taken ,Indent no,Wharf No etc.),Claim received from supplier Vs requested claims with age analysis.Age analysis of container deposit receivable.
<b>7</b>	<b>Maintenance</b>	
7.1	User should be able to define messaging parties	E.g Bank reconciliation send message to relevant departments.
7.2	Define New Fields	E.g Introduce new charges...etc.
7.3	Process jobs in edit and update	The ability to process jobs that are in the midst of being edited or updated
7.4	Jobs required to include error and warning messages.	Data entry validation
7.5	Method for verifying keying to ensure only appropriate records updated	Restrict fields, define mandatory fields.
7.6	Uses what-if scenarios	To Check the cost factor if goos are kept in a warehouse in another few days....etc
7.7	Multi-level Security Hierarchy System	To ensure that no one can enter/adjust/view data if they are not authorized to.
7.8	Audit Trails	
7.9	Manual adjustments	
7.10	Built-in backup & restore Facilities	

Inventory Control Department

Inventory Control Management System		
		
Hierarchy	Criterion	Description
1	<b>Inventory control Module</b>	Inventory control management process include ,Inventory Control Module, Private Sector module, Report Generator Module, Information Module, Document Handling module.The software should support the following functionality, Identify items to be ordered, Identify slow moving items, Fast moving items,Essencial items, Generate requisition number, Generate item number ,Print Requisition form,Maintanence of stock , Maintenance of private sector information ,Generate stranded and User define reports.
1.1	<b>Prepare Reqsition Form</b>	
1.1.1	<b>For SPC Items</b>	
1.1.1.1	Identify items to be ordered	<p>Calculate Lead time (depends on Average Monthly Sales) This calculation is done using On hand Stock (OHS-salable and withhold qty seperately),Pending orders(OOQ)                      System should facilitate to identify items with short lead time.</p> <p>Lead Time = (Salable OHS + OOQ) / Average Monthly Sales <b>except bulk purchases,DHS transfers and no charge invoice and returns</b></p> <p>*Facility to view details of "item to be ordered "                      -Expiry dates and should highlighted short expiry                      - Returns due to a error or Quality failure                      - Facility to view MSD stock positions, monthly consumption ...etc (to be discussed with MSD)                      *Facility to identify Direct quotation and Tender call items separately</p>
1.1.1.2	Able to check sales movement of that products	<p>Using sales information able to calculate Actual monthly sales, But sales movement is not smooth (quality failure, emergency cases,DHS transfer...Etc), therefore can not depend on actual average monthly sales .System should facilitate to handle those situations.</p> <p>Depending on sales movement should have a facility to categorize Fast-moving ,Slow-moving items</p>
1.1.1.3	Defining Essential drugs	According to information given by Marketing Department and PIR and, <b>Research</b>
1.1.1.4	Generate Requisition No	<p>This should be a unique number , Looking at Req No able to identify year, Item type (Capsule ,Tablets,..etc) Category-(ORS,SPC-,<b>LAB</b>)                      For ORS and lab items quantity is decided by DGM(T&amp;L). There should be a facility to handle it,                      Facility should be available to record cancellation of requisitions <b>with reasons</b>                      - Requisitions are cancelled due to no offers from required sources.</p>

State Pharmaceutical Corporation

1.1.1.5	Print Requisition	<p>This should include Requisition No, Code No, Class, Tender Type (DQ...etc)</p> <p><b>For an Existing Item</b>                      * Able to get                      - product description(Shelf-life,colour,size,physical appearance, uniform looking formulation,sterility,storage condition,temperature,labeling, weight/volume, pack size ...etc)                      System should facilitate to change pack or enter more than 1 pack size. (blister pack for tablets and capsules)                      - Monthly sales for past 12 months                      - Pending orders                      - On Hand Stock                      - Actual Average sales for 12 months ,For 6 months                      - CPU stock position ,and sales for 12 months ,for 6 months                      Using sales movement, enter required quantity with delivery dates (This can be changed(RFS))                      -Remarks -Last order was placed on indent ,supplier ,budgeted sales quantity for the year                      Facility to get conformation from authorized persons</p>
		<p><b>For New Items</b>                      Facility to extract item specifications entered by technical department or lab (e.g Shelf-life,colour,size,physical appearance,uniform looking formulation,sterility,storage condition,temperature,labeling, weight/volume, pack size ...etc).                      Generate Item Number .                      Facility to enter relevant HS Code. (should indicate whether item needs a license or not)</p> <p>Facility to identify items which does not need expiry date.(eg Surgical intruments,first aid box....etc)                      Facility to view Private sector information to decide Quantity to order (RFS)</p> <p>For ORS items need to get confirmation for requisition from DGM(T&amp;Lab)                      For Lab items Need to get confirmation for requisition from manager Lab.</p> <p>Facility to view CPU stock positions at Ratmalana main stores and MSD stock positions,sales if available                      Get the confirmation for the requisition from relevant authorized personnel.</p>
1.1.1.6	Updation of Requisition	<p>RFS and Quantity can be changed more than once.                      - MSD transfers - Part supply                      - Supplier changes - Quality failure                      - Management Decisions -Depend on LP                      - Imported ordered</p> <p>There should be a facility to store these details inform relevant departments of RFS changes.</p>
<b>1.1.2</b>	<b>For Lab Consumables</b>	
1.1.2.1	Print Requisition	<p>Order list is received from QA Lab.                      Facility to extract item description, specification entered by QA Lab using item code (itemcode is generated at Lab)</p>
1.1.2.2	Confirmation	<p>Get the confirmation for the requisition from relevant authorized personnel.</p>

State Pharmaceutical Corporation

<b>1.2</b>	<b>Stock maintenance</b>	
1.2.1	Hold & release items	Have a facility to hold items in certain circumstances Eg. When Quality failure is identified, Crown marks items, Price Difference, short expiry...etc. facility to record reason to hold an item An Authorized person should have the facility to hold or release items for a given reason and relevant departments should be informed. If there are two items should have a facility to highlighted short expiry product and if necessary to hold action to dispose the relevant stocks
1.2.2	Stock Verification Changes	Annual stock verification is done every year. An Authorized person should have the facility to change it If there is any alternation of the stock .
<b>1.3</b>	<b>Print Tender board Information sheet</b>	<b>Tender calling , closing process and tender scheduling parts are handled by Imports departments .</b>
1.3.1	Prepare Tender board Information sheet	Req no,Item,Date,Tender Ref(tender reference no), Required quantity, Pack size can be more than one type (eg.100 X 10,or 50 X 20)  Supplier wise Stock as at tender preparation date ( OHS(Salable & hold separately) with expiry ),Stock Duration(OHS,OOQ) previous months sales, Quantity on order,Avarege sales (12 months,6 months, 3 months),  Tender Schedule infor(Previous supplier and Current offers-Name,CIF/C&F price, Local Price, -Quality failure details to be highlighted - New pack size to be highlighted -Generic or branded product  Quantity recommended for order -Qty ,Installments & dates)  CPU information - supplier OHS,Price,Expiry date, Discount offers, Quality failure reports if available
1.3.2	Print Tender board Information sheet	
<b>2</b>	<b>Private Sector Module</b>	
<b>2.1</b>	<b>Private Sector Information</b>	
2.1.1	Maintenance of Private Sector information	Daily collect information from Import control department.Input Importer name ,Supplier name,Country,Pack size No. of .packs,CIF.C/F price,Local price, Date, EDT NO, Facility to enter surgical items details -Should support format like - Price with 4 decimal places ,Pack size -10 X 10 ,10 X 50
2.1.2	Print Private Sector information	Able to find item by name ,or code, form should include Item name, Item code,Req no.Quantity and value.
2.1.3	Generate Item code	If it is an existing SPC item both numbers should be equal .
<b>2.2</b>	<b>Statistical Information</b>	
2.2.1	Print past supplier information	Item wise & according to a date range
2.2.2	Print past supplier for SPC with years of purchases	Item Wise ,Supplier wise Facility to view branded products and generic products separately

3 Report Generator Module		
3.1	Ability to facilitate preparation of daily reports	Eg. List of New Arrivals, Bonus items,Critical Item List,Expiry List,NIL sale list
3.2	Ability to facilitate preparation of monthly reports	Fast moving items,Slow Moving items,With Hold Items,Sales movements,Cancelled requisitions,Sales movements of bonus/discount and new introduce items, Sales Returns ,
3.3	Ability to facilitate preparation of Quarterly reports	Short Expiry Items,bonus items,promotional/Price revised items
3.4	Ability to facilitate preparation of annual reports	Therapeutic group wise,Importer wise ,Country Wise ,Therapeutic group summary For SPC, DHS, Private sector (SPC & non SPC) surgical /Lab chemical items
3.5	Ability to facilitate preparation of reports on a given date range	supplier wise item import details, item wise supplier details,DHS Transfer item details, Branded Item Details(DQ),Surgical Items Hold items with expiry,Bulk purchases,Monopoly items
3.6	Ability to create reports as per user requirements	High Value items ,Monopoly Items,Hold items,All type of items,Non registered items,surgical Items
3.7	Ability to store reports	All type of reports
4 Information Module		
4.1	DHS product Movements	Item wise and Quantity wise,To get idea of product movements,pharmaceuticals and Surgicals separately
4.2	Items Imported only to private sector	Able to view sales movement ,This will help to get idea of market segment If usage is changed to be highlighted
4.3	Private Sector Prices	Able to view this item wise ,Importer wise ,Branded,Generic
4.4	Able to view sales movement of any item	This will help to decide RFS and critical situations
4.5	Able to view item ,Quantity and Price	Drilldown facility to compare Private sector, DHS and SPC,CPU item information's surgical also .
4.6	List of CPU items OHS and Sales	Able to view this daily,weekly, monthly,annualy (Generic/Branded)
4.7	List of ORS items	Stock availability,RFS date for raw materials,Production of month account to the capacity
4.9	List all requisition	Requisition detail with current status(Tender call/indent raised/follow up/Good received/cancelled...etc)
4.10	Item wise	On ordered quantity and On hand Stock(salable and withhold qty separately), CDDA Registration details (to identify monopoly items) Quantity supplied in part or full,shortages or not ,labels ok
4.11	Stock verification details	Annualy
4.12	PIR Details	Market movements of item,consultant feedback,pack changes,Introductory items to market.....etc.
4.13	SPMC details /stock transfers	Facility to view stock issued to Thennekumbura stores, SPMC sales - Direct or CPU SPMC OHS -Direct and CPU with expiry SPMC item details DHS transfers to be obtained in several lots after made an award due to storage capacity,movement and price change.

State Pharmaceuticals Corporation

5	User Maintenance process	
5.1	Multi-level Security Hierarchy System	
5.2	Ability for the user to define new fields	E.g Remarks,new fields for tender board information sheet,Quality failure,Returned notes...etc
5.3	Audit Trails	
5.4	Manual adjustments	E.g Average monthly sales,Estimated average monthly sales (EAMS can be prepared)
5.5	User defined authority levels	User should be able to define/set authority levels or edit them when needed.
5.6	Process jobs in edit and update mode	The ability to process jobs that are in the midst of being edited or updated
5.7	Jobs required to include error and warning messages.	Data entry validation
5.8	Method for verifying keying to ensure only appropriate records updated	The ability check data entry to make sure that only the correct records are updated
5.9	User define calculation formulas	
5.10	Uses what-if scenarios to determine if a job can be fulfilled	e.g Calculate lead time considering storage capacity
5.11	Built-in backup & restore Facilities	
5.12	User defined alerting system	Short Expiry,DHS Transfers,Part Supplies Details...etc
5.13	Digital Signatures	Facility to place signatures when it comes to approval without a printout.

State Pharmaceuticals Corporation

Enterprice Resource Planning for Procurement Management System



Hierarchy	Criterion	Description
1	<b>Procurement Management Module</b>	Import management module is divided in to two main parts that is DHS and SPC . This will cover requisition process,tender calling , awarding , follow up process, Claim process, supplier details maintenance, file allocation , Banking,document handling , reports generating module, raising MSD debit note(DHS only).
1.1	<b>DHS Section</b>	
1.1.1	Processing Requisitions Print Requisition and Enter details	<ul style="list-style-type: none"> <li>* Get the Order list form MSD in a electronic format.</li> <li>* They have a computerized system intend to integrate with our system.</li> <li>* Order list contains SR No, Conditions, Item Description, Qty, Delivery schedules. <b>Estimated Value</b></li> <li>* Facility to load this order list directly to our database without typing.</li> </ul>
1.1.2	<b>Tender calling process</b>	
1.1.2.1	<b>Tender approval process</b>	<p>Tender approval party depends on the estimated value of the tender.</p> <p>If Value &gt; 500 M - Cabinet                      If Value &gt;200 M -Ministry                      If Value &lt;200 M -Procurement Committee or will be granted by MD or DGM (C&amp;L) depend on the nature of requirement for world wide tender AMI/MI can give approval.</p> <p>Then check lead-time to decide tender type                      If Lead time&gt; 6 months - world wide tenders                      If Lead time&lt; 6 months - Restricted tenders                      For machine specific or Monopoly items - Direct Quotation -supplier list is given by MSD.                      Tender type may depend on the nature of items also                      Facility to enter tender approval details .</p>
1.1.2.2	Prepare Tender Invitation letter	<ul style="list-style-type: none"> <li>* Facility to view/extract previous suppliers &amp; registered suppliers which are maintained by Technical department and ICD,</li> <li>* Generate tender No, <b>Tender number should represent following details.</b> <ul style="list-style-type: none"> <li>- Tender Type (WW /RES / DQ...etc)</li> <li>- Tender Category ( Cabinet / Ministry ...etc)</li> <li>- Sub Category (Surgical/pharmaceutical/lab/...etc)</li> <li>- Serial Number</li> <li>- Year</li> </ul> </li> <li>* Able to extract item description and address of Supplier/local agent from db</li> <li>* Facility to auto generate invitation letter and tender document. User should be able to edit/enter data (e.g Tender opening date/closing date/closing time ...etc)</li> <li>* Supervisor should check and Authorize.</li> </ul>
1.1.2.3	Prepare Paper Advertisement	<ul style="list-style-type: none"> <li>* Generate a paper advertisement when needed.</li> <li>* Forward to Administration department for advertising.</li> <li>* Publish tender document in web when needed.</li> <li>* Have a facility to store tender details,</li> </ul>

State Pharma Central's Corporation

1.1.2.4	Tender opening	<ul style="list-style-type: none"> <li>* Take down tender minutes at the time of tender opening.</li> <li>* Have a facility to enter tender minute.(Offer no, C&amp;F price or CIF price, price validity, Bid bond, Bid bond validity, <b>Name of Bidder FOB price plus freight charges</b>) <ul style="list-style-type: none"> <li>- If it is a RES tender, facility to comment whether a registered supplier or not (e.g unsolicited)</li> </ul> </li> <li>* Facility to identify whether it is surgical, Pharmaceutical, Lab when generating Offer No.</li> </ul>
1.1.2.5	Tender Scheduling	<ul style="list-style-type: none"> <li>* Prepare tender schedule according to received offers. (offer No, Tender name &amp; address, Local agent, <b>Name of Manufacture</b>, Standard offer, Qty offered, Pack offer, Unit, C&amp;F price F/C, C&amp;F price L/C, <b>Parity rate, Price Validity</b>, Total Value, Terms of Payment, Sample received, Delivery, shelf life, Remarks, tender no, Requisition no, called no, closed on, Qty required, standard required, installment, Quantity, Delivery, Item code, Item description, Catalogue No (For Surgical Items only))</li> <li>* Able to extract Requisition no, called no, closed on, Qty required, standard, Offer No, required, installment, Quantity, Delivery, Item code, Item description, Tender name &amp; address, Local agent from data base</li> <li>* Able to enter shelf life, Qty offered, Pack offer, Unit, C&amp;F price F/C, Terms of Payment, Sample received, Delivery, Remarks, <b>Parity rate, Price validity</b></li> <li>* Sample received or not, Registration, Registration expiry - Handle by Technical department</li> <li>* If supplier offer different with DHS offer there should be a method to identify it,</li> <li>* For restricted tenders and direct quotation tenders have a facility to extract supplier details from data base .</li> <li>* This should be checked by supervisor.</li> <li>* <b>Items under tender reference should automatically get listed when the tender reference is selected.</b></li> </ul>
<b>1.1.3</b>	<b>Award process</b>	
1.1.3.1	Input Award details	<ul style="list-style-type: none"> <li>* Able to view /print submission details entered by Technical department.</li> <li>* Received tender samples are evaluated by technical department and evaluation details are entered to the system</li> <li>* Able to view sample evaluation details</li> <li>Award is given by PC and inform to imports department,</li> <li>*If PC decided - To give two or more suppliers need to get confirmation from DHS</li> <li>Recheck Sample -Inform supplier (Here have to get sample from supplier and get checked from relevant lab, if it Unable to comply requirement inform to PC for decision)</li> <li>Have a facility to confirm tender award information entered by PC (check against hard copy).</li> </ul>
1.1.3.2	Tender Award Publishing Process	<ul style="list-style-type: none"> <li>* Facility to publish PC decision for a tender (Awarded Tender Details) on spc web site according to the tender number.</li> </ul>
1.1.3.3	Generate Award Fax/ E-Mail	<ul style="list-style-type: none"> <li>According to TB decision generate award fax or E-mail</li> <li>Able to extract following details from the database <ul style="list-style-type: none"> <li>- item details, - Supplier offer details (registration, registration validity, offered pack size, price, <b>offer validity, Bid bond validity</b>)</li> <li>- Supplier Details - Local Agent details (eg. Address, Tel no, Fax No, E-mail address)</li> </ul> </li> <li>Inform supplier</li> <li>if Performance bond /Contract is needed.( if Value is over 5 M-performance bond &amp; if value over 10 M-Contract)</li> <li>Registration expiry</li> <li>whether Pre-shipment samples are needed.</li> <li>Facility to enter due date.</li> </ul>

For Reference Only  
 Bid Document Should Purchase by paying Rs.60,000+VAT

1.1.3.4	Get Confirmation from Supplier	Some time suppliers do not agree with given requirements and send some adjustments, if so have a facility to enter details of that. If supplier request to send short expiry items * First get confirmation from MSD * Get assurance from Supplier Have a facility to monitor and handle this.
1.1.3.5	Order acceptance	If Supplier do not send reply before due date , * need to send a reminder if not responded within 7 days * If still not responded after 14 days forward to PC to take necessary action Have a facility to handle this
1.1.3.6	MSD Clarification	Have a facility to keep records of * Order list received date * Comments * End user details * Cancelled order list details
1.1.3.7	Payment Type *L/C *Direct Payment *Advance payment	* Facility to extract/enter payment type (direct payment/LC/Advance Payment) details. There is an existing format * Facility to extract/enter indent details. These details should be forwarded to Banking unit to enter import licenses no and indent no.  * There are two types of indents (Conditions differ according to the type of indent) * LP   * Foreign One indent can have more than 1 item. This should be checked by supervisors and forwarded for authorization by the relevant authorized officer * Facility to print this
1.1.3.8	Check CDDA Registration and other permits	Some instance have to get NOL letter for goods clearance if unable to get registration for Some instance have to get permit from different departments. Have a facility to monitor it .
1.1.3.9	Update LC details	After establishing L/C (Payment 90 days,60 days) Able to enter L/C amendment details
1.1.3.10	Enter Copy documents details	Enter copy document details(Description of goods,Negotiation no,Certificat of analysis etc..) Inform supplier when it is received. Inform wharf department Facility to keep batch number details.
1.1.3.11	Handle Payment process	First pay 90% 10% pay after receiving goods, Have a facility to inform subject clerk 10% due date.
1.1.3.12	Raise Debit Note	Raise Debit Note (local and foreign) by Imports Department. Calculation part is handled by Accounts department.

State Pharmaceutical Corporation

<b>1.1.4</b>	<b>Banking process</b>	
1.1.4.1	Maintain bank details	* Facility to enter Bank, Import Licenses details,Amount...etc * Facility to maintain bank details when the bill is received from the bank
1.1.4.2	Generate Indent no & Enter Import license no.	* Facility to extract payment and indent details entered by DHS unit. * Facility to enter Bank, Import Licenses details,Amount...etc * Facility to enter Indent no.  For some orders that require individual import licence Nos,are quoted as will notify later(WNL) on Indent till same is received. * There should be a facility to monitor such cases.
1.1.4.3	L/C Establish	Check whether all conditions comply with the Tender Board Decision Other Requirements Import license no Contract Valid Performance bond Registration or NOL (No Objection Letter) Pre Shipment Samples L/A Commission 2/3 rd shelf life in month 90-10% clause Send alert to establish L/C if not, inform supplier, * Facility to handle above details
1.1.4.4	Performance Bond	An entry (Indent No) to be made by the Bank Unit for all Performance Bonds (SPC & DHS ) that are required as per the Indents Facility to handle following details, Indent No , Bank & Bond No, Expiry Date ,Extension ,Claims if nay Debit Note No , Date Original Performance Bond return to Bank.
<b>1.1.5</b>	<b>Follow up Process</b>	
1.1.5.1	Handle Shortages/Demurrages/Additional Charges..etc	Shortages /Demurrages are entered by the stores Department once items are accepted by MSD Supplier should be given those details. Supplier response can be to replace or repay otherwise charge from the bond. User should be able to trace the supplier response If no replacement Raise Debit Note.Approve it by Imports Dept.,Send to MSD & Accounts department Facility to handle above details should be available.

State Pharmaceuticals Corporation

1.1.5.2	Handle Rejection and Additional Charges	<ul style="list-style-type: none"> <li>* MSD rejects when               <ul style="list-style-type: none"> <li>+ Labeling Problems                   <ul style="list-style-type: none"> <li>- Inform Local Agent/Supplier</li> <li>- Relabel                       <ul style="list-style-type: none"> <li>if small quantity - at SPC</li> <li>if large quantity-at hired yard</li> </ul> </li> </ul> </li> </ul> </li> <li>+ or does not conform to specification.                   <ul style="list-style-type: none"> <li>- Reject or get supplier assurance</li> </ul> </li> </ul> <li>* Inform supplier with additional charges incurred (Transportation/Hiring/Labour...etc)</li> <li>* Facility to record supplier defects/blacklisting for a particular item should be possible</li>
1.1.5.3	Supplier Assurance	<ul style="list-style-type: none"> <li>Supplier assurance for reimbursement or replacement for expired items.</li> <li>Facility to trace whether assurance exist or not and assurance state.. etc.</li> <li>Expired item Details and destruction notice details are sent to SPC by MSD.Facility to record those details should be available.</li> </ul>
1.1.5.4	Monitor Payment Settlement	<ul style="list-style-type: none"> <li>* MSD reduce value for shortages/damages...etc. Payment is done for the altered debit note.</li> <li>* Settlement Can be               <ul style="list-style-type: none"> <li>- Directly to Accounts Department (Tele Transfer)</li> <li>- Advanced payment.</li> <li>- Debit note payment.</li> </ul> </li> <li>* When replacement stock is delivered the reduced amount in the debit note should be paid at this point.</li> <li>* Trace debit note payment stage</li> <li>* Alerts to remind debit note expiry</li> </ul>
<b>1.1.6</b>	<b>File allocation process</b>	
1.1.6.1	When order list is received from MSD files are allocated to subject clerks	<ul style="list-style-type: none"> <li>* Facility to identify subject clerk uniquely</li> <li>* Facility to view his work history</li> <li>* Facility to identify the work load of clerks at the moment(e.g identify persons with less items..etc)</li> <li>* Allocation is done as follows               <ul style="list-style-type: none"> <li>Pharmaceutical items - Item wise</li> <li>Surgical items - Requisition wise</li> </ul> </li> <li>* Facility to change allocation methods, should be provided to certain authority levels</li> </ul>
1.1.6.2	When file is received from PC files are allocated to subject clerks	<ul style="list-style-type: none"> <li>* Facility to identify subject clerk uniquely</li> <li>* Facility to view his work history</li> <li>* Facility to identify the work load of clerks at the moment(e.g identify persons with less items..etc)</li> <li>* Allocation is done as follows               <ul style="list-style-type: none"> <li>Pharmaceutical items - Item wise</li> <li>Surgical items - Requisition wis</li> </ul> </li> <li>Facility to change allocation methods, should be provided to certain authority levels</li> </ul>

1.2	SPC Section	
1.2.1.1	Print Requisition	* Requisition preparing part is handled by ICD * Handle past suppliers details, HS code -By ICD * Enter Registered suppliers, Check Item Specification-Technical department  * For ORS items need to get confirmation for requisition from DGM(T&Lab) * For Lab items Need to get confirmation for requisition from manager Lab.
1.2.1.2	Tender approval process	Gaining approval depends on Value If Value > 100 M - Cabinet If Value >25 M -Ministry If Value <25 M -Procurement Committee Two types of tenders * Restricted tenders * For special items -Direct Quotation,World wide tenders Facility should be available to handle above details
1.2.1.3	Prepare Tender Invitation letter	*Generate tender Number .It should represent, - Tender Type (WW /RES / DQ...etc) - Tender Category ( Cabinet / Ministry ...etc) - Sub Category (Surgical/pharmaceutical/lab/...etc) - Serial Number - closing date  *Able to extract item description and Supplier address and local agent address from data base *Facility to enter , tender opening date, tender closing date. *This should be checked by an authorized personnel.
1.2.1.4	Prepare Paper Advertisement	When tender calling need to publish it paper and Web, * Have a facility to store tender details, Advertising part is handle by Administration department.
1.2.1.5	Tender opening	* Take down tender minutes at the time of tender opening. * Have a facility to enter tender minute.(Offer no, C&F price or CIF price, price validity, Bid bond, Bid bond validity,Name of Bidder FOB price plus freight charges) - If it is a RES tender, facility to comment whether a registered supplier or not (e.g unsolised) * Facility to identify whether it is surgical, Pharmaceutical,Lab when generating Offer No.
1.2.1.6	Tender Scheduling	* Prepare tender schedule according to received offers. Offer No,Tender name & address,Local agent,Standerd offer,Qty offered,Pack offer,Unit,C&F price F/C,C&F price L/C, Total Value, Terms of Payment,Sample received,Delivery,shelf life,Remarks,tender no,Requisition no,called no,closed on,Qty required,standered required,installment,Quantity,Delivery,Item code,Item description) * Able to extract Requisition no, called no, closed on, Qty required, standard, Offer No, required, installment, Quantity, Delivery, Item code, Item description, Tender name & address, Local agent from data base * Able to enter shelf life, Qty offered , Pack offer ,Unit ,C&F price F/C, Terms of Payment, Delivery, Remarks, * Sample received or not, Registration, Registration expiry - Handle by Technical department * If supplier offer different with SPC offer there should be a method to identify it, * This should be checked by an authorized personnel.  * Technical information details are handled by Technical Dept. * Tender board information is handled by ICD.

State Pharmaceuticals Corporation

1.2.2	Award process - SPC	
1.2.2.1	Input Award details	Received tender samples are evaluated by technical department Award is given by PC and inform to imports department, *If PC decided - To give two or more suppliers need to get confirmation from DGM -M Recheck Sample -Inform supplier (Here have to get sample from supplier and get checked from relevant lab, if it Unable to comply requirement inform to PC for decision) Have a facility to confirm tender award information entered by PC (check against hard copy).
1.2.2.2	Tender Publishing Process	When PC decisions for tenders are received, publish results on web and news paper
1.2.2.3	File allocation process	When file received from PC files are allocated to subject clerks Able to identify subject clerk uniquely Able to view his work history
1.2.2.4	Generate Award Fax/ E-Mail	According to TB decision generate award fax or E-mail Able to extract following details from the database - item details, - Supplier offer details (registration, registration validity, offered pack size, price,offer validity,Bid bond validity) - Supplier Details - Local Agent details (eg.Address, Tel no, Fax No, E-mail address) Inform supplier if Performance bond /Contract is needed.( if Value is over 5 M-performance bond & if value over 10 M-Contract) Registration expiry whether Pre-shipment samples are needed. Facility to enter due date.
1.2.2.5	Get Confirmation from Supplier	Some time suppliers do not agree with given requirements and request for adjustments if so have a facility to enter details of that. * If supplier request to send short expiry items * First get confirmation from PC * Get assurance from Supplier * Facility to handle above information.
1.2.2.6	Order acceptance	If Supplier doesn't send reply, * send a reminder within 7 days * after 14 days send it to PC to take necessary action Have a facility to handle this
1.2.2.7	Payment Type *L/C *Direct Payment *Advance payment	* Facility to extract/enter payment type (direct payment/LC/Advance Payment) details. There is an existing format * Facility to extract/enter details to indent. * Facility to extract/enter details to insurance form, These details should be forwarded to Banking unit to enter import licenses no and indent no. *There are two types of indents (Conditions differ according to the type of indent) * LP * Foreign One indent can have more than 1 item. This should be checked by supervisors and forwarded for authorization by the relevant authorized officer * Facility to print this There are two types of indents LP and Foreign. One indent can have more than 1 item. This should be checked by supervisor and forwarded for authorization by the relevant authorized officer.

State Procurement Corporation

1.2.2.8	Check CDDA Registration and other permits	<ul style="list-style-type: none"> <li>* Some Instance have to get NOL letter for goods clearance if unable to get registration</li> <li>* for some Instance have to get permit from different departments.</li> <li>* Have a facility to monitor it .</li> </ul>
1.2.2.9	Update Supplier details	<p>After establishing L/C(Payment 90 days,60 days) Able to monitor L/C amendment details</p>
<b>1.2.3</b>	<b>Banking process - SPC</b>	
1.2.3.1	Maintain bank details	<ul style="list-style-type: none"> <li>* Facility to enter Bank, Import Licenses details,Amount...etc</li> <li>* Facility to maintain bank details when the bill is received from the bank</li> </ul>
1.2.3.2	Generate Indent no & Enter Import license no./ Handle Insurance	<ul style="list-style-type: none"> <li>* Facility to extract payment and indent details entered by DHS unit.</li> <li>* Facility to enter Bank, Import Licenses details,Amount...etc</li> <li>* Facility to enter Indent no.</li> </ul> <p style="color: red;">For some orders that require individual import license Nos,are quoted as will notify later(WNL) on Indent till same is received.</p> <ul style="list-style-type: none"> <li>* There should be a facility to monitor such cases.</li> </ul> <p>Facility to handle insurance details</p>
1.2.3.3	L/C Establish	<p style="color: red;">Check whether all conditions comply with the Tender Board Decision</p> <p>Other Requirements</p> <ul style="list-style-type: none"> <li>Import license no</li> <li>Contract</li> <li>Valid Performance bond</li> <li style="color: red;">Registration or NOL (No Objection Letter)</li> <li style="color: red;">Pre Shipment Samples</li> <li style="color: red;">L/A Commission</li> <li style="color: red;">2/3 rd shelf life in month</li> <li style="color: red;">90-10% clause</li> </ul> <p>Send alert to establish L/C if not, inform supplier, * Facility to handle above details</p>
1.2.3.4	Performance Bond	<p style="color: red;">An entry (Indent No) to be made by the Bank Unit for all Performance Bonds (SPC &amp; DHS ) that are required as per the Indents</p> <p>Facility to handle following details,</p> <ul style="list-style-type: none"> <li style="color: red;">Indent No , Bank &amp; Bond No, Expiry Date ,Extension ,Claims if nay</li> <li style="color: red;">Debit Note No , Date Original Performance Bond return to Bank.</li> </ul>
<b>1.2.4</b>	<b>Follow up Process -SPC</b>	
1.2.4.1	Enter Copy documents details	<p>Enter copy document details</p> <ul style="list-style-type: none"> <li>* Check Description of good,Price</li> <li>* Import license no</li> <li>* Negotiation Bank</li> <li>* Certificate of analysis</li> <li>* Manufacture</li> </ul> <p>Inform bank unit to guarantee Inform supplier when it receives. Inform wharf department</p>

1.2.4.2	Handle Shortages/Packing Errors (Supplier Faults)	Shortages /Demarrages,Packing errors..etc are entered by Stores. Facility to extract details Supplier Should be given those details. Supplier response can be to replace or Repay otherwise charge from the bond. User should be able to trace the supplier response Facility to handle those details.
1.2.4.4	Handle Payment process	First pay 90% 10% pay after receiving goods, Have a facility to inform subject clerk due date of 10% .
<b>1.3</b>	<b>Report Generator</b>	
1.3.1	Ability to facilitate preparation of daily reports	Eg.Tender opening details, Received order list, Canceled order list,
1.3.2	Ability to facilitate preparation of monthly reports	Pending orders, Debit Note details,
1.3.3	Ability to facilitate preparation of Quarterly reports	
1.3.4	Ability to facilitate preparation of annual reports	
1.3.5	Ability to facilitate preparation of reports on a given date range	Value of established Requisitions,(DHS/SPC) Value of L/C to be established If part quantity awarded,
1.3.6	Ability to create reports as per user requirements	* Supplier wise outstanding details * Item wise Order position * Supplier wise order * Quality information * Pending order details * Quality failure * Black listed suppliers item wise
1.3.7	Ability to store reports	
<b>1.6</b>	<b>Supplier details Handling</b>	
1.6.1	Update supplier details	Registered supplier details are handle by Technical department * If there are any amendment handle by Import department * Black listing Supplier * Address changes
1.6.2	Maintained World wide suppliers details and Restricted supplier details	
<b>1.7</b>	<b>File verification process</b>	Files are sent to procurement unit for approval for tender invitation , supplier selection and any changes occur during follow up process ,At this stage file is sent with relevant documents.
1.7.1	Fill check list (SPC and DHS)	At this stage sending files are checked manually for accuracy of the contents included ,and folio references indicated and authority signatures .Facility to record and maintain check lists.This may differ according to the purchasing requirement(E.g DHS/SPC/Misselaneous..etc).
<b>1.8</b>	<b>Workflow Management</b>	

State Pharmaceuticals Corporation

1.8.1	Workflow process	Facility to identify status of the file and where it is being processed. Location - ICD ,Technical ,PC etc Status - Tender approval, Tender call , L/C open ,Awarded confirm etc.. Date - Date receive,Date sent etc..
1.8.2	Closing file	
<b>1.9</b>	<b>Document Handling</b>	
1.9.1	Document Handling	Scanning capability to keep relevant documents received from other departments.
<b>1.10</b>	<b>Communication process</b>	
1.10.1	Tender opening information	
1.10.2	Registration Expiry	
1.10.3	Renewal of import license number	
1.10.4	Expiry of Bid bond and Performa bond	
1.10.6	L/C Expiry	
1.10.7	Copy document delay	
1.10.8	10% Payment due	
1.10.9	RFS changes details	
1.10.10	Work flow delay	
1.10.11	Stock transfers details	
1.10.11	sample call details	Handle by technical department
1.10.11	sample need to extend offer validity	Handle by technical department
1.10.12	Extend of import license number	
<b>1.11</b>	<b>User Maintenance process</b>	
1.11.1	Multi-level Security Hierarchy System	
1.11.2	Ability for the user to define new fields	E.g New tender types, tender categories....etc
1.11.3	Audit Trails	
1.11.4	Manual adjustments	
1.11.5	User defined authority levels	User should be able to define/set authority levels or edit them when needed. E.g : if indent value>25000 -Asst Mgr ...etc
1.11.6	Process jobs in edit and update mode	The ability to process jobs that are in the midst of being edited or updated
1.11.7	Jobs required to include error and warning messages.	Data entry validation
1.11.8	Method for verifying keying to ensure only appropriate records updated	The ability check data entry to make sure that only the correct records are updated

State Pharmaceuticals Corporation

1.11.9	User define calculation formulas	
1.11.10	Uses what-if scenarios to determine if a job can be fulfilled	e.g to check the cost difference incurred if a offer is granted for the next offer...etc
1.11.11	Built-in backup & restore Facilities	
1.11.12	User defined alerting system	Inform when a file is received for approval,Registration expiry,LC expiry,imports license expiry.....etc.
1.11.13	Digital Signatures	Facility to place signatures when it comes to approval without a printout.
	<b>Procurement Unit</b>	When purchasing pharmaceuticals items as well as other items have to follow a tender procedure. First need to get approval for tender invitation then Imports department call tender (World wide ,Direct quotation or Restricted )and prepared schedules with technical report /TEC are sent to procurement committee for supplier selection. When any changes occur during follow up process Eg. Price Changes, Supplier problems files are sent to Procurement committee to take necessary actions .
<b>2</b>	<b>File recording process</b>	When files are received to procurement committee,  *Facility to enter following details Received date, Department, File No/Ref No,Tender no, type -(for approval, Select supplier, any other case,) Value,comments,Result send date *Facility to categorized and record authority limits Up to 5 million - DPC (Minor) 5 - 25 million - DPC (Major) 25 -100 million - MRC Over 100 million - CAPC
<b>3</b>	<b>File verification process</b>	At this stage received files are checked manually for accuracy of the contents included, and folio references indicated. Facility to record and maintain check lists. This may differ according to the purchasing requirement (E.g DHS/SPC/Miscellaneous..etc).
3.1	<b>View Purchase Requisition</b>	To view Purchase Requisition *Have a facility to retrieve. DHS - Order list details SPC - Requisition details CPU - Order details Miscellaneous -Order details
3.2	<b>Approval for Tender Invitation</b>	Applicable only for Cabinet & Ministry tenders (As per the present setup at SPC) Facility to record date sent for approval,receive date,ref no(identify MSD order list) details

State Pharmaceutical Corporation

3.3	<b>Select supplier</b>	<ul style="list-style-type: none"> <li>*Facility to view entered details of approval for tender invitaion</li> <li>*Facility to view purchase requisition details</li> <li>*Facility to view tender schedule details -Entered by import department</li> <li>*Facility to view Technical Information Sheet details -Entered by Technical department (supplier,Registration State,past supplier or not, past complaints, samples received or not, confirmation to tender specific(standars offer/strength) ,shelf life,Bid bond(yes/No),Remarks...etc</li> <li>*Facility to view Tender board Information sheet -Entered by ICD (Req No, Item, Req Qty,Pack Size,Date,Tender Ref, stocks as at (On hand stock/Supplier/Expiry),Stock duration(OHS,On Ordered Qty,Total),Qty on order(Indent,supplier,qty,RFS),previous months sales(12 months),Average Sales,<b>RFS details</b></li> <li>*Facility to view Private Sector information -Entered by ICD ( Item,Supplier,Importer,Pack,Unit,Qty in pack,Price, Currancy year)</li> <li>*Facility to view past supplier for DHS -Entered by ICD (Item code &amp; description,year,supplier,country,SR No) -past 3 years</li> <li>*Facility to view past supplier for SPC-Entered by ICD (Item code &amp; description,year,supplier,indent no,Pack size, No. of packs,CIF price,C&amp;F price,LKR, SR No)</li> </ul>
3.4	<b>Any other case</b>	<ul style="list-style-type: none"> <li>* Facility view history details</li> <li>* Any other details which has attached with file                             <ul style="list-style-type: none"> <li>- L/C details</li> <li>- Copy document details</li> <li>- Delivery details</li> <li>- Pending order position</li> </ul> </li> </ul>
<b>4</b>	<b>Preparation of agenda</b>	When procurement unit receives files for onward submission to a procurement committee an agenda is prepared. There are two types of agenda depending on the authority level for DPC (DPC Minor.DPC Major)
4.1	Tender meeting details	Facility to Enter tender meeting details - Meeting Number, Date, members...etc
4.2	<ul style="list-style-type: none"> <li>- Tender approval process</li> <li>- Supplier selection</li> <li>- Any other issues</li> </ul>	<ul style="list-style-type: none"> <li>*Facility to extract relevant data from data base department wise (SPC,DHS pharmaceuticals, DHS-Surgical , CPU, Miscellaneous etc.)                             <ul style="list-style-type: none"> <li>DHS -Order list details</li> <li>SPC - Requisition details</li> <li>CPU - Order details</li> <li>Miscellaneous -Order details</li> </ul> </li> <li>Reference no, SR number, Item Description, Tender No                              For tender invitation approval - no tender no,</li> <li>*Facility to enter any other information</li> <li>*Facility to print this</li> </ul>
<b>5</b>	<b>Preparation of tender minutes</b>	When decisions are received from procurement committee, prepare tender minutes.
5.1	Enter tender minute	<ul style="list-style-type: none"> <li>* Facility to extract relevant data from database using reference number , meeting no ,<b>Item</b></li> <li>* Facility to enter PC decision (E.g.- Awarded supplier, Remarks), received date, other details (.Eg.Members of the PC)</li> </ul>

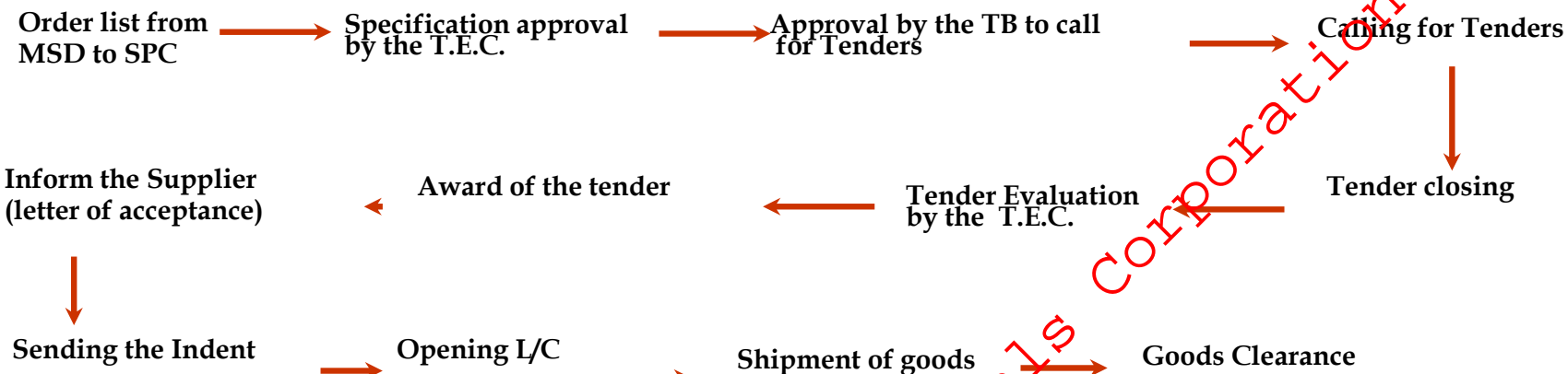
State Pharmaceuticals Corporation

5.2	Facility to print tender minute	*Facility to extract relevant tender minute details & print.
<b>6</b>	<b>Information process</b>	When taking procurement committee decision, PC members need information; System should facilitate to get necessary information of relevant file.
6.1	SPC ,ORS and CPU	Facility to view following details of a particular item * Pending order position *On hand stock *Past supplier details *Black listed supplier details, past complaints *Technical evaluation details *Average monthly sales *CDDA registration details
6.2	DHS items	*Past supplier details, past complaints , * Pending order position *Black listed supplier details , *Technical evaluation details, *CDDA registration details
6.3	Miscellaneous	*Facility to view previous details if any (Purchase value Suppliers etc..)
6.4	Follow up alarms	
<b>7</b>	<b>Report Generator</b>	
7.1	Ability to facilitate preparation of monthly reports	Decision taken during the month
7.2	Ability to facilitate preparation of annual reports	
7.3	Ability to facilitate preparation of reports on a given date range	Tender Meeting Details, Tender decision details (authority level wise),File progress File Verification details, Department wise tender details, Details of file being process at Procurement Unit. Performance report summary (no of meetings,Value in LKR, no of decisions made) Detail performance report
7.4	Ability to create reports as per user requirements	
7.5	Ability to store reports	
<b>8</b>	<b>User Maintenance process</b>	
8.1	Multi-level Security Hierarchy System	
8.2	Ability for the user to define new fields	
8.3	Audit Trails	
8.4	Manual adjustments	
8.5	Jobs required to include error and warning messages.	Data entry validation
8.6	Built-in backup & restoring facility	

ERP System SPC



Work Flow - Procurement System



Status of the Order process in each stage defined as follow

<b>1.1</b>	<b>Order list from MSD to SPC</b>
1.1.1	<ul style="list-style-type: none"> <li>- Inform Weather Order list is received or not</li> <li>- Date started to process order list</li> <li>- Tender approval party (DPC (Minor),DPC (Major),MPC,CAPC)</li> <li>- Specification approval Party( SPC, Outside )</li> </ul>
<b>1.1.2</b>	<b>Specification approval by the T.E.C.</b>
1.1.2.1	<ul style="list-style-type: none"> <li>- Date sent for Specification approval to TEC</li> <li>- TEC approval status (Receipt of approved specification from TEC)</li> </ul>
<b>1.1.3</b>	<b>Approval by the TB to call for Tenders</b>

State Pharmaceuticals Corporation

1.1.3.1	<ul style="list-style-type: none"> <li>- Date sent for tender approval to TB</li> <li>- Tender approval status</li> </ul>
<b>1.1.4</b>	<b>Calling for Tenders and tender closing</b>
1.1.4.1	<ul style="list-style-type: none"> <li>- Tender Floated details</li> <li>- Tender Closing</li> <li>- Facility to record and inform to MSD weather no offers were received</li> </ul>
<b>1.1.5</b>	<b>Tender Evaluation by the T.E.C.</b>
1.1.5.1	<ul style="list-style-type: none"> <li>- Date sent for evaluation</li> <li>- Date received evaluation and details</li> <li>- Evaluator details -name,address,contact details,</li> </ul>
<b>1.1.6</b>	<b>Award of the tender</b>
1.1.6.1	<ul style="list-style-type: none"> <li>-When any changes identified with received offers ( Self life, Qty, Pack size etc..) system should facilitate to inform MSD and get clarifications from relevant parties.</li> <li>- Date Submitted to TB for Recommendation Approval received from TB with details ( Manufacturer, Supplier and Local Agent details)</li> <li>-Submitted for customer advice on Spec</li> </ul>
<b>1.1.7</b>	<b>Inform the Supplier (letter of acceptance)</b>
1.1.7.1	<ul style="list-style-type: none"> <li>- Letter sent date to supplier for confirmation</li> <li>- Supplier respond received date</li> </ul> <p>Some time suppliers do not agree with given requirements and send some adjustments,(short expiry items, Pack size change, Delivery dates ,Qty) or If Supplier do not send reply before due date ,forward to PC to take necessary action</p> <p>*System should facilitate to inform MSD and get clarifications</p>
<b>1.1.8</b>	<b>Sending the Indent</b>
1.1.8.1	<ul style="list-style-type: none"> <li>- Indent sent date</li> <li>- Copy of indent</li> </ul>
<b>1.1.9</b>	<b>Opening L/C</b>
1.1.9.1	<ul style="list-style-type: none"> <li>- L/C opens date</li> <li>- L/C Validity</li> <li>- L/C Status</li> <li>- L/C amendment details</li> </ul>

State Pharmaceuticals Corporation

1.1.10	<b>Shipment of goods</b>
1.1.6.5	- Date of dispatch due (ETD,ETA) - If amend (ETD,ETA) - Copy of Invoice , Packing List, Bill of Lading ,Cart chit
1.1.11	<b>Goods Clearance</b>
1.1.11.1	-Rejected consignment details and status positions
1.2	<b>Information</b>
1.2.1	- History records of suppliers
1.2.2	-Debit note details
1.2.3	- SPC Imprest received and balance (Fiance)
1.2.4	- Rejected consignment details and status positions
2	<b>SPC Requirment from MSD</b>
2.1	MSD Outstanding statements (date,D/N ref,Indent No,Invoice No,Order ref,Foreign Value,C&F Value,Service Charges,VAT,Total D/N Value,Wharf Rep)
2.3	Monthly statement details (date,D/N ref,Indent No,Invoice No,Order ref,Foreign Value,C&F Value,Service Charges,VAT,Total D/N Value,Wharf Rep)
2.3	statement of pending receipts vouchers with out debit notes (Indent No,Invoice No,Order ref,Wharf Rep,R/V No,Cart Chit No)
2.4	Withhold debit note details with reasons ((date,D/N ref,Indent No,Invoice No,Order ref,Foreign Value,C&F Value ,Service Charges,VAT, Total D/N Value,Wharf Rep)
2.5	Statement of deductions when settling our due (date, D/N ref, Indent No, Invoice No, Order ref, Foreign Value ,C&F Value, Service Charges, VAT, Total D/N ,Value, Wharf Rep, items details, Approvals of committee)
2.6	Settlement details with cash book reference (D/N Ref, Payment Value, Deduction value, Deduction reasons, Blue No
2.7	Order List
2.8	Stock Positions
2.9	Monthly consumption
2.10	Quality failure information
2.11	End users of Items
2.12	DBs for TEC members available to SPC tech Branch

State Pharmaceuticals Corporation

## Enterprise Resource Planning for Warehouse Management ,and Sales &amp; Distribution operations.



Hierarchy	Criterion	Description
1	<b>Stores Module</b>	Warehouse Management system enables to move goods and information through warehouse at maximum speed. It plays key role in meeting productivity goals and achieving sales target. With WMS eliminate the human errors. WMS is integrated with sales module enabling to efficiently track the movement of inventory and organize the warehouse environment.
1.1	<b>Process at Receiving Bay</b>	<p>Following documents have to be received at the time of unloading goods at Ratmalane</p> <ul style="list-style-type: none"> <li>-Indent copies - From Imports Department <ul style="list-style-type: none"> <li>* LP</li> <li>* Foreign</li> </ul> </li> <li>-Copy Documents from Imports Department</li> <li>-Cart chit from wharf clerk</li> <li>* For CPU item -LP details from CPU ( Invoice,Purchas order)</li> <li>* For ORS item -no purchase order or indent</li> <li>* Have a facility to view above details (SPC and CPU purchases) from Database except cart chit details.</li> <li>* Have a facility to enter GRN details -This process is called entering dummy GRN</li> <li>* Have a facility to identify item type - Eg Claim items,Redressingitems,Replacements</li> </ul>
1.2	<b>Enter Original GRN details</b>	<p>Received goods are inspected at stores and enter original details. (Supplier Invoice No,Indent No,Supplier etc..)</p> <ul style="list-style-type: none"> <li>* Facility to extract item details form database (which are set as dummy GRN details)</li> <li>* Facility to enter Unsalable details it should be categorized as follows <ul style="list-style-type: none"> <li>Supplier faults <ul style="list-style-type: none"> <li>- Packing Error</li> <li>- Crown marks</li> <li>- Minus Labels</li> <li>- Shortages</li> </ul> </li> <li>Insurance Claim <ul style="list-style-type: none"> <li>- Damages</li> <li>- Pilferages</li> </ul> </li> </ul> </li> <li>* Facility to enter salable details <ul style="list-style-type: none"> <li>- Qty, Batch numbers,Expiry date,Retail prices,Cost Prices,Whole Sale price</li> <li>- Facility to identify expiry items if any</li> <li>- Have a facility to enter Batch numbers as a range.(1to 20 without typing 1,2,3,4,letters numbers etc ..)</li> <li>- Facility to hold items, if any quality failure (eg. Crown mark, damages) is detected .</li> </ul> </li> </ul> <p>This process should link with inventory system and update original stock value. After entering Original GRN details goods are sent to bulk stores</p>
1.3	<b>Process at Main Stores (Bulk)</b>	<ul style="list-style-type: none"> <li>* Facility to view Original GRN details</li> <li>* When goods are received to BULK section have a facility to confirm it by storekeeper and enter remarks if any.</li> <li>* Have a facility to enter location when storing goods <ul style="list-style-type: none"> <li>There is no exact location for an item, have a facility to allocate locations to items.</li> <li>Have a facility to identify free locations.</li> <li>Location are categorized considering temperature (A/C, Cool room etc..)</li> </ul> </li> <li>* Facility to give message when trying to enter items in wrong locations,wrong expiry dates.</li> </ul>

	Issuing Module	<p>Should Purchase goods by paying Rols (Bulk Stores + Issuing Section). Issuing section is separated into different sections (E.g Tablets A-D, E-N, O-Z, Injections, Miscellaneous, Syrup, etc) .</p> <p>Store keepers of Issuing sections send requisitions when ordering goods, from issuing bay to bulk stores .Items are transferred from bulk stores to Issuing Section through transfer note.</p> <p>System should facilitate to identify stock positions and reorder level at Bulk stores and Issuing bay. Although invoices are raised at sales department actual transaction is executed at this stage.</p>
2.1	Generate Requisition form	<ul style="list-style-type: none"> <li>* Facility to identify items to be ordered from bulk stores.</li> <li>* Facility to calculate and maintain average monthly sales.</li> <li>* Facility to Update ROL of item depends on Estimated monthly sales.</li> <li>* Facility to view item availability in bulk stores.</li> <li>* Facility to generate requisition form.</li> <li>* This should confirmed by store keeper.</li> <li>* Have a facility to edit requisition details .</li> <li>* Facility to identify fast moving items, Non moving Items, Essential items, With hold items, Rejected items, Expired items</li> </ul>
2.2	Allocating Location	<ul style="list-style-type: none"> <li>* Facility to view transfer note details When goods received from Bulk stores to Issuing Section.</li> <li>* This should confirmed by storekeeper.</li> <li>* Facility to allocate locations to Items</li> </ul>
2.3	Issuing	<p>Invoicing part handle at sales department , Customer comes to issuing section with the invoices and picking slips according to the issuing sections.</p> <ul style="list-style-type: none"> <li>* Facility to view picking slip details according to the invoice.</li> <li>* Facility to view pending issues and facility to handle any pending issue irrelevant of the invoice order .</li> <li>* Facility to view reserved items details.</li> <li>* Stock reduction should actually occur at issuing bay when issuing items. Items are issued according to the expiry date. System should indicate when hold batches are going to issue. Items are only reserved at invoicing.</li> <li>* Facility to identify hold items. Reason to be hold</li> <li>* This should confirmed by storekeeper.</li> <li>* Have facility to identify or give error message when issues items which are not in invoice.</li> <li>* Have a facility to view bonus details when issuing items.</li> <li>* The transaction is actually completed after issuing goods. (Stock updation, Invoicing details, relevant ledger details..etc)</li> </ul>
3	Sales Management Module	<p>Invoicing part handle at Sales section. First generate Performa invoice and after doing amendment to it generate original invoice .</p> <p>When generating original invoice system should facilitate to generate separate invoices relating to sections at issuing bay. Items are invoiced according the expiry date (shortest expiry first), System should facilitate to evaluate the efficiency of the DEO's.</p>
3.1	Invoicing	<p>Invoicing process can be changed .E.g Some items can be issued to particular osusals ,particular prices only, System should facilitate to handle this type of instances.</p>
3.1.1	<p>Goods are invoiced to</p> <ul style="list-style-type: none"> <li>- Osusala</li> <li>- Customers</li> <li>- Regional Stores</li> <li>- Special Orders</li> <li>- Promotional/Test quality/donations..</li> <li>- Transfer SPC items to DHS</li> <li>.....etc.</li> </ul>	<ul style="list-style-type: none"> <li>* System should facilitate to hold items having 1 months' expiry.</li> <li>* Facility to View item details Expiry date, Price, Batch no, Balance Quantity, Supplier.</li> <li>* System should facilitate to issues items expiry basis, Have a facility to adjust when needed. ( when issuing goods to direct customers some time do not follow this policy)</li> <li>* When issuing bonus items system should facilitate to calculate bonus quantity according to purchase quantity.</li> <li>* Facility to change or cancel invoice details .</li> <li>* Items are transferred to regional stores through a transfer note as requested.</li> </ul>

3.2	Document - Should	Purchase by paying Rs.60,000+VAT
3.2.1	Customers Distributors Franchisers Authorized Retailers Direct Dealers	<ul style="list-style-type: none"> <li>* Facility to view customer details -Maintaining part handle at Marketing Department</li> <li>* Facility to view customer credit limit with Vat value(In order to stop the invoicing as the total value (Vat+Value)reaches the credit limit)</li> <li>* Facility to proceed with the invoice with authorized person's approval even when the credit limit exceeds.</li> <li>* Facility to advance credit limit</li> <li>* Facility to Generate Performa invoice</li> <li>* When invoicing able to identify if any debit value or credit value.</li> <li>* Facility to advance cheques in order to enhance credit limits.</li> </ul>
3.2.2	Generate Original Invoice	<ul style="list-style-type: none"> <li>* Facility to change Performa invoice.</li> <li>* Generate original invoice.</li> <li>* This should checked by supervisor.</li> </ul>
3.3	<b>Invoicing - Osusalas</b>	
3.3.1	Maintain stock requirements of osusalas	<ul style="list-style-type: none"> <li>Osusalas send master order requirement for 3 months</li> <li>* This should link with Osusala computer system and have a facility to view Osusala item requirement.</li> <li>* Facility to handle Osusala order list details</li> <li>* Facility to allocate existing stocks to Osusala -through Transfer note.</li> </ul>
3.4	<b>Invoicing - Special Orders</b>	
3.4.1	<b>Special Orders</b>	<ul style="list-style-type: none"> <li>Special orders are the orders placed by DHS, Army ,Navy, Air Force , Colombo Municipal Council.....etc</li> <li>* Orders are received via e-mail , fax .....etc</li> <li>* Facility to print quotations</li> <li>* Should be able to change prices of the quotation <ul style="list-style-type: none"> <li>- Facility to add a percentage to all items of the quotation or item by item</li> <li>- Facility to add a value to the price to all items of the quotation or item by item</li> </ul> </li> <li>* Invoicing of the order <ul style="list-style-type: none"> <li>- user should be indicated if the actual price is greater than quoted price</li> </ul> </li> </ul>
3.5	<b>Promotional/Test quality/donations..</b>	
3.5.1	No-Charge invoices	Items may release for Promotional purposes or to check Quality of samples have a facility to set no-charge invoice
3.5	<b>Transfer SPC items to DHS</b>	
	<b>Invoicing to DHS</b>	Normal invoicing procedure is followed. No charge invoices are raised sometimes( eg Replacement).
3.6	<b>Handling Returns</b>	
3.6.1	Return from Customers/Osusalas	<ul style="list-style-type: none"> <li>When goods are returned from customers</li> <li>* Facility to record return goods details.</li> <li>* Facility to generate Credit note and update relevant fields(not relevant to osusalas)</li> <li>* Facility to generate &amp; print return note</li> <li>* This should link with accounts department</li> <li>* This should confirmed by storekeeper.</li> </ul>

3.7	Allocate Goods	Should Purchase by paying Rs.60,000+VAT
3.7.1	Allocate goods - Short expiry - Slow moving	* Facility to view return goods details * Facility to view short expiry details * Facility to view slow moving details * Facility to view sales movement of above items osusala wise . * Facility to allocate goods to osusalas
3.8	<b>Handling Debit / Credit details</b>	
3.8.1	Cheque Returns Price Changes	* Facility to calculate debit value depending on cheque return type * If any price change happened generate credit note / Debit note, Have a facility to handle this and update customer details * Facility to raise debit note by Finance/Sales departments. * Customer credit note/ debit note details has to be available to Finance department.
3.9	<b>Maintain Cheque Deposit Register</b>	
3.9.1	Cheque Writing	* Maintain details of cheques written - Cheque number, Value, Bank, Date Written, Date Deposit... etc
4	<b>Report Generator</b>	Facility to generate daily, Weekly ,monthly, quarterly & annual reports Facilitate preparation of reports on a given date range Facility to create reports as per user requirements. Facility to store reports.

State Pharmaceuticals Corporation

4.1	Ability to facilitate preparation of daily reports	Drug Expiry details, Pending Res details, OHS, VSE deposited, Daily clearance by Wharf, New Arrivals according to the category(CPU/ORS/SPC...etc), Credit Note Summary, OS report Without Price report, Critical Item list, Summary of daily invoices, daily sales analysis, Daily quantity sales summary, customer wise sales summary.
4.2	Ability to facilitate preparation of weekly reports	Out of Stock Items with expiry, ORS item list, Price list, Price advice, CPU items with OHS and Expiry, Return details, Original GRN details, Supplier Faults details, Insurance Claim details, Hold item details
4.3	Ability to facilitate preparation of Monthly reports	Stock Valuation report(CPU/without CPU), Out of Stock Report(Subject clerk wise/all), Product List(With OHS/subject clerk wise), Qty wise sales, Summary of Daily Invoices, Monthly Sales Analysis, Customer category wise sales Analysis, Cancelled Invoice Report, Statement of Discounts to customers, Last 12 months sales(qty wise/value wise), Product Expiry(With Cost/without CPU & Hold Items), Osusala Invoice Details, Product wise Sales Analysis with value, Cumulative Sales(Monthly Average Sales), NIL Sales, Critical Stock items subject clerk wise(below 4 months), Supplier wise sales, Excess Stock Items, Short expiry details, Slow moving items, Fast Moving Items, DHS Invoice report, Customer sales, Customer Returns, Customer category wise sales summary, Hold Item List, Price List, <b>DEO's Evaluation details (No of Invoices printed, No. of Item Printed, Time Taken for Invoicing)</b>
4.4	Ability to facilitate preparation of annual reports	ORS unit details, Product material details, Raw material usage, annual Sales details, Annual returns,
4.5	Ability to facilitate preparation of reports on a given date range	Item-Details, Local purchases, CPU purchases, Repacking items, ORS item details, Sales details customer wise, Transfer details Osusala wise, bonus items, price change items, Facility to generate transaction detail file at main stores, sub stores.
4.6	Ability to create reports as per user requirements	High value Items, Stock Verification reports, Price list of stock valuation, No charge invoice details, cost register
4.7	Ability to store reports	
<b>5</b>	<b>User Maintenance process</b>	
5.1	Multi-level Security Hierarchy System	
5.2	Ability for the user to define new fields	E.g Expiry dates, Batch numbers
5.3	Audit Trails	
5.4	Manual adjustments	
5.5	User defined authority levels	User should be able to define/set authority levels or edit them when needed.
5.6	Process jobs in edit and update mode	The ability to process jobs that are in the midst of being edited or updated
5.7	Jobs required to include error and warning messages.	Data entry validation
5.8	Method for verifying keying to ensure only appropriate records updated	The ability check data entry to make sure that only the correct records are updated
5.9	User define calculation formulas	
5.10	Uses what-if scenarios to determine if a job can be fulfilled	e.g to check the cost difference incurred if a offer is granted for the next offer...etc
5.11	Built-in backup & restore Facilities	
5.12	User defined alerting system	
5.13	Digital Signatures	Facility to place signatures when it comes to approval without a printout.

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## Enterprise Resource Planning for ORS operations.



Hierarchy	Criterion	Description
<b>1</b>	<b>ORS Unit</b>	This is the production unit. It maintains raw material and Product material inventory which are separate from main inventory. When ordering raw materials product superintendent send requisition to bulk stores, they send raw materials through transfer note. Finish goods are sent to stores and at stores accept it through transfer note.
1.1	Handling stock level of Raw Material	* Facility to Enter raw material details.(Qty,Supplier,Batch No,Exp date) * Facility to maintain ROL of Raw materials. * Facility to identify raw material to be order * Facility to edit it
1.2	Handling stock level of Packing Material	* Facility to Enter packing material details.(Qty,Supplier,Batch No if any ,Exp date,Price ) * Facility to maintain ROL of Product materials. * Facility to identify product material to be order.
1.3	Finish Good Information	* Facility to enter finish good details.(Qty,Batch No ,Exp date )
1.5	Process handling tender details - Packing Materials	Normal tender procedure is followed when ordering packing materials. * Facility to enter tender details Sent date,Received Date,Supplier details etc... * Facility to enter supplier details

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**Technical & Lab**

Enterprise Resource Planning for Technical And Lab Management System		
Hierarchy	Criterion	Description
	<b>Technical and Lab Module</b>	The aim of Technical Unit is evaluating Tenders of DHS, SPC. Check specification for DHS and prepare item specification for SPC. Maintain Supplier register, Maintain Supplier Complaints, Maintain sample register. The aim of the Drug Quality Assurance and Research Laboratory is to prevent release of substandard drugs to the market and provide good quality drugs .Maintain register for requisitions, Sampling/Testing Register and Inventory for Lab items.
	<b>Technical Department</b>	
1.1	Check DHS item Specification	Facility to extract data (items specifications) from MSD Facility to view order list with item specifications raised by Import department, Facility to do any modifications.
1.2	Prepare Item Specification for open market items (SPC)	Facility to Prepare and maintain Item specifications for SPC items
1.3	Maintain CDDA Registration details * Pharmaceuticals * Surgical	Have a facility to extract data from CDDA (Either connect directly or facility to update periodically). Have a facility to filter registration details product wise and supplier wise. Have a facility to identify registration expiry details. Have a facility to compare CDDA item list with SPC /DHS item list(eg.to obtain unregistered items)
1.4	Complaint Handling	Facility to handle complaint register * Facility to view complains handled by Imports departments * Facility to enter complain details (eg. Quality failures....etc) *Facility to view complaints supplier wise *Facility to view complaints product wise * Facility to rank complaints.
1.5	Handling Sample Register	*Facility to extract tender details (SPC,DHS) * Facility to enter received sample details ,Qty,Pack size ,Comments ,etc.. *Facility to identify sample receiving date * Restricted tenders * Direct Quotation * World wide *Able to extract received sample data tender wise *Facility to prepare letters for testing of sample - Sample details to be included -facility to extract this from db or type

1.5.1	Test Information handling *If New Supplier *If Supplier has past complaint *If Surgical items	*Able to extract relevant details from DB when generating letter to send with test sample or evaluation *Have a facility to do adjustment when needed. Facility to enter test information or Evaluation details For test items <ul style="list-style-type: none"> <li>- Test type(Pre-shipment or tender)</li> <li>- Lab tested (SPC-Lab ,NDQAL,other independent laboratory)</li> <li>- Date sent to test</li> <li>- Test result received date</li> <li>- Lab details -Contact number ,Person,Fax no,Address</li> </ul> * Facility to inform SPC -Lab (alert method) if lab tested is spc-lab, Evaluation <ul style="list-style-type: none"> <li>- Evaluation Details</li> <li>- Date sent for evaluation</li> <li>- Result received date</li> <li>- Comments</li> <li>- Evaluator details -name,address,contact details,</li> <li>- Evaluated item details</li> </ul> (This process is called preparation of submission )
1.5.2	Prepare Technical Information Sheet	Have a facility to extract information from database * Name of product * Tender no * SR No * Quantity * Price * Supplier * Manufacture *Past supplier * Past complaint *Bid bond validity *Bid validity * Bid bond * Delivery * Total price for comparisons *Total price to be paid if awarded *. Registration Validity Period *. Sample received yes or No Have a facility to enter <ul style="list-style-type: none"> <li>- Conformation to technical specification</li> <li>- Recommendation on acceptability</li> </ul> .This should be checked by supervisor . <a href="#">-Facility to view previous indent with previous prices</a>
1.5.3	Verifying Products Certificates	* Notification/message should be sent by stores when goods are received. <ul style="list-style-type: none"> <li>- Should be able to view Certificate of analysis- scanned and kept by imports department</li> <li>- GRN Details.</li> </ul> <a href="#">Facility to confirm if the quality certificate is acceptable</a>
<b>2</b>	<b>Lab Unit</b>	
2.1	Order Categorizing process	* Facility to view indents placed by imports department (Product name ,Strength ,Supplier's name ,Indent no, <a href="#">Tender no</a> ) * Facility to extract chemical availability details ( <a href="#">From Lab information</a> ) -Facility to identify and enter items details which can be tested at SPC lab . If unable to test have a facility to enter reason for that . This should be checked by supervisor.

2.2	Test information handling	<p>Facility to identify or enter test category * Tender * Pre-Shipment * Pre-Distribution/Marketing * Post-Marketing *Complaint* Miscellaneous</p> <p>Pre-Distribution/Marketing Facility to extract new arrival details (with Batch numbers,Qty..etc) Facility to identify number of batches to be sampled Facility to prepare list of sample request(Sampling Requisition) Facility to handel test information (process 2.3)</p> <p>Tender/Preshipment and other requisition *Facility to view requisitions raised by technical department . *Facility to handel test information and generate certificate and Invoice for Pre shipment samples (process 2.3)</p> <p>Complaint and Miscellaneous *Facility to record Complaint and Miscellaneous details (Date received,Name of the product ,Supplier,Batch No,Complaint ,Nature of complaint,Remarks) *Facility to handel test information (process 2.3)</p> <p>Post-Marketing *Facility to record postmarketing details(Date received,product name,batch no,supplier,source of supplier ,reason for sampling) *Facility to handel test information (process 2.3)</p> <p>*Facility to Record Quality failure details received from NDQAL (Item,Supplier etc..) *Facility to view items product wise or supplier wise</p>
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<p>2.3</p>	<p>Handle Test &amp; Test result register</p> <pre> graph TD     A[Items can be tested] --&gt; B[Test result]     B --&gt; C[Satisfactory]     B --&gt; D[Unsatisfactory]     C --&gt; E[Return]     D --&gt; F[To be discussed]     D --&gt; G[temporary with held]     F --&gt; H[Quality Failure Meeting]     G --&gt; H     H --&gt; I[Release]     H --&gt; J[Supplier to be informed]     H --&gt; K[Reject]     I --&gt; E     J --&gt; E     K --&gt; L[Replace]     K --&gt; M[Reimburse]     </pre>	<ul style="list-style-type: none"> <li>* Facility to store and view test specifications             <ul style="list-style-type: none"> <li>- Test Types(Chemical/Physical)</li> <li>- Test types may contain Test methods (e.g : Chemical - Assay, Dissolution.....etc)</li> <li>- Test standard (USP/BP/IP..etc)</li> </ul> </li> <li>* Facility to record test result information -(In the same sampling registers)                  ( Sample received date / Date tested / Certificate issued yes/No / Source of the sample / If certificate issued yes able to print or view it / Satisfactory yes/No / Comments )</li> <li>* If testing is satisfactory, return remaining items. Facility to record those details. Else, facility to enter unsatisfactory details. Identify and enter whether             <ul style="list-style-type: none"> <li>- pending decision to be discussed or</li> <li>- temporary withhold</li> </ul> </li> <li>*Facility to generate reports "Quality failure information for the meeting" test category wise                  (*Tender * Pre-Shipment * Pre-Distribution/Marketing * Post-Marketing *Complaint* Miscellaneous)</li> <li>* Facility to record details (whether to release , reject or supplier to be informed) taken at the quality failure meeting.</li> <li>* If the final decision is to reject, record final action details (e.g Replacement /Reimbursement/Claim)</li> <li>* Facility to Inform relevent authorities about testing details</li> <li>* Facility to print / view this.</li> <li>* Facility to generate "Quality Failure meeting minutes" test category wise</li> <li>* Facility to view "to be returned list"</li> <li>* Facility to view "Rejected items list" with its status .</li> </ul>
<p>2.4</p>	<p>Sample Retention Process Claim</p>	<p>When a sample is subjected for testing the total required amount is taken out from the container and remainder kept intact as a retention sample.                  Satisfactory retention samples are stored in the laboratory under suitable conditions and later distributed to Osu-Sala or Health camps.                  Facility to handle this information.</p>
<p>2.5</p>	<p>Test/File allocation</p>	<p>Facility to allocate analyst for test works                  Facility to view test works handle by each analyst</p>
<p><b>3 Inventory Control Process for Laboratory Consumables</b></p>		
<p>3.1</p>	<p>Enter Item details</p>	<ul style="list-style-type: none"> <li>* Laboratory consumables are categorized as * Chemical *Reference Standards *Glassware *Miscellaneous</li> <li>Facility to enter item details</li> <li>*Item Name , * Item No, *Type, * Qty, * Supplier, *Description ,Item Specificaion etc..</li> <li>In some instance same product come with two different names have a facility to identify it .</li> <li>Facility to identify it uniquely</li> <li>If it is a new item, facility to generate item code</li> <li>Facility to identify lab items purchased by lab or Imports department</li> </ul>
<p>3.2</p>	<p>Process of stock maintenance</p>	<p>Facility to maintain registers for lab consumables.                  *Storage- when items received this file should be updated                  *Being Used - When item started to use it should be entered in being used register.</p>

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3.3	Prepare Order list *Lab Consumables *Equipments	* For New Items - Have a facility to keep "to be ordered item" details * Already Existing items - Facility to extract item details/Equipment "to be ordered" from database when re-order level is reached. - Maintain a re-order list - Facility to extract "to be ordered items" from database Supervisor should check this
3.4	Process of updating order list details	* Once requisition is raised have a facility to view requisition details (This part is handled by ICD) * Have a facility to confirm it.
3.5	Process of Maintain Equipment details	Have facility to enter *Name of Equipment * Calibration Schedule *Present Condition *Remarks Etc....
3.6	Maintain Standard supplier details	Facility to enter Standard supplier details
4	<b>Report Generating Module</b>	Facility to generate daily,monthly,quarterly , on a given date range& annual reports Facility to create reports as per user requirements. Facility to store reports.
4.1	Ability to facilitate preparation of daily reports	* DHS order list * SPC requisition *Sample received details *New arrival list
4.2	Ability to facilitate preparation of monthly reports	Detail report of Items Tested,Items can not be tested at SPC lab.
4.3	Ability to facilitate preparation of Quarterly reports	summarized Quality Failure report.
4.4	Ability to facilitate preparation of annual reports	<a href="#">Details of tested items</a>
4.5	Ability to facilitate preparation of reports on a given date range	*Information of Quality failure * Tested item details * Quality failure meeting details-meeting minutes. *Replacement details * Reimbursement details * Complaint detail report *Black listed supplier details *File allocation details *Items purchased by Lab *Lab items item wise *Lab item Supplier wise *Item purchased by Imports * to be ordered item list
4.6	Ability to create reports as per user requirements	
4.7	Ability to store reports	
5	<b>Document Handling Module</b>	
5.1	Document Handling	Scanning capability to keep relevant documents received from other departments.
6	<b>Maintenance</b>	
6.1	Jobs required to include error and warning messages.	Data entry validation
6.2	Method for verifying keying to ensure only appropriate records updated	The ability check data entry to make sure that only the correct records are updated
6.3	Ability for the user to define new fields	Define new Tests,laboratory consumable categories... etc
6.4	Multi-level Security Hierarchy System	
6.5	Audit Trails	
6.6	Manual adjustments	
6.7	Built-in backup & restore Facilities	

Enterprise Resource Planning for Wharf Management System



Hierarchy	Criterion	Description
	<b>Wharf Management Module</b>	Consignment received by Air, Sea or parcel post are cleared by wharf department. This system facilitate to identify goods received type, Handling of movement registry, Insurance registry, payment process, Report generation and Document module.
<b>1</b>	<b>Movement Registry</b>	This is a registry used to identify movement of a clearance file. It should include * Wharf reference No, *Indent No *Supplier *Item name*No of packages*Vessel*Due date*Copy document receive date*Invoice No *Invoice value*Bank Bill No*Order receive Date/Time *Entry satisfied*Clearing commenced*Clearing completed date* Card chit No* * Bank (Peoples,BOC,Comm), Custom approval received date, Original documents received date
1.1	View Copy document details	Imports department sends copy documents (* Invoice , * Bill of lading /Air way bill * packing list * Quality certificate,*CDDA Registration ,*Letter of credit) Data entering part is handled by Imports department. Have a facility to view details entered by imports department.
1.2	Generate Wharf Reference No	Facility to generate(auto) Wharf reference no after receiving copy documents from imports department Ability to extract <b>copy document details(packing list,invoice,certificate of analysis..etc.)</b> entered by imports department. * Indent No, * Supplier, * Item, *No .of packages, *Vessel, *Invoice No, *invoice Value Facility to identify when invoice number is duplicating Facility to enter *copy document received date,
1.3	Process of Verifying Bank guarantee details and Original document details	Facility to check with received original details and entered copy document details This should be checked by supervisor Facility to enter original documents received date, Bank (Peoples,BOC,Com)
1.4	Enter Shipping Agent delivery order details	* Dispatch note
1.5	Prepare CUSDEC and Print	Facility to extract data from Data base when preparing CUSDEC When H.S code number entered,duties are automatically filled Have a facility to edit it.

1.6	Prepare Licencee's declaration form	<p>There are two types of items</p> <ul style="list-style-type: none"> <li>-License items</li> <li>- Non-license items</li> </ul> <p>Need to get approval from Imports controller for license items</p> <p>Facility to extract/enter details when preparing "Licencee's declaration form"</p> <p>* Wharf Ref No, *Indent No ,*Licence Number .*Value of present debit *Balance available</p>
1.7	Enter Custom approval details	<p>* Approval should be granted for both license items &amp; non-license items.</p> <p>* There should be a facility to record approval data (e.g: Custom Approval Date..etc)</p>
1.8	Clearing and Messaging Process	<p>* Facility to enter clearance Details</p> <p>Date commenced, Date of clearing completed, Card chit no,Subject cleark.</p> <p>For DHS items -If cargo accepted or rejected</p> <p style="padding-left: 40px;">If its do not accepted by MSD -Reason ,Where is cargo lying ( MSD ,Head office , Transport contractor's Yard )</p> <p>* Notifying message should be sent to relevant departments after clearing goods as follows</p> <p>If it is DHS consignment -Chairman, Managing Director, Imports Department, Accountant Revenue, MSD</p> <p>If it is SPC consignment - Chairman, Managing Director, Imports Department, Accountant stock control &amp; pricing, Stores, Sales Department , Inventory control, Osusalas, Marketing Department</p>
<b>2</b>	<b>Payment process</b>	
2.1	Maintain Container deposit register	<p>Have a facility to enter details of container deposits</p> <p>Deposit amount, Consignment details, deposit claimed date etc....</p>

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2.2	Handle Other charges	<p>* Other charges can be categorized such as</p> <ul style="list-style-type: none"> <li>SLPA charges                             <ul style="list-style-type: none"> <li>- Landing Charges</li> <li>- Demurrage charges</li> <li>- Handling charges</li> </ul> </li> <li>Customes Charges                             <ul style="list-style-type: none"> <li>-Sea Freight</li> <li>-Air Freight</li> <li>-Parcel post</li> </ul> </li> <li>Transporter                             <ul style="list-style-type: none"> <li>- Hiring Charges</li> <li>- Transport Charges</li> <li>- Handling Charges</li> </ul> </li> <li>Storage charges                             <ul style="list-style-type: none"> <li>- Katunayake</li> </ul> </li> <li>Postal Department                             <ul style="list-style-type: none"> <li>-Parcel Post</li> </ul> </li> <li>Shipping Agents</li> </ul> <p>* Facility to enter details of the above charges (E.g : Value, reason,Remarks ,,,etc)                      If it is a supplier fault record it ,inform to Imports department for necessary actions.</p>
3	<b>Insurance Registry</b>	<p>Once goods are delivered to stores they send stores report-indicating a shortage, Damages, pilferages of that consignment, if it is not supplier fault value is covered from insurance.</p> <p>Maintain a registry to keep details of that it include following details                      ( Claim No / Wharf ref no / Supplier / Indent / Invoice No / Value of Consignment / Vessel /Date of arrival / Value of Damage /Insures / Insurance policy No /Date written to PA/ Date written to shipping agent / Value to be written off / Reason for written off /Insurance premium / survey fee / Survey report received date /Value claimed /Date Inform A/D / Total claimed received / Remarks</p>
3.1	Write off Values	<p>Check whether the total value to be claimed is greater than Rs.500. If so,insurance claim should proceed and if the claim is less than Rs.500 Write off that value.                      There should be a facility to record write off details such as write off value,date,reason..etc</p>
3.2	process of handling insurance claim	<p>Facility to extract details *Wharf ref no*Supplier * Indent *Invoice No* Value of Consignment *Vessel                      *Date of arrive*Insures* Insurance policy No*Shipping agent from database.                      Facility enter * Claim No *Value of Damage *Date Inform A/D *Total claimed received *Remarks *Date written to PA *Value to be written off *Reason for written off *survey fee * Survey report received date*Value claimed</p>

<b>4</b>	<b>File allocation process</b>	Able to identify wharf clerks uniquely Facility to assign consignment clearances to clerks Facility to view clearance detail wharf clerk wise
<b>5</b>	<b>Item destroying process</b>	Facility to enter destroy items details (Date destroy, time, place value of damage, Quantity damaged, value damaged, Policy no, Indent no, W/Ref, S/Ref),
<b>6</b>	<b>Report Generator</b>	
6.1	Ability to facilitate preparation of daily reports	* Items to be cleared , * Items cleared
6.2	Ability to facilitate preparation of monthly reports	*Consignment pending *Consignment received * consignments cleared * Consignment awaiting clearance *Losses \Damages *Insurance claims
6.3	Ability to facilitate preparation of annual reports	*Annual claim information * Cleared information SPO and DHS wise *Losses \Damages *Insurance claims * Written off/details *Survey details
6.4	Ability to facilitate preparation of reports on a given	*Claim Wharf clerk wise * Cleared details Indent wise * Survey details *Rejected cosingnment details -DHS
6.5	Ability to create reports as per user requirements	
6.6	Ability to store reports	
<b>7</b>	<b>Document Handling</b>	
7.1	Document Handling	Scanning capability to keep relevant documents received from other departments.
7.2	View Documents	Facility to view documents scanned and saved by other departments.
<b>8</b>	<b>Maintenance</b>	
8.1	User should be able to define messaging parties	E.g if new departments are to be informed of goods clearance user should be able to add them..etc
8.2	Define New Fields	E.g Introduce new charges...etc.
8.3	Process jobs in edit and update mode	The ability to process jobs that are in the midst of being edited or updated
8.4	Jobs required to include error and warning messages.	Data entry validation

8.5	Method for verifying keying to ensure only appropriate records updated	The ability check data entry to make sure that only the correct records are updated
8.6	Uses what-if scenarios	To Check the cost factor if goods are kept in a warehouse in another few days....etc
8.7	Multi-level Security Hierarchy System	To ensure that no one can enter/adjust/view data if they are not authorized to.
8.8	Audit Trails	
8.9	Manual adjustments	
8.10	Built-in backup & restore Facilities	

State Pharmaceuticals Corporation

**Legal Unit**

**Enterprise Resource Planning for Legal Unit Operations**



Hierarchy	Criterion	Description
<b>1</b>	<b>Legal Department</b>	The primary function of the Legal Department is to provide legal assistance to all departments, Osusalas and represent in court cases as needed. Another function of the legal department is to prepare all ordinances and resolution presented at the meeting of the Board of meeting.
<b>1.1</b>	<b>Handling Court Cases</b>	
1.1.1	Court case details	<ul style="list-style-type: none"> <li>* System should facilitate to record court cases details                             <ul style="list-style-type: none"> <li>- File No, Bible, Start date, communication details, next court date, proxy date, and trial date with summary</li> </ul> </li> <li>*If external lawyers are involved system should facilitate to record lawyers details                             <ul style="list-style-type: none"> <li>- Name, Contact details, Correspondence details</li> </ul> </li> <li>* System should alert next court date to relevant authorities.</li> <li>* System should alert to enter next court date and decisions of previous court trial ( when set court date is terminated)</li> <li>*Facility to view details file no wise.(Link with HR system)</li> <li>*System should facilitate to record OM payments details for court cases.</li> </ul>
<b>1.1.2</b>	<b>Agreements Details</b>	Agreements are basically categorized as <ul style="list-style-type: none"> <li>- Service (Loans,appointments etc )/ Training</li> <li>- Osusala , Franchiser, Distributor</li> <li>- Building Premises agreement</li> </ul>
1.1.2.1	Services ,Training Details	<ul style="list-style-type: none"> <li>* This should link with HR training module</li> <li>* Facility to extract approved service/training details employee wise</li> <li>* Facility to prepare/store agreement details</li> <li>* System should alert obligatory training period</li> <li>* System should alert completing dates of training programs or courses</li> </ul>
1.1.2.2	Customer contract details <ul style="list-style-type: none"> <li>-Franchises</li> <li>- Distributors</li> <li>- Authorized retailers</li> </ul>	<ul style="list-style-type: none"> <li>*Have a facility to view customer information customer category wise (Handle by Marketing department)</li> <li>- Allocating credit limits, Bank Guarantee, Insurance, Advance Credit limit, Total Purchase limit,</li> <li>- Registration details -Name, Address,</li> <li>*System should facilitate to prepare Contract details</li> <li>* Have a facility to identify expiry date (alerting method)</li> </ul>
1.1.2.3	Building Premises agreement	<ul style="list-style-type: none"> <li>* Facility to view building premises details handle by administration department</li> <li>* Facility to prepare and store building premises leased and agreement details</li> <li>* Have a facility to identify expiry date (alerting method)</li> <li>* This should link with Administration dept</li> </ul>

<b>1.1.3</b>	<b>Handling Board Minutes</b>	Board papers are prepared by department heads and sent to legal unit for board approval,
1.1.3.1	View board paper details	<ul style="list-style-type: none"> <li>* Relevant departments prepare board papers</li> <li>* System should alert legal department when other departments enter board papers</li> <li>* Have a facility to take this as a snap shot to the database and print it</li> <li>*This should be checked by authorized person</li> <li>* System should facilitate to view board papers department wise.</li> <li>*Facility to enter board paper status -(Whether sent for board meeting or not)</li> </ul>
1.1.3.2	Enter Board Meeting details	<ul style="list-style-type: none"> <li>*Facility to record board meeting details (Date ,Members etc..)</li> <li>*Generate Board Meeting no, Board paper no</li> <li>* Facility to enter board decisions details               <ul style="list-style-type: none"> <li>- Summary of board decisions etc...</li> </ul> </li> </ul>
<b>2</b>	<b>Reports Generation</b>	<b>Reporting options</b> Facility to generate report daily,monthly,quarterly , on a given date range& annual reports Facility to create reports as per user requirements. Facility to store reports.
2.1	Cases history details	
2.2	Agreements Details	Category wise - Service /training - Osusala , Franchiser, Distributor - Building Premises agreement
2.3	Board minutes	Facility to view board minute
<b>3</b>	<b>User Maintenance process</b>	
3.1	Multi-level Security Hierarchy System	
3.2	Audit Trails	
3.3	Manual adjustments	
3.4	User defined authority levels	User (Administrator) should be able to define/set authority levels or edit them when needed.
3.5	Jobs required to include error and warning messages.	Data entry validation
3.6	Built-in backup & restore Facilities	

## Enterprise Resource Planning for Marketing



Hierarchy	Criterion	Description
	<b>Marketing Module</b>	Following are the main areas to be covered by marketing division. Promotions, Marketing research, Field Management.
<b>1</b>	<b>Field Management</b>	
1.1	Handling Customers & osusala details -Franchises - Distributors - Authorized retailers - Direct Customers	<p>One customer can belong to more than one customer category. (e.g Can be a distributor and a franchiser)</p> <ul style="list-style-type: none"> <li>*Have a facility to handle and View customer information customer category wise</li> <li>* Allocating credit limits</li> <li>* Bank Guarantee</li> <li>* Insurance</li> <li>* Advance Credit limit</li> <li>* Total Purchase limit</li> <li>* Registration details -Name ,Address, Contact details etc....</li> <li>* Facility to implement different discount schemes (eg based on customer category, monthly sales,area..etc) -e.g Franchise /Authorized retailer-if sales&gt;=200,000 --&gt; 8% between 100,000 and 200,000 --&gt; 7%</li> <li>* If any payment information refer process 6</li> <li>* Maintain Osusala details - Address ,Tel ,Fax etc..</li> <li>* Customer details should be available to Accounts department (Revenue Unit) and Legal unit.</li> </ul>
1.2	Record Complaint details	* Facility to record complaint details
1.3	Advertising & other events (Osusala)	*Facility to record advertising details & other related works(e.g field activity details/ Osusala interior designing) If tender procedure is applied refer process 7.

State Pharmaceutical Corporation

2	Research process	
2.1	Obtain internal Details	<ul style="list-style-type: none"> <li>- Details at requisition stage(Item/qty/value / RFS...etc) - open market items</li> <li>- LC stage (Supplier wise LC details monthly.)- LC forecast</li> </ul> <p>* Facility to View/Enter Prescribing patterns of doctors recorded at Osusala</p>
2.2	Purchase Analysis <ul style="list-style-type: none"> <li>- SPC Trading</li> <li>- ORS Trading</li> <li>- Osusala Trading</li> <li>- PIR Trading</li> </ul>	<p>* Facility to view item details as follows,</p> <ul style="list-style-type: none"> <li>- Imported /Local/ CPU , Category wise(Tablets &amp; capsules,syringers...etc ), Value wise(High/Moderate/Low ),Essential/ non essential/ Life saving, Movements(slow moving/ Fast moving), Technical analysis (Antibiotics,anti-infective,anti-allergics....etc),Quantity wise</li> </ul> <p>* Facility to identify purchasing values/items for different purchasing mentods (co-agency, tender call...etc)</p> <p>* GRN Details (GRN No/qty/ indent cost/Actual cost..etc) to get purchase figure.</p> <p>*Facility to view details relevant to SPC distribution network (Authorized Retailers, Distributors,Direct customers,Franchise...etc)</p> <ul style="list-style-type: none"> <li>- Item wise Sales</li> <li>- Supplier wise Sales</li> </ul>
2.3	Sales Analysis <ul style="list-style-type: none"> <li>- SPC Trading</li> <li>- ORS Trading</li> <li>- Osusala Trading</li> <li>- PIR Trading</li> </ul>	<p>* Facility to handle sales analysis Quantity wise and value wise.</p> <p>* Sales trend analysis</p> <p>-Prepare Sales forecast (for budget purpose)</p> <p>Facility to view details relevant to SPC distribution network (Authorized Retailers, Distributors,Direct customers,Franchise...etc)</p> <p>* Able to categorize Sales details customer wise.</p> <p>* Facility to view Sales details at distribution points</p>
2.4	Contribution Analysis	<p>Objective is to identify contribution of a particular item and total contribution for entire range of items.</p> <p>Calculation of contribution should be for the cost price in cost ledger, but for the items where that figure is not available contribution should be calculated for the indent cost. But the figures should highlight whether a estimated value or true figure is used(e.g Total Value where indent cost is used &amp; actual cost price is used / Colour difference to distinguish them)</p> <p>Stores --&gt; Contribution=Wholesale Price -Discount Value - Cost Price</p> <p>Osu Sala --&gt; Contribution=Retail Selling Price - Transfer price</p> <p>SPC --&gt; Contribution=Retail Selling Price-Cost price</p>
2.5	Break-even Analysis	<p>Facility to identify break even sales point (i.e where overheads=contribution)</p> <p>* Facility should be available to extract figures ( expences..etc) from Accounts Dept.</p> <p>* Facility to find break even value seperately or altogether</p> <p>+ Osu Sala wise/ bulk sales/ORS..etc</p>

2.6	Stock Valuation details - SPC Trading - ORS Trading - Osusala Trading	Osusala wise/ main stores/ regional stores - Item wise cost price valuation - Item wise Selling price valuation - High value/moderate/ Low value valuation - Stock positions with values (able to identify contribution item wise e.g High value, Low value..)  * Facility to identify Stock Turnover (stock turnover=cost of sales/average stock) - Able to get item wise,osu sala wise, customer wise.
2.7	Obtain details of competitive products (Outside parties)	<b>Outside Sources</b> * Private sector details maintained by ICD department (Importer name , Supplier name, Country, Pack size/ No.of .packs, CIF.C/F price, Local price, Date, EDT NO) <i>Market Share Analysis using private sector details</i> Calculate market share of SPC Market share of a perticular item (e.g item on high demand) Market share of essential / non essential / life saving items * Items which are imported to market (private sector only/ SPC only)  * Retail & Wholesale Prices of local agents -Private sector * Information on market demands * Information are taken from PIRs * Facility store any other information relevant to research purposes. (E.g Medical Institution details - private/government ,Address, Contact details, turnover, Remarks(OPD attendance/ no of beds.....) Facility to load medical practitioner details gained from Medical Council * CDDA supplier/product registration details maintained by Technical department.
2.8	Handle customer feedback	*Facility to record customer comments on product and services *Comment from osusa staff -further improvements
2.9	Record Research work	Research title, Objective, Methods Used, Sources, Date Started, Date Completed, research document as an attachment... etc.
<b>3</b>	<b>Other operations</b>	
3.1	Pricing	Marketing department is informed after completing pricing advise at Accounts department to get the market prices and the recommended prices. Price advice contains Wharf Ref, Indent No, Item Description, Supplier, Pack Size, C&F(F), CIF, Parity, CIF(L), O/H , Disct Marg, Total cost, Formula price (W/S, R/S, SPC), Market price to implement(W/S, R/S), Invoiced Qty, OHS.  - Have a drill down facility to view previous price details implemented reference to item no (for a given time period) - Facility view sales movement of the product - supplier wise

3.2		<ul style="list-style-type: none"> <li>- Facility view stock availability at ratmalana main stores with expiry dates</li> <li>- Facility to view OHS ,OOQ ,Average monthly sales of Item</li> </ul> <ul style="list-style-type: none"> <li>* Facility to enter marketer details for a particular item (marketer, their Whole sale and retail price..etc)</li> <li>* Facility to enter SPC prices (Retail and Wholesale)</li> <li>* Facility to inform pricing unit after completing price advise.</li> </ul> <p><b><u>Print Pice List</u></b></p> <ul style="list-style-type: none"> <li>* Facility to print or save price list. Forward soft copy of the price list if e-mail facility is available.</li> <li>* Retrieve address details and print envelops</li> <li>* Facility to obtain price list in different ways <ul style="list-style-type: none"> <li>- All items</li> <li>- CPU Items</li> <li>- With Retail Price</li> <li>- Without Retail Price ...etc</li> </ul> </li> </ul>
3.3	<p>Implementing</p> <ul style="list-style-type: none"> <li>- Discount/Bonus schemes</li> <li>- Price revisions</li> </ul>	<ul style="list-style-type: none"> <li>* Facility to implement various price revisions (increase/decrease) <ul style="list-style-type: none"> <li>- for customers</li> <li>- for items</li> <li>- according to the quantity</li> <li>- for a time period</li> <li>- for invoice value</li> </ul> </li> <li>* Able to implement bonus schemes</li> <li>* When above schemes are implemented it should be effected to invoices automatically. (e.g. : when 1 for 10 bonus - if customer buys 10, 11 items should appear in invoice and should be valued for 10 )</li> <li>* Facility to maintain bonus given by company due to special events</li> <li>* System should facilitate to view price history details reference to item code/number within a given time period.</li> <li>* System should facilitate to view market price details gained by PIRs.</li> <li>* Facility to print price revision details.</li> <li>* Facility to inform relevant departments when price revision ,Bonus or discount is implemented</li> </ul>

State Pharmaceutical Corporation

<b>4</b>	<b>Promotion Section</b>	
4.1	PIR Details	<ul style="list-style-type: none"> <li>* Maintain PIR Details( assigned areas,Osusala to purchase,targets,Visit details, monthly fuel, summary of running chart...etc</li> <li>* Facility to view purchases(osusala,Stores..etc) and notifications when limits are exceeded.</li> <li>* Fuel &amp; Subsistence handling of PIR (See Payment process- 6)</li> <li>* Facility to record summary of checking details (No. of doctors visited,...etc)</li> <li>* Facility to record monthly institutional sales.</li> <li>* Facility to record information gathered by PIRs - e.g. private sector bonus details, prices...etc</li> </ul>
4.2	Preparation of item to be given as promotional samples to PIR	<ul style="list-style-type: none"> <li>* There should be a facility to identify items to be promoted For this need to consider items movements -Estimated monthly sales ,Average monthly sales ,Sales distributor wise Sales osusala wise ,short expiry items,</li> <li>* Facility to enter items to be promoted every month.</li> </ul>
4.3	Facility to load / enter registration details.	<ul style="list-style-type: none"> <li>* Facility to handle prescriber subscriptions (Name, Current Designation,Address,Qualifications,SLMC Registration No....etc) gained through SPC web site or registration forms</li> <li>* Retrieve above details(address) to print stickers</li> <li>* Facility to print contact details of a selected set</li> </ul>
4.4	Event Handling	<ul style="list-style-type: none"> <li>* Facility to record event details (earnings,expenditure..etc), which are handle by promotions section <ul style="list-style-type: none"> <li>- Sponsorships details</li> <li>- Promotional items -Printing diary</li> <li>- Workshop details</li> <li>- Health camps Detail</li> <li>- Prof.Senaka Bible Scholarship etc...</li> </ul> </li> <li>* Facility to view history details of above events If tender procedure is applied refer process 7.</li> </ul>
<b>5</b>	<b>Payment Module</b>	
5.1	Handling Payments	<ul style="list-style-type: none"> <li>* Facility to record details sent for payments <ul style="list-style-type: none"> <li>- Payment type -CPU ,Sponsorships,Supplier Conventions , printing dairies, calendars, Fuel, Vehicle rent(PIR),sub system, Repairs...etc</li> <li>- Department,Payee,Date,Amount etc.....</li> </ul> </li> <li>* Account department is informed when payment details are entered.</li> <li>* Able to view status of payment (whether cheques are written,supplier has collected.....etc)</li> </ul>
<b>6</b>	<b>Quotation Calling Process</b>	<ul style="list-style-type: none"> <li>* Promotions</li> <li>* Osusala advertising...etc</li> <li>* Special government hospital orders-CPU</li> </ul>

6.1	Prepare Tender Invitation Letter & store details	<ul style="list-style-type: none"> <li>* Facility to view registered supplier details category wise maintained by admin. dept.-promotions/Osusala advertising</li> <li>* Facility to view CDDA registration details maintained by Technical department</li> <li>* Facility to extract/view registered supplier details maintained by CPU.</li> <li>* Facility to generate tender reference no, enter description, remarks...etc</li> <li>* Facility to enter tender opening date, closing date (depends on requirement)</li> </ul>
6.2	Prepare Tender schedule	<ul style="list-style-type: none"> <li>*Facility to extract tender details using tender no</li> <li>*Facility to enter quotation details ( Price, remarks,bidder,description ..etc)</li> </ul>
6.3	View award details	*Facility to view award details entered by procurement unit.
6.4	Prepare Award letter	<ul style="list-style-type: none"> <li>*Facility to extract award details Item name ,Qty ,Supplier details using tender no</li> <li>*Facility to enter remarks</li> </ul>
6.5	Get Confirmation from Supplier	<p>Some times suppliers do not agree with given requirements and request for adjustments if so have a facility to enter details of that.</p> <ul style="list-style-type: none"> <li>* If supplier request for any changes</li> <li>* First get confirmation from TB</li> <li>*Facility to enter final result to database according to tender no</li> </ul>
<b>7</b>	<b>Information Module</b>	
7.1	CPU product movement	*Facility to view item movement when entering item name or number Osusala wise ,Supplier wise
7.2	Item Details	<ul style="list-style-type: none"> <li>*Facility to view item details Supplier wise ,Osusala wise</li> <li>- Sales details ,Supplier ,Cost price, Selling prices, on hand stock, on ordered qty,Avg monthly sales etc.....</li> </ul>
7.3	PIR Details	<p>History details of PIR</p> <ul style="list-style-type: none"> <li>*Facility to measure the contribution done by PIR to Osusala monthly Sales.</li> </ul>
7.4	Sales -Osusala wise -Customer wise	<ul style="list-style-type: none"> <li>* System should facilitate to present monthly sales details</li> <li>-Osusala wise -Customer wise</li> </ul>
7.5	Customer Information -Franchises - Distributors - Authorized retailers - Direct Customers	<ul style="list-style-type: none"> <li>* Have a facility to identify expiry date of credit limit (bank guarantee)</li> <li>* Facility to view customers monthly transaction details(Sales customer wise/ Customers with no transactions...etc)</li> <li>* Facility to view details of a particular customer - Name, address...etc/ credit limit/bank guarantee with expiry details, area,cheque returns, monthly purchases Vs monthly targets,...etc</li> <li>* Facility to view/enter sales details at distribution points</li> </ul>
7.6	Drug registration details	* Facility to view drug registration details handled by Technical department.(CDDA)
7.7	Osusala Details	* Should link with Osusala system in order to obtain relevant information.
<b>8</b>	<b>Report Generating Module</b>	
8.1	Ability to facilitate preparation of daily reports	<ul style="list-style-type: none"> <li>*Out of Stock items , * New arrivals *Critical items * Daily Without Price * Summery of daily invoices</li> <li>*Sales Analysis * Quantity Sales Summary * Distributor wise sales</li> </ul>
8.2	Ability to facilitate preparation of weekly reports	*price List * Price Advice * CPU items with OHS & Expiry *Osusala Purchases of PIRs

8.3	Ability to facilitate preparation of monthly reports	* Quantity wise sales for each category * Stock Valuation with CPU * Out of stock items in SPC range * Product with OHS -with expiry *Product with OHS -With out expiry *Quantity wise sales for each category *Summery of daily invoices *Customer category wise sales *Statement of cancelled invoices *Statement on Discount given to customers * Product Expiry withing one year *Product Wise sales with value *Statement on distributor wise sales *Cumulative sales *Nil Sales *Critical Stocks items *Excess stocks items *Hold items *Price list *GRN summery -Local Purchases *GRN summery -OsuSala ,GRN summery-SPC *Sales summery *Payment Analysis Report *Institutional Sales done by PIR *Osu Sala Purchases of PIRs *Outstanding Details of PIRs, Variance report -cpu (difference between order and GRN qty)
8.4	Ability to facilitate preparation of Quarterly reports	
8.5	Ability to facilitate preparation of annual reports	
8.6	Ability to facilitate preparation of reports on a given date range	*High value details *Country wise value in private sector items *Item wise purchasing details ,Osu Sala Purchases of PIRs (Osu Sala wise,PIR wise ...etc),Payment Analysis Report (e.g for Supplier convention, scholarships...etc)
8.7	Ability to create reports as per user requirements	
8.8	Ability to store reports	
8.9	Ability to represent reports graphically	
<b>9</b>	<b>Document Handling Module</b>	
9.1	Document Handling	Have a facility to store relevant information as attachments.
<b>10</b>	<b>Maintenance</b>	
10.1	Jobs required to include error and warning messages.	Data entry validation
10.2	Method for verifying keying to ensure only appropriate records updated	The ability check data entry to make sure that only the correct records are updated
10.3	Ability for the user to define new fields	customer categories,...etc
10.4	Multi-level Security Hierarchy System	
10.5	Audit Trails	
10.6	Manual adjustments	
10.7	Built-in backup & restore Facilities	

State Pharmaceuticals Corporation

## Human Resources (HR) &amp; Payroll System



Hierarchy	Criterion	Description
	<b>Human Resources &amp; Payroll System</b>	<p>Personnel management automates personnel processes including recruitment plan, personnel profile, organizational structure, career development &amp; training, job position and wage profiles, The software should support the following functionality: Personnel administrating, Transfers, Conduct &amp; Discipline, Termination of employment -Resignation/Retirement , Extension, Performance Appraisal, Training &amp; Development, Time &amp; Attendance, Leave Management, Benefit management, Employee self-service, Organization chart, Report generation, HR dash board &amp; Information Handling, User Maintenance.</p> <p>Payroll handles accounting and preparation of cheques and pay slips, related to employee salaries, wages, and bonuses. The software should support the following functionality: employee payroll profile; earnings and deductions; eligibility controls; user balances; tax deductions and calculation; payroll calculation; payroll and payment processing; cheque printing; payroll and regulatory reporting; security and audit.</p>
<b>1</b>	<b>Personnel Administrating</b>	
1.1	Annual HR plan – Requirement plan & analysis	Collect proposal for manning levels from Each departmental heads online or Manually, Collate and summarize it ,calculate personal Budget for the year . Define approved manpower plan for the year. Facility to record these details.
1.2	Maintenance of employee personal information	Personal data, Address, Nationality, Date of join, Current designation, Past designation history with changed date, Bank information, Previous Employers, Emergency address, Emergency Contact, Family members/Dependents, Tax information, Provident fund, Signature, Scanned picture ,Qualifications, Skills, Civil Status, Blood group, Height, Driving license No,NIC No.,Passport,Transport information, Vehicle No, <a href="#">Election and Provincial details</a> , <a href="#">Professional bodies payment details</a> .
1.3	Maintenance of employment information	Maintenance of Confirmation, Maintenances of increment, Maintenances of Promotions and transfers, Maintenances of resignation, Maintenances of re-designation, Suspentions,Maintenances of Extension, Retirements, Group information (Trade Union, Sports club), Employment types (contract, probation, casual, permanent), A check list of items give by Corporation Eg. Vehicle, Locker key, Mobile phone, Laptop Computer, Cash and non cash benefits given to employee, bonding information, Maintenance of Training Information, Maintenance of employee duty list, EPF no, ETF No,salaray perticulars (This is linked with payroll system), <a href="#">Employement Status (Active/inactive...)</a>
1.4	Personal Document Management	Store and maintain employee related documents as attachments. (Certificates, Identity Card, Letters ,CV etc..)
<b>1.5</b>	<b>Transfers</b>	
1.5.1	Facility to handle transfer details	Mutual transfers or Internal
<b>1.6</b>	<b>Conduct &amp; Discipline</b>	
1.6.1	Process to track and maintain inquires	Able to record these records along with the Documents, Written warnings, Letters, follow up actions,Appeal details,Date, time and Committee Members, Inquiry type etc.

<b>1.7</b>	<b>Termination Of Employment-Resignation/Retirement</b>	
1.7.1	Process to identify employees reaching 55 years	Notify an employee of his retirement normally 6 months before he is due to retire. E-mail alerts
1.7.2	Facility of handling back company properties	Company ID, Company Vehicle ,Locker key, Mobile phone etc..
1.7.3	Facility to set out the payment, Deductions if any	
<b>1.8</b>	<b>Extension</b>	
1.8.1	Facility to maintain extension details.	System generated letters to Extension approval or rejection (E-mail alerts)
<b>1.9</b>	<b>Performance Appraisal</b>	
1.9.1	Process of Individual appraisal	
1.9.2	Rating by marks or other grading criteria	
1.9.3	Track employee progress for annual increments	
<b>1.10</b>	<b>Training</b>	
1.10.1	Courses creation & maintenance	Academic Information
1.10.2	Track individual training requirements	Employees can apply individually for related courses,
1.10.3	Ability to track on going training programs	
1.10.4	Allocate nominated Employees for Training Programs	Facility to prepare/store agreement details Alert obligatory training period Alert completing date of trainings/courses to authorized persons.
<b>2</b>	<b>Time And Leave Management</b>	
<b>2.1</b>	<b>Time &amp; Attendance</b>	
2.1.1	Process of Attendance Monitor	Facility to link to any finger-scan,or any other data capturing systems. Alert computer department of clock failures of time and attendance capturing machine Alert the employee of invalid records (e.g when employee forgets to swipe the card..etc)
2.1.2	Shift Definition	
2.1.3	Roster Scheduling	Applicable for calculations of OT payments for covering duties.
2.1.4	Allowances	
2.1.5	Over-Time Management	Flexible OT calculation methods.
2.1.6	No-Pay Management	
2.1.7	Incentive calculation process	Depends on monthly attendance - consider late attendance /leave type - Facility should be available to adjust (e.g Excuses for late attendance with incentive)

2.2	<b>Leave Management</b>	work flow for leave management . Late attendance affects leave.
2.2.1	Leave entitlements	
2.2.2	Leave schedules – general / shifts / rosters – departmental level	
2.2.3	Able to track Employee leave application	Facility to apply leave online or manually , Date, Duration, Destination. Type, Category, Reason (includes Annual, Medical, Casual Hospitalisation, Maternity, Marriage, Examination Leave, Leave without pay, Duty leave, Lieu Leave...) Follow up action and comments.
2.2.4	Able to Check leave status online	Facility to view leave deatails of a particular person
2.2.5	Online/manual leave cancellation	
2.2.6	Leave approval process	Notifications of leave approval and rejections (E-mail alerts)
2.2.7	Able to get leave history details	
2.2.8	Leave adjustments.	E.g Pharmacists
2.2.9	Able to maintain leave encashment	Medical /Annual
<b>3</b>	<b>Benefits (Welfare )</b>	This deals with benefit plans such as health and medical, flexible benefits ,Loans , profit sharing plans,...etc The software should support the following functionality Employee benefit plan profile; benefits administration.
3.1	Maintenance of dependent, and beneficiary information	System tracks which dependent/beneficiary is primary, secondary and other levels within a particular benefit record,
3.2	Maintenance loan procedure	Define loan types - with or without interest, Maximum amount granted., Number of years of service required. Assign loans to employees by department-Designation wise, Check loan duration ,Check number of installment, Check amount settled ,Loan validation and entitlement, Multiple level loan approval, Loan reschedule
3.3	Medical Procedures - Medical Insurance - Medical Bill Claims	<b>Medical Insurance</b> Defining Medical Institute / Hospitals ,Assign Medical entitlement, Medical benefit claim information, Special medical claim register, Beneficiary (family) information, Qualifying criteria for benefits, Medical claim Approval, View medical claims employee wise/hospital wise/medical type...etc. <b>Medical Bill Claims</b> Bill Claim Summary
3.4	Other Benefits	Allowances given for Uniform, Shoes, Laundry Fees, Spectacles, Bags, Annual Trip, New year ,Year end, Funeral, Employee Funeral, Transportation charge, Medical Student ,Sports, Maintenance of Library ,Meal,Circuit bungalow reservation...etc Have a facility to handle above functions
3.5	Bonus calculation procedure	Profit bonus, Annual bonus

<b>4</b>	<b>Organization Chart</b>	
4.1	Graphical representation of Organization Chart	
4.2	Able to print the organizational chart in resizable format.	
4.3	Able to link with employee Personnel Management to pick up the relevant employee information providing the drilldown facility through the organization chart	
4.4	Able to link with employee Personnel Management to provide necessary organization chart information, Reporting hierarchy information and designation hierarchy information	
<b>5</b>	<b>Legal Details</b>	
<b>5.1</b>	<b>Handling Court Cases</b>	
5.1.1	Court case details	<ul style="list-style-type: none"> <li>* System should facilitate to record court cases details <ul style="list-style-type: none"> <li>- File No, Bible, Start date, communication details, next court date, proxy date, and trial date with summary</li> </ul> </li> <li>*If external lawyers are involved system should facilitate to record lawyers details <ul style="list-style-type: none"> <li>- Name, Contact details, Correspondence details</li> </ul> </li> <li>* System should alert next court date to relevant authorities</li> <li>* System should alert to enter next court date and decisions of previous court trial ( when set court date is terminated)</li> <li>*Facility to view details file no wise.</li> <li>* Facility to record payments for court cases.</li> </ul>
<b>5.2</b>	<b>Handling Board Minutes</b>	Board papers are prepared by department heads and sent to legal unit for board approval,
5.2.1	View board paper details	<ul style="list-style-type: none"> <li>* Relevant departments prepare board papers</li> <li>* System should alert legal department when other departments enter board papers</li> <li>* Have a facility to take this as a snap shot to the database and print it</li> <li>*This should be checked by authorized person</li> <li>* System should facilitate to view board papers department wise.</li> <li>*Facility to enter board paper status -(Whether sent for board meeting or not)</li> </ul>
5.2.2	Enter Board Meeting details	<ul style="list-style-type: none"> <li>*Facility to record board meeting details (Date ,Members etc..)</li> <li>*Generate Board Meeting no,Board paper no</li> <li>* Facility to enter board decisions details <ul style="list-style-type: none"> <li>- Summary of board decisions etc...</li> </ul> </li> </ul>

6	<b>Payroll</b>	Payroll handles accounting and preparation of checks and pay slips, related to employee salaries, wages, and bonuses. The software should support the following functionality: employee payroll profile; earnings and deductions; eligibility controls; user balances; tax deductions and calculation; payroll calculation; payroll and payment processing; cheque processing and printing; payroll and regulatory reporting; security and audit.
6.1	<b>Basic salary calculation</b>	
6.1.1	<b>Earnings</b>	
6.1.1.2	<b>Basic salary</b>	Should be calculated from effective date of the employee
6.1.1.3	<b>Allowances</b>	
	* Uniform	(Amount Differs for different grades)
	* Special Allowances	(e.g When an employee covers the duty of a higher grade employee,....etc)
	* Professional Allowance	(e.g Pharmacists, Pharmacology Diploma Holders...etc)
	* Traveling Allowance	According to the basic salary
	● * Meal Allowance	Allowance given on Saturdays and Sundays & other holidays when more than 7 hours has been covered. Duty hours should include lunch time. i.e this allowance is connected with attendance.
	● * Risk Allowance	e.g for cashiers
	● * Fuel Allowance	Only for some employees. Amount differs.
	● * Vehicle Allowance	
	● * Telephone	Not a fixed amount for a month, changes according to claims.
	● * Medical	
	● * Incentive	based on attendance
	● * Medical Insurance	(maximum amount & amount payable at a time differs according to the grade)
	● * Non-working day Payment	calculation varies according to the grade

*The total of the above mentioned ● fields should be printed in the payslip instead of individual totals. But needs in a detailed way for reports.*

	● * Bonus (Annual / Profit)	
	● * Leave Encashment	Payment done for 7 annual leaves & sick leaves

*● - Not added to Earnings. Just to present in pay slip and Payee tax calculations.*

6.1.1.4	<b>Areas</b> Salary Areas OT Areas Cost of Living .....etc	When salary revisions occur Situations where back wages has to be paid. (When an employee is interdicted and salary is terminated and released later on.) Facility to calculate OT, Cost of Living...etc areas.
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6.1.1.5	<b>OT Payments</b>	OT calculating differs from factory to Office.Facility to identify employees entitled to above OT payments
	* Normal OT	
	* Double OT	Some are entitled to double payments while some are not. (e.g - Saturday/Sunday/Holidays -normal rate upto 8 hours.Double rate after that.  - No double OT for night duty. Time of attendace /employees covering duties is also considered . More conditions apply.
<b>6.1.2</b>	<b>Deductions</b>	
6.1.2.1	<b>Sundry Deductions</b>	Telephone bill payments for some grades. Details obtained from from payment unit. Facility to define a maximum amount or a percentage. E.g - (Bill Amount * 10%) + exta bill amount paid
6.1.2.2	<b>Loans</b>	Deductions should not exceed 40% to obtain a loan. Fields taken into account for this calculation differs from loan to loan. Facility to set off loans at once.
	- Distress Loans	Facility to re-apply when 50%(30 months) of the previous loan is paid. E.g (employee has to pay 1/3 of the balance amount, 2/3 is deducted from new loan.deduct balance inerest)
	- Cycle Loan	Instead of kitchen loan
	- Distress Loan deductions from sureties where applicable	
	- Bank Loans	
	- Kitchen Equipment	Instead of Cycle loan.
	- Welfare Loan ---etc	
	- Prior Purchase	for goods purchased from companies.(e.g. Mobile phones,electric goods...etc)
6.1.2.3	<b>Interest For Loans</b>	
	- Distress Loan interest	
	- Distress Loan interest from sureties where	
	- Cycle loan interest	
	- Kitchen Equipment interest	
6.1.2.4	<b>Salary Advance</b>	Capability to define at the beginning of the year or at any day.
6.1.2.5	<b>Miscellaneous Deductions</b>	
	- Fines	
	- Compensation	
	- Rent	
	- for Vehicles ...etc	
6.1.2.6	- Insurance	
6.1.2.7	- CMU	Different amounts for different trade unions. Needs to identify the name of the union.Facility to enter deduction percentage or

6.1.2.8	<b>Tax</b>	Facility to upload tax tables when necessary
	- Stamp Fees	
	- Paye Tax	
	- SRL	
	- Lump sum Tax	
	- Tax on Tax	
6.1.2.9	<b>Employee contribution to PF</b>	Not applicable to all employees.
6.1.2.10	<b>No pay Details</b>	
6.1.2.11	<b>Festival Advance</b>	Only one type is granted annul basis. Deductions should start from next month.(40 % of deductions not considered)
	- For Sinhala Hindu New year	
	- Pilgrimage to Sri Pada / Hajji	
	- New Year (December)	
6.1.2.13	<b>Security Deposit</b>	For some Employees.(e.g - store keeper). Deduct monthly within a given period of time when an employee is promoted.
6.1.2.14	<b>Death Donation</b>	When a welfare member passes away. Different ways of deducting i.e deduct whole amount in a month or in 2 months
6.1.2.15	<b>Other deductions applicable to EPF</b>	
6.1.2.16	<b>Welfare</b>	
	- Member Fees	Different values from different employees
	- Retirement	Welfare donation for employees retiring
6.1.2.17	<b>Unrecovered Amount</b>	To avoid causing a negative salary because of nopay leave
6.1.2.18	<b>Coin C/F</b>	For employees whose salary is not banked. Should be added to earnings of the next month.
6.1.2.19	Deduction for Meal	Depends on attendace. A fixed amount per day is deducted if an employee orders meals.
<b>6.1.3</b>	<b>Statistics</b>	
6.3.1	<b>Hourly Rate</b>	
6.3.2	<b>Corporation Contribution</b>	
	* Paye Tax	
	* Provident Fund	
	* Trust Fund	
6.3.3	<b>Total Earnings</b>	
6.3.4	<b>Total Deductions</b>	
6.3.5	<b>Net Salary</b>	
6.3.6	<b>Amount</b>	
	* In cash	
	* To Bank	
6.3.7	<b>Total employee contribution for</b>	
	* PF	
	* TF	
	* Tax	

6.3.8	<b>Cumulative Gross</b>	
6.3.9	<b>OT Payment</b>	
	* Normal OT Payment	
	* Double OT Payment	
	* Normal OT Hours	
	* Double OT Hours	
<b>7</b>	<b>Employee Self-Service</b>	Employee self-service lets workers access their personal information and Employment Information. Facility for the user to change his own personal profile (non -critical data only). Modifications to be effective only after manager's approval.
7.1	Able to view employee personal information	Personal data,Address,Nationality,Date of join, Current designation, Past designation history with changed date, Bank information, Previous Employers, Emergency address,Emergency Contact, Family members/Dependents,Tax information, Provident fund, Signature,Scanned picture ,Qualifications, Skills,Civil Status,Blood group,Height,Driving licence No,Vehicle No,Election and Provincial details,Professional bodies payment details.
7.2	Able to view employment information	Confirmation, increment, Promotions and transfers, re-designation, Suspensions,Maintenatne of Extention,Retirements,Group information Trade , Employment types(contract,probation,casual,permanent),A check list of items give by Corporation Eg. Vehicle, Locker key, Mobile phone, Laptop Computer ,Cash and non cash benefits given to employee, Bonding information ,Training Information, employee duty list
7.3	View personal training history.	
7.4	Leave inquiries, late attendance and incentive payments...etc	
7.5	Review and maintain bank information for direct deposit and reimbersements.	Changes to be effective only after approval
7.6	Review payment details	Allowances and deductions in detail i.e meal/fuel/insuarance...etc
7.7	View Loan,Insurance...etc. Details(master/history)	employee should have the facility to view the staus of his loan.i.e Due amount,no of instalements paid,amount paid ,interest details...etc
7.8	View Leave encashments/No pay amounts/Bonus amounts..etc	
7.9	Online user application of - Salary Advance - Salary payment mode (Cash / Bank ..etc)	
<b>8</b>	<b>HR Dash Board &amp; Information</b>	
<b>8.1</b>	<b>HR Dash Board</b>	
8.1.1	Ability view Annual manning power requirement vs. Recruited employees	Department wise, Designation wise
8.1.2	Ability to view Society information	committee members department wise ,Designation wise

8.1.3	Ability to view Union information	Union leaders , members department wise ,Designation wise
8.1.4	Ability to view Employment Information and Personal Information	Department wise, designation wise, Age wise, service wise, Gender wise ,Qualification Able to view this graphically also
8.1.5	Daily Absenteeism	Department wise, designation wise able to view this graphically <a href="#">Facility to compare absenteeism with leave status.</a>
8.1.6	Allocated budget for training programs vs. allocated courses	
8.1.7	List of employees reaching 55 years	
8.1.8	Able to view direct supervisor for each Employee	Who are in probationary Period
8.1.9	<a href="#">Cost calculation of employees</a>	<a href="#">facility to allocate presentage or proportion for various cost centres.</a>
<b>8.2</b>	<b>Information</b>	This acts as a information center ,Employees can get the idea how things happaning Organization and What are the rules and Regulation
8.2.1	Company Rules and Regulations	
8.2.2	Maternity Benefits Ordinance	
8.2.3	Employee Provident Fund Act	
8.2.4	Workmen's compensation Ordinance	
8.2.5	Incentive Ordinance	
8.2.6	Leave Ordinance	Policy for general staff leave. (Annual, Medical, Casual Hospitalisation, Maternity, Marriage, Examination Leave, Leave without pay, Duty leave, Lieu Leave...etc)
8.2.7	Benfits Ordinance	Establish benefit plans, providers, and rates.
8.2.8	Over time Ordinance	
8.2.9	HR manuall	
8.2.10	Maintain disciplinary procedure	How complaints of misconduct are to be investigated,Disciplinnary actions
8.2.11	Government circulars	
8.2.12	Grativity Calculation	Department /Employee / Corporation wise
8.2.13	Detail Comparison with previous payroll	With drop down facility.
<b>9</b>	<b>Report Generation</b>	Facility to generate daily,monthly,quarterly & annual reports Facility to create reports as per user requirements. Facility to store reports.
<b>9.1</b>	<b>Personnel Administrating</b>	
9.1.1	Annual Manning power list	
9.1.2	Recruited List	External & Internal
<b>9.2</b>	<b>Transfers</b>	
9.2.1	Annual Transfer list	Mutual transfers or Internal
<b>9.3</b>	<b>Conduct &amp; Discipline</b>	
9.3.1	List of Demoted Employees	

9.3.2	Interdicted List	
9.3.3	Dismiss Employee List	
<b>9.4</b>	<b>Termination Of Employment-Resignation/Retirement</b>	
9.4.1	List of employees reaching 55 years	
9.4.2	List of employees apply for retirement	
9.4.3	List of employees Resigned	
<b>9.5</b>	<b>Extension</b>	
9.5.1	List of employees apply for extension with results	
9.5.2	List of employees working under extension condition	
<b>9.6</b>	<b>Performance Appraisal</b>	
9.6.1	List of employee get increments	
9.6.2	List of employees who did not get increments.	
9.6.3	Annual Performance appraisal details	
<b>9.7</b>	<b>Training</b>	
9.7.1	Employees followed training	
9.7.2	List of Training Programs	
9.7.3	Training Agreement Details	
<b>9.8</b>	<b>Benefits</b>	
9.8.1	List of employees entitle for allowance /Loan	
9.8.2	Employee Loan details	Housing loans,company loans...etc
97.8.3	Medical claim Report	medical Insurance & bill claims seperately.
<b>9.9</b>	<b>Time &amp; Attendance</b>	
9.9.1	Display Absenteeism Report	
9.9.2	Display Late Attendance	
9.9.3	Incentive Detail Report	
97.9.4	Monthly individual late attendance details	
<b>9.10</b>	<b>Leave Management</b>	
9.10.1	Leave Details	Employee wise,leave type wise(nopay,sick,casual...etc),Date wise,...etc
9.10.2	Display Leave calendar	
9.10.3	Annual Leave Encashment Report	Medical /Annual
<b>9.11</b>	<b>Handling Court Cases</b>	
9.11.1	Cases history details	
<b>9.12</b>	<b>Handling Board Minutes</b>	

9.12.1	Facility to view / print board minutes	
9.13	<b>Payroll</b>	Facility to obtain reports across payroll years Ability to sort by division,department,EPF No,Designation,...etc Selection by location/division/department / EPF/ Grade / Designation / Taxation status / Salary Type (Salaried , Hourly , Weekly ...etc) / /Employment type (Contract Basis, Casual,.....etc) .....etc.
9.13.1	Salary Advance Report	Department,EPF wise..
9.13.2	Festival Advance Report	Department,EPF wise..
9.13.3	Bonus Report / Bonus Summary Report	Department,EPF wise..
9.13.4	Salary to - Bank List - Hand List	* Bank , branch ,EPF Wise * Department , EPF wise
9.13.5	Consolidates Salary Summary Report	* Department wise
9.13.6	Pay Abstract Report (Payroll Profile)	
9.13.7	Pay Denomination - Detail Report - Summary Report	
9.13.8	Bank Schedule - Salary Schedule - Other Deposits (Saving to Others)	according to the account holder
9.13.9	C3 Report (EPF,ETF Returns )	Facilitate to obtain in electronic format required by Central Bank and Labour Department
9.13.10	EPF,ETF Monthly Report	Facilitate to obtain permanent staff and casual staff separately
9.13.11	EPF,ETF Cheques summary	
9.13.12	Individual Pay Records (IPR)	
9.13.13	EPF,ETF Tax recovery report	Supports government tax standard formats (T9,T10, ..etc) & text files
9.13.14	Tax Summary	
9.13.15	Journal Entry Summary	System should facilitate to retrieve relevant ledger code according to the transaction
9.13.16	Discrepancy report - Before & after processing	Detail comparison with previous months data (with drop down facility)
9.13.17	Summary of all payments-Employee Wise/All Employee	
9.13.18	Loan History and Loan Summary	
9.13.19	Trade union Summary	
9.13.20	No Pay Summary Report	
9.13.21	Welfare Deduction Summary	
9.13.22	Pay Slip	
9.13.23	Deduction / Earning Analysis	e.g Deduction summary- EPF,Name,Meal,medical,incentive,vehicle,fuel...etc

10	User Maintenance process	
10.1	Multi-level Security Hierarchy System	
10.2	Changing passwords periodically and disable if not used	
10.3	User defined authority levels	User (Administrator) should be able to define/set authority levels or edit them when needed. Define critical and non critical changes.
10.4	Ability for the user to define new fields	Define new taxes,loans,deductions...etc
10.5	Audit Trails	Facility to select which files to be audited.
10.6	Manual adjustments	
10.7	Jobs required to include error and warning messages.	Data entry validation
10.8	User define calculation formulas	
10.9	Facility to maintain allowances & deductions,define them by grade / deparment / qualifications...etc	
10.10	Facility to enter allowances & deductions as a percentage or an amount	User should be given the facility to select whether the payment/deduction is a percentage,an amount or another calculation
10.11	Facility to enter allowances & deductions as a percentage or an amount	User should be given the facility to select whether the payment/deduction is a percentage,an amount or another calculation
10.12	User define calculation formulas	Define new tax,loan ineres...calculation formulas
10.13	Handls unlimited earning and deduction pay codes.	
10.14	Standing Order maintenance and classification	e.g Insurance ...etc
10.15	Facility to verify whether to add/deduct to/from earnings	Add/deduct from earning/deductions or just to show the figure.
10.16	Facility to process salary at any time	
10.17	Cheque printing facility	To print 1 checque for a batch/1 for 1employee/multiple cheques for one employee.
10.18	Tax Derivations should be possible	
10.19	Uses what-if scenarios to determine if a job can be fulfilled	e.g to check whether the loan can be approved,determine interests,amounts... The cost factor if basic salary is increasd ..... etc
10.20	Facility to obtain details of newly added fields to reports.	Capability for the user to generate their own reports & Transfer reports to PC based applications such as exel....etc.
10.21	No month end process for history	

10.22	Banking for local banks	text files
10.23	Direct GL and cash book interfacing.	
10.24	Facility to define rules	e.g : One employee can be a member of one union only.
10.25	Facility to hold Salaries even after the payroll run is over.	
10.26	Maintain bank branch details	
10.27	Facility to handle casual employees' wages seperately.	EPF / ETF deductions are applicable but they are entitled for a limited number of benefits. Payment Date differs from other employees'.
10.28	Process jobs in edit and update mode	The ability to process jobs that are in the midst of being edited or updated
10.29	User defined alerting system	E.g When loan payments are completed...etc
10.30	Report Generation tool	
10.31	Letter Generation tool	Multi-lingual letter template should be supported (Eg Appointment letter, retirement ,extension , increment , Salary particular letter etc..)
10.32	Built-in backup & restore Facilities	

State Pharmaceuticals Corporation