

**FILE NO. TENDER-1/2010-PGIMER  
GOVERNMENT OF INDIA  
POST GRADUATE INSTITUTE OF MEDICAL EDUCATION &  
RESEARCH  
DR. RML HOSPITAL, NEW DELHI**

**NOTICE INVITING TENDER**

Tender for Computerization and Automation of Library in PGIMER, Dr. RML Hospital are invited.

Detailed Terms and Conditions are available on the Web-site **rmlh.nic.in**. Tender document can be obtained from the **Office of Registrar, 1<sup>st</sup> Floor, Administrative Block, PGIMER, Dr. RML Hospital, New Delhi on all working days between 10.00 a.m. to 4.00 p.m. from Monday to Friday and between 10.00 a.m. to 12.30 p.m. on Saturday** on payment of ₹ 1,000/- (Rupees One Thousand Only) by way of Bank Draft or Banker's Cheque in favour of "Pay & Accounts Officer, Dr. RML Hospital, New Delhi" payable at New Delhi. **The Tender Document issued by the Institute only will be considered and not the downloaded or photocopied document.**

The Last Date of submitting the Tender Document is 11<sup>th</sup> March, 2011 upto 12.00 noon and the Technical Bid of the tender will be opened on the same day at 2.30 p.m. in the Office of Registrar, PGIMER.

(Surinder Mohan)  
Registrar

**FILE NO. TENDER-3(Library)/2010-PGIMER**

**GOVERNMENT OF INDIA  
POST GRADUATE INSTITUTE OF MEDICAL EDUCATION & RESEARCH  
DR. RAM MANOHAR LOHIA HOSPITAL, NEW DELHI**

**NOTICE INVITING TENDER**

Director, Post Graduate Institute of Medical Education & Research (PGIMER), Dr. Ram Manohar Lohia Hospital, New Delhi for and on behalf of The President of India invites Tender by "Two Bids" (both Technical and Price separately for awarding contract for hiring of an Agency

**For Computerization and Automation of Library in PGIMER, Dr. Ram Manohar Lohia Hospital, New Delhi.**

from interested bidders. The Contract period will be initially for a period of one year and is extendable for further two years (on year-to-year basis) subject to the satisfactory performance by the Agency which will be certified by a duly constituted Committee approved by the Director PGIMER, Dr. RML Hospital, New Delhi and the decision of the Director shall be final.

The cost of the work is estimated to ₹ 30.00 lac approximately. This estimate, however, is given merely as a rough guide.

The following terms and conditions including the eligibility and experience criteria must be strictly complied with failing which the bid is liable to be rejected.

**The following terms and conditions including the eligibility and experience criteria must be strictly complied with failing which the bid is liable to be rejected.**

**Terms & Conditions for Agencies providing services mentioned above:**

1. The Agency should be registered with the Registrar of Firms/ appropriate registration authority for at least 3 years and should have provided such services to Libraries preferably in Hospitals / Medical Institutes for at least 3 years as on **31<sup>st</sup> March, 2010**. Attested copies of experience and performance Certificates must be enclosed.
2. Agencies must be having their registered office or branch office in the NCR of Delhi. The relevant documents in this regard will be submitted by the Agency who must be ISO 9001-2000 certified.
3. The tenderer should have average annual financial turn-over of Rs.75.00 Lakh or above during the last three years ending 31<sup>st</sup> March, 2010.
4. The Bid Security of Rs.1.50 Lakh shall be acceptable in the form of Demand draft drawn in favour of **Pay & Accounts Officer, Dr. RML Hospital, New Delhi**, payable at New Delhi and shall remain valid for 45 days beyond final validity period. The Bid Security shall be forfeited by the Director, PGIMER, Dr. RML Hospital, New Delhi in the following events:
  - (i) If bid is withdrawn during the validity period or any extension thereof duly agreed to by the bidder.

- (ii) If bid is varied or modified in manner not acceptable to the Director, PGIEMR, Dr. RML Hospital, New Delhi during the validity period or any extension of the validity period duly agreed to by the bidder.
  - (iii) If a bidder, after having notified the acceptance of his bid, fails to furnish the Performance Security within 7 days of notification of such acceptance.
5. The successful bidder shall submit 10% of the tendered amount as Performance Security in the form of Bank Draft/Irrevocable Bank Guarantee from Nationalized Bank pledged and place in the custody of the Director, PGIEMR, Dr. RML Hospital, New Delhi before taking over the services in the Institute. The bid security shall remain valid up to 60 days beyond the date of completion of all contractual obligation. After submission of Performance Security, the Bid Security shall be returned. The Bid Security of unsuccessful bidders will be returned on finalization of the bid.
  6. The Performance Security will be returned after making recovery of dues etc. if any, from the tenderer.
  7. Attested copies of Registration, PAN & TAN/Service Tax return as applicable issued in the name of the Firm/Agency must accompany the application. Annual Returns of previous 3 years (supported by audited Balance Sheet) should be enclosed.
  8. Income Tax clearance certificate shall also be made available by the bidder with the tender.
  9. The applicant must be a registered establishment/licensed contractor under the Contract Labour (Regulation and Abolition) Act 1970 and the Contract Labour (Regulation and Abolition) Rules, 1971 whichever is applicable and is required to submit documentary proof of the same.
  10. The applicant must hold a valid registration for Employees Provident Fund (EPF)/ESIC and documentary evidence in support thereof.
  11. Tenders shall remain open for acceptance for **90 (Ninety) days** from the date of opening. If any tenderer withdraws his/her tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Institute, then the Institute, without prejudice to any other right or remedy available to it, shall be at liberty to forfeit the entire Bid Security.
  12. The service provider company/Firm/Agency shall submit affidavit stating that the agency is/ has not been black listed by Central Government/ State Government/any PSU.
  13. Tenders in any form, other than the prescribed form issued by Director, PGIEMR, Dr. RML Hospital, will not be entertained and will be summarily rejected.
  14. Each document attached with the Tender shall be **numbered**.
  15. The Tender Notice, terms and conditions, tender, amongst other documents, shall form part of the agreement with the party or parties whose tender(s) is/are accepted in full or in part by the Director, PGIEMR, Dr. RML Hospital. **Tenderer must sign all the pages of Tender Document** issued by Director, PGIEMR, Dr. RML Hospital (in original) in token of acceptance of all terms and conditions laid down in Tender failing which Tender will be rejected.

16. **The tenderer shall submit a check-list for pre-qualification bid duly signed by him (Annexure-I) and it should be placed on the top of the "Technical-Bid". Non-attachment of such a check-list with the "Technical-Bid" will be liable for rejection of the tender without assigning any reason thereof.**
17. In case the Agency fails to execute the job after signing the Agreement Deed or terminate the Contract before completion of period of Contract at their own accord, the Director shall have the right to forfeit the Performance Security deposited by the Agency for the execution of the Contract.
18. The agency shall not transfer the contract to any other person. The Agency shall not engage any sub-contractor without the prior written consent of the Director, PGIMER and in that case the sole responsibility of providing the services shall be on the Agency and not on the sub-contractor. In case the selected Agency violates this condition, the contract is liable to be cancelled and the Performance Security deposited by the Agency will be forfeited.
19. The clearance of the local police will be obtained by the Agency before deployment of the personnel for which necessary costs will be incurred by the Agency.
20. The Agency who is finally selected will have to submit a list of personnel to be deployed at the Institute alongwith 10% as leave reserve for approval of the Director or a Committee authorized by him in this regard.
21. It shall be responsibility of the Agency to make all statutory payments in respect of the personnel so employed and also meet with all the necessary statutory requirements. The Agency shall also indemnify Director PGIMER, Dr. RML Hospital, New Delhi against any statutory or other obligations as per the Law/ Rules in force from time to time.
22. In case of any disagreement or dispute between the Institute and the Agency arising out of or in due performance of the term & conditions of the contract agreement, such dispute/disagreement shall be referred to the sole arbitrator to be appointed by the Director, PGIMER. Appointment of the Arbitrator by the Director shall be acceptable and binding between the parties. The Arbitrator shall be guided by the Administration & Conciliation Act, 1996 as amended from time to time.
23. The bidder shall have to bear all income tax liability both corporate and personal tax/liability of the personnel deployed by him.
24. Telex/Telegraphic/Telefax/Xerox/Photocopy bids shall not be considered.
25. **The bidders shall acquaint themselves with the conditions of the tender document, to fully appreciate the scope of work required to be carried out (which are only illustrative and not exhaustive) The successful bidder is required to carry-out the services as per requirement of the Director, PGIEMR.**
26. Tenders should be addressed to the Director PGIMER, Dr. RML Hospital, New Delhi-110001 and superscribed, **"Tender for Computerization and Automation of Library"**.
27. Bids are to be submitted by **"Two Bid System"** in duly sealed envelopes. Each envelope will clearly be super-scribed with the words "Technical Bid" or "Price Bid" as the case may be alongwith Tender No. and Item Description. Both these sealed envelopes should be put in a separate envelope duly

sealed bearing the tender no. and date of closing/opening prominently underlined and marked as "Techno-Price Bid".

28. The tenderer should quote clearly in figures as well as in words the rate tendered by them for each item in **Schedule 'A' (Annexure-II)** only in "Price Bid" and not in "Technical Bid" under any circumstances failing which the tender shall be summarily rejected.
29. When the tenderer signs a tender in an Indian language, the amount tendered should be written in English numerals.
30. The Performance Security shall be returned to the Agency on the expiry of the Contract period on furnishing the usual clearance/no demand certificate by the Agency.
31. Director or his duly authorized Representative/ Committee shall have the right to impose such penalty as it deems fit on the Agency if the Institute is put to any financial loss directly or indirectly by any act of omission or commission on the part of the Agency or the worker deployed by it on the premises of the Complex.
32. The tenderer, whose tender is accepted by the Institute, will intimate the name, office and residence address and telephone number(s) of his/her representative alongwith a recent passport size photograph who will take day-to-day instructions from the authorized Officer of the Institute. Such person will maintain a regular liaison with the authorized Officer of the Institute to ensure smooth performance of the services under the contract.
33. The Bill of the preceding month shall be presented in triplicate by the Agency by 3<sup>rd</sup> of every month duly pre-receipted to enable the Institute to examine and arrange the payment as admissible.
34. The bidder shall comply with all relevant / applicable Labour Laws as existing and provide insurance cover to its workers. The bidder shall indemnify DIRECTOR, PGIMER DR. RAM MANOHAR LOHIA HOSPITAL against all action of omissions, faults, breaches and / or any claim or damage, injury and expenses to which the Director may be party or involved as a result of the successful bidder's failure to comply with the obligations under the relevant Act / Law which the bidder is to follow.
35. The decision of Director in all matters shall be final and he reserves the right to accept or reject all or any of the tenders, without assigning any reasons.
36. The tenderer who is awarded the contract shall be bound to execute and implement it by signing an agreement on the non-judicial stamp paper of the value of **Rs. 100/-** at his own cost (**Annexure-III**). On acceptance of the tender by the Director it will constitute a binding agreement between the Director, PGIMER, Dr. R.M.L. Hospital New Delhi, and the person so tendering. Failure to comply with the above conditions will lead to the cancellation of the contract and forfeiture of his Bid Security.
37. The Technical Bid will be subject to evaluation/inspection by the Committee authorized by the Director, PGIEMR, Dr. RML Hospital. The recommendation/observation of the Committee will be considered by the Director for approval of the Technical Bid and the only approved bids by the Director will be opened for Price bid thereafter.

38. Extra items not covered in the contract will be decided by the Competent Authority i.e. Director on the basis of estimates given by bidder duly supported with rates and analysis etc.
39. Extra clause of deviation: 1/3<sup>rd</sup> of the requirements indicated in the Tender Notice may be varied (i.e. either less or more) at the discretion of the competent authority i.e. Director, PGIMER, Dr. RML Hospital.
40. The tenderer shall submit solvency certificate from a reputed bank for an amount of not less than Rs. 10 lakhs (Note: The banker should be any of the Schedule Bank as per RBI Act).
41. No other commercial activity will be undertaken by the agency in the Premises.
42. The contractor has to provide uniform with name badge to each worker. He will also provide Identity Proof with photograph to each worker as well as in office of Director, PGIMER.
43. For quick communication / redressal of complaints Mobile Phone is to be provided by the Contractor to the Supervisor during the duty hours and his phone number to be informed to office of Director, PGIMER.
44. The contractor will ensure all precautionary measures and safety arrangements while executing the work and will be responsible for any accident occurred during duty hours.
45. The contractor should make immediate alternate arrangement if any worker is absent from duty.
46. **PENALTY CLAUSE**

The Director or duly constituted Committee by him shall be entitled to impose a penalty on account of any breach of Contract after providing an opportunity to the Agency to rectify or taking remedial actions to rectify the breach of Contract within stipulated time and the Agency having failed to do so. The penalty on the first occasion shall be to the extent of 1% of tender amount upon the agency weighing the gravity of breach, violation or contravention of any of the terms & conditions contained therein brought to the notice of the Committee besides recovering of any loss caused to the Institute. If the same lapse is repeated the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. The penalty will be deducted from the subsequent bill(s) to be submitted by the tenderer.
47. The tenderer will be responsible for handing over of all equipments/fixtures/installations in full working condition back to the Institute at the end of the Contract period and upto the satisfaction of the Competent Authority.
48. Since PGIMER, Dr. RML Hospital is a no smoking zone, workers may be suitably advised not to smoke in the campus. Consumption of alcohol/drugs in the campus is strictly prohibited.

### **Scope of Work**

The Agency shall provide the following services/Software and completely run and comprehensively maintain the system so that the Library functions uninterruptedly 24x7:-

1. **Library Automation & Management Software & Web OPAC.**

- (a) Modules.
- (b) Special Features
- (c) Web OPAC

(a) **Modules of Library Software:-**

- Library Guidelines
- Acquisition Module
- Acquisition, Accession,
- Circulation,
- Staff Module.
- Supplier Module
- Inter Library Loan Module.
- Cataloguing Module.
- General Periodical/ Management
- Serial control
- Web OPAC
- Bar coding
- E-Mailing
- Internet
- LAN WAN Support

(b) **Special Features**

- Access to E- Resources (Access of e-Journals, Databases, e-books)
- E-Mail & Internet Facility
- Order Management (new and pending orders)
- Effective timely claims
- Reports are maintained and available online
- Renewal processing

(c) **Web OPAC (On line public Access Catalogue**

Web OPAC help to the faculty, students and senior officers and even outside the Institute campus thereby access to information without visiting the library.

**Reports:-**

- Stock Checking & Verification Report.
- Annual Report in order of accession Number, Name and Members.
- List of books in order of Author, Subject, Condition, Publisher, Accession Number, Title etc.
- List of Reserved Books as on date
- List of Issuable/Non-issuable Books/Journals etc.
- Detailed summary of Accession Register
- Library members List.
- Member I-card, Clearance Certificate, Member's Usage, Members due books/Journals etc.
- Monthly Reports
- List of Journals Available, Journals due for Return, Payment Details Journals Subscription, Missing Issues etc.
- Budget Management: Purchase against Planned, Non Planned, Back Volumes etc.

## **Dynamic Web Site for Library**

This site would include following features:-

- About Library
- Mission & Object
- Location/Telephone Numbers
- Library Staff
- Faculty Staff and other Staff.
  
- ❖ Membership
- ❖ Collections
- ❖ Circulation
- ❖ Web Access Statistics
- ❖ Members Rules
- ❖ Library Collections.
- ❖ Physical Resources
- ❖ E-Resources
- ❖ Rules & Regulation etc.
- ❖

### **2. To provide Security System for Library:**

**RFID (RADIO FREQUENCY IDENTIFICATION SYSTEM) consists of the following components.**

**Tattle Tapes/Magnetic Strips:** To provide tattle tapes (electromagnetic tapes) which are pasted on the books, cassettes, CD's etc so that every time the material (books/Cassette/CD) is taken out and brought back to the premises, the tapes re sensitized and desensitized.

**Security Detection Systems/Security Gates:** To help ensure that no material leaves the Library without being properly checked out. They are safe for the magnetic media and covers form safety of books to CD's, Audio Cassettes, VCDs and Journals etc.

**3. To provide Library Professionals:-** Minimum 06 (Six) I.T Library Professionals having I.T background and computer savy would be provided by the Agency for smooth functioning of Library on 24 x 7 hours basis. The personnel engaged should be capable of trouble shooting and putting the system in order.

**4. Updating of the Software:-** The agency shall procure , install update the software for computerization and automation of the Library from time to time. The software and the system installed in the Library shall be maintained and shall be kept free from virus etc. so that the Library system functions uninterruptedly, 24x7 Hrs.

**The price quoted by the Agency should include cost of Software, its installation, updating, comprehensive maintenance of all the systems including software as mentioned in the scope of work. Taxes to be charged should be specifically mentioned in the price Bid. No extra charges shall be paid.**



**CHECK-LIST FOR PRE-QUALIFICATION BID FOR COMPUTERIZATION AND AUTOMAION OF LIBRARY IN PGIMER, DR. RML HOSPITAL, NEW DELHI.**

Sl. No.	Documents asked for	Page number at which Document is Placed
1	Bid Security (EMD) of Rs. _____ (Rupees _____) in the form of Demand Draft issued by any scheduled commercial bank in favour of Director, PGIMER Dr. RML Hospital, New Delhi valid for 180 days. <b>(Ref.: Para No.4)</b>	
2	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also. <b>(Ref.: Para No.32)</b>	
3	Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-III). <b>(Ref.: Para No.36)</b>	
4	Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year. <b>(Ref.: Para No.7)</b>	
5	Self attested copy of Service Tax Registration <b>(Ref.: Para No.7)</b>	
6	Self attested copy of valid Registration of the firm/agency with the Registrar of the Firm / Appropriate Registration Authority <b>(Ref.: Para No.1)</b>	
7	Self attested copy of valid Provident Fund Registration <b>(Ref.: Para No.10)</b>	
8	Self attested copy of valid ESI Registration <b>(Ref.: Para No.10)</b>	
9	Self attested copy of valid Licence under Contract Labour (R&A) Act, 1970 <b>(Ref.: Para No.9)</b>	
10	Proof of experiences of last three financial years along with satisfactory performance certificates from the concerned employers (i)2007-08 (ii)2008-09 (iii) 2009-10 <b>(Ref.: Para No.1)</b>	

<b>11</b>	Annual returns of previous three years supported by audited balance sheet (i) 2007-08 (ii)2008-09 (iii)2009-10 <b>(Ref.: Para No.7)</b>	
<b>12</b>	Any other documents, if required.	
<b>13</b>	Income Tax clearance certificate. <b>(Ref.: Para No.8)</b>	
<b>14</b>	Clearance certificate of local police <b>(Ref.: Para No.19)</b>	
<b>15.</b>	Annual Financial Turnover during the last three years (in Lakhs):-  2007-08 2008-09 2009-10 <b>(Ref.: Para No.3)</b>	
<b>16.</b>	Whether the firm is blacklisted by Central Govt./State Govt./any PSU? (Yes / No) If not, the affidavit thereof <b>(Ref.: Para No. 12)</b>	
<b>17.</b>	Solvency Certificate from Schedule Bank as per RBI Act <b>(Ref.: Para No.40)</b>	
<b>18.</b>	ISO Certification of the firm <b>(Ref.: Para No.2)</b>	

**Note:** If any document listed above is not supplied, tender is liable to be rejected.

**Signature of the Bidder**  
**Name:**  
**Address:**  
**Telephone No:**

## SCHEDULE 'A'

**Price Bid for Computerization and Automation of Library in PGIMER, Dr. Ram Manohar Lohia Hospital, New Delhi**

S. No.	Description	Monthly charges (in Rs.)
(i)	Library Automation & Management Software & Web OPAC (as per scope of work)	
(ii)	Security System for Library (as per scope of work)	
(iii)	Providing Library Professionals (as per scope of work)	
(iv)	Updating of the Software (as per scope of work)	

\* The Number of Manpower required is likely to increase or decrease depending upon the actual requirement and the charges will be accordingly increased or decreased proportionately.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them

**(Signature of the bidder)  
Name and Address  
(with seal)**

Date :

**UNDERTAKING**

To

The Director  
PGIMER,  
Dr. RML Hospital,  
New Delhi – 110 001

Name of the firm/Agency\_\_\_\_\_

Name of the tender\_\_\_\_\_ Due date:

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We do hereby undertake that the services for which the Agency has submitted the tender shall be provided to the best satisfaction of the Institute. Our services shall be covered under "Fidelity Bond" through Insurance Agency for a minimum sum of Rs. 20 lakhs (Rupees twenty lakhs only). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)  
Name and Address of the Bidder.  
Telephone No.

**GOVERNMENT OF INDIA  
POST GRADUATE INSTITUTE OF MEDICAL EDUCATION & RESEARCH  
DR. RAM MANOHAR LOHIA HOSPITAL, NEW DELHI**

**TENDER FORM FOR**

**For Computerization and Automation of Library in PGIMER, Dr, Ram Manohar Lohia Hospital, New Delhi**

**Cost of Tender Form** : Rs 1,000/- (Rupees One thousand only)

**Last date and time for submitting tender** : 11<sup>th</sup> March, 2011 by 12.00 Noon.

**Date & Time of Opening Technical Bid of tender** : 11<sup>th</sup> March, 2011 at 2.30 P.M.

Affix duly Attested P.P. Size recent Photograph of the prospective bidder.
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1. Tender for the Service Applied For : \_\_\_\_\_  
(to be specified clearly)

2. Names, address of firm/Agency \_\_\_\_\_  
and Telephone numbers. \_\_\_\_\_  
\_\_\_\_\_

3. Registration No. of the Firm/ \_\_\_\_\_  
Agency.

4. Name, Designation, Address \_\_\_\_\_  
and Telephone No. of \_\_\_\_\_  
Authorized person of Firm/ \_\_\_\_\_  
Agency to deal with. \_\_\_\_\_

5. Please specify as to whether \_\_\_\_\_

Tenderer is sole proprietor/ \_\_\_\_\_

Partnership firm. Name and \_\_\_\_\_

Address and Telephone No. \_\_\_\_\_

of Directors/partners should \_\_\_\_\_

specified.

6. Copy of PAN card issued by Income Tax Department and Copy of previous Financial Year's Income Tax Return.
7. Provident Fund Account No. \_\_\_\_\_
8. ESI Number \_\_\_\_\_
9. Licence number under \_\_\_\_\_ Contract Labour (R&A) Act.
10. Details of Bid Security deposited:  
(a) Amount : Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)  
(b) FDR No. or DD No. \_\_\_\_\_  
\_\_\_\_\_  
(c) Date of issue:  
(d) Name of issuing authority:
11. Any other information:
12. Declaration by the bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

It is further certified that along with this tender form, I/We have read and understood the tender document, visited the Library and acquainted with the requirements. Necessary information in the format in Annexure-I in respect of the Technical Bid and Annexure-II in respect of the Price Bid have been submitted in separate covers. The undertaking, as mentioned in Annexure-III has also been furnished herewith. Documentary proofs in respect of various claims in respect of Technical Bid are also attached, as per requirement of NIT.

**(Signature of the bidder)**  
**Name and Address**  
**(with seal)**

