



लोकप्रिय गोपीनाथ बरदलै क्षेत्रीय मानसिक स्वास्थ्य संस्थान

तेजपुर: असम: पिन: 784001

LGB REGIONAL INSTITUTE OF MENTAL HEALTH

(An Autonomous body under Ministry of Health and Family Welfare, Govt. of India)

Website: [www.lgbrimh.gov.in](http://www.lgbrimh.gov.in), e - Mail: [mail@lgbrimh.gov.in](mailto:mail@lgbrimh.gov.in)

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TEZPUR:: 784001 :: ASSAM

LGB/LIB/228/1273/PT-C/2020/850

Date: 14<sup>th</sup> February, 2022

**SHORT QUOTATION CALLING NOTICE**

Sealed Quotations are invited for software/platform which will provide Remote Access of e-journals of NML-ERMED consortium from outside campus. As per the scope of work and on the terms and conditions mentioned in the enclosed document.

Sealed Quotations for software/platform which will provide Remote Access of e-journals of NML-ERMED consortium from outside campus, should be submitted in two sealed envelopes duly super scribed as:

Technical Quotation for “software/platform which will provide Remote Access of e-journals of NML-ERMED consortium from outside campus”.

Financial Quotation for “software/platform which will provide Remote Access of e-journals of NML-ERMED consortium from outside campus”.

Both the quotations should be submitted in the separate sealed envelopes. No quotations would be accepted by e-mail and only hard copies will be considered. Subject line and Tender Reference should be written on the Top of the envelope. Bidder can submit query at [lgbetender@gmail.com](mailto:lgbetender@gmail.com) latest by 21-02-2021.

The quotations may be submitted to the Office of the undersigned within 15 days from the date of issue of notification along with GST Xerox copy addressed to the Director, LGBRIMH, Tezpur, Sonitpur, Assam 784001. The rate should be quoted both in figure and words. Any corrections made should be authenticated. Use of whitener is strictly unacceptable. The quotations should be submitted in the sealed covers super scribed as addressed to:- Director, LGBRIMH, Tezpur, Sonitpur, Assam -784001.

Sealed Quotations should reach on or before 15 days from the date of publication of the quotation.

### **A. Terms & Conditions:**

The following documents have to be provided along with the technical bid:

- i. Provide Profile of Firm/Company along with the Year of establishment. Declaration by the proprietor of the firm, in case, the firm is proprietorship *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public*. In case of partnership firm, a scanned copy of partnership deed duly registered by the Register of Firms. Incorporation certificate in case of company should be submitted.
- ii. EMD of Rs. 6000.00 in the form of DD/FDR in the name of Director, LGBRIMH, Tezpur payable at Tezpur, Sonitpur, Assam or proof of EMD exemption should be submitted.
- iii. Annual turnover of the bidder for the last 3 Years from Chartered Accountants should be submitted.
- iv. Names & addresses of similar projects(at least three) in Govt/ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Performance reports from Govts/ Semi-Govts/Autonomous organization in the same field in last three years along with purchase orders should be submitted.
- v. Recent non-conviction/ non-blacklisting certificate *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public* (As per annexure III) should be submitted.
- vi. Updated Income Tax return documents for the financial year 2019-20 should be submitted.
- vii. PAN Card and GST registration certificate should be submitted.
- viii. Valid Trade License or Incorporation certificate should be submitted.
- ix. Duly filled annexure IV and V should be submitted.
- x. Datasheet of the software product to be quoted by the bidder about its various features, functioning, backend specifications, etc. has to be submitted.
- xi. Vendor should be OEM or Authorized Business Partner of the software package as per details in the Technical bid. Attach the relevant and valid document of OEM in support of authorization.
- xii. The software to be quoted has to be user-friendly and should be supported across all platforms like android, iOS, web-browsers, etc. and on any devices like Cell Phone, Desktop, Laptop etc.

### **B. General Terms & Conditions:**

- i. Technical and Financial bid should be submitted on company letter head and should be submitted duly signed by the authorized person.

- ii. The payment will be made after the successful supply, installation, testing and commissioning of the software and on receipt of bill for the same.
- iii. This contract shall be valid for a period of initially one year's which could be extended on mutually agreed terms after completion of satisfactory services for next period. Institute reserves the right to terminate the contract by giving one month notice in writing without assigning any reason whatsoever.
- iv. The quoted price shall be valid for at least 1 year. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
- v. Financial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Institute.
- vi. Sub-letting/Sub-contract of project and services is not allowed.
- vii. LGBRIMH, Tezpur reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.
- viii. In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.
- ix. 99% uptime should have to be maintained during the contract period. If the breakdown is not attended within 48 hours of call then 0.5% of total contract value per day delay will be deducted.

### **C. EMD/ PERFORMANCE SECURITY**

- a) Bidder should submit EMD of Rs. 6000.00 in the form of DD/FDR drawn in favor of Director, LGBRIMH, Tezpur, Assam, payable at Tezpur, Sonitpur, Assam failing which the tender shall not be considered for acceptance and will be summarily rejected. Cash, cheque or any other mode of payment will not be accepted at all. The EMD deposited against previous tender cannot be adjusted or considered for this tender. No interest will be payable on the EMD/BID security. The EMD of the approved bidder will be released only after the concerned firm deposits necessary performance security. **The DD/FDR of EMD should reach LGBRIMH before the last date of opening of technical bid.** EMD of unsuccessful bidders will be returned in due time.
- b) **PERFORMANCE SECURITY:-** Performance Security, equivalent to 3% of the total cost of the items approved shall have to be deposited by the successful bidder in the form of DD/FDR drawn in favor of Director LGBRIMH, payable at Tezpur. Performance security should remain valid for

a period of 14 month from the date of Award of contract. The same amount will be released after fulfillment of contractual obligations and no interest shall be payable thereof.

**D. Scope of Work:**

The remote access software/ platform should provide the following basic features:

1. Seamless access to all e-resources through one time user login via mobile, webapp, etc. Easy access to digital content such as journals, articles, databases, etc. subscribed by the library.
2. Data analytics such as user category wise usage, resource wise usage and date/ day wise usage reports should be available in the software. Admin should be able to generate detailed reports based on user category/ group. Comprehensive module report should be available.
3. Simple view of System & User statistics via single dashboard. User friendly admin portal for easy user management.
4. Alerts and notifications to be provided via email & portal
5. Off-campus access to NML-EMRD e-journals/ resources on any device at any time.
6. Validity and Access to resources can be configured as per user requirement.
7. Facility for easy addition, deletion and edit users should be available.
8. User management such as password generation & expiry. Option to allow or block concurrent session from same ID.
9. Uptime of the remote access software/platform should be 24x7 since the platform will be in cloud hosting model.
10. OPAC integration.
11. Facility for bulk uploading should be available for user management.
12. Technical support should be available for any kind of issue in the software/platform.
13. Training for operating the remote access software/ platform should be provided to the staff of the Institute.
14. Should provide escalation matrix for technical support.
15. Demonstration of the software/ platform quoted by the bidder has to be provided before award of contract.

**E. REJECTION OF THE TENDER:- Terms & Conditions**

The Bid will be rejected due to any of the reason or reasons mentioned below:-

- a) Non submission of tender within the stipulated date and time.
- b) Submission of tender without EMD (as applicable).
- c) Failure to provide the Tender Documents as per para “A. Terms and Conditions” of bid document.

### Technical Bid

#### Invitation of Sealed quotations regarding software/platform which will provide Remote Access of e-journals of NML-ERMED consortium from outside campus.

S. No.	Description	Company Response	Remarks
1	Profile of firm/company Year of establishment Number of employees a. Technical b. Non Technical Annual turnover for the last 3 Years. (Provide details & relevant documents.) Attached separate sheet.		
2.	Name of the Software Package		
3	Type of Software and support for 400 number of users.		
4	Names & addresses of similar projects(at least 3) in Govt/ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contactpersons of the clients to whom similar services provided by your company. Documentary evidences to be provided.		
5	Contact details of the authorized person of the company. Name : Office Tel No. : Mobile no. : Official E-mail id :		
6	Software packages services up time:		
7	Resolution time to rectify problem in software package.		
8.	Authorized Business partner of the above software package, attached the valid certificate.	Yes/No	
9	Training for Administrator (Technical)	Yes/No	

10	Tentative project plan for the installation of the software package.( Attached separate sheet , if required)		
11.	Any other Information from the Vendor		

Date :

(Signature)

**CRIMINAL LIABILITY UNDERTAKING**

***(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)***

I.....S/o.....

..... Resident of

.....  
.....

..... Do solemnly pledge and affirm:

1. That I am the proprietor /partner/authorized signatory of

M/s. ....  
.....

1. No police case is pending against the Proprietor / partner of the Company (Agency).  
Indicate any convictions if any against the Company/firm/partner.
2. I/We have not quoted the price higher than previously supplied to any Government  
Institute / Organisation / reputed Private Organisation in recent past.
3. (Proprietor/firm) has never blacklisted by any organization.

**Name & Signature**  
**Seal of the participating Bidder Company**  
**Affirmation/Verification**

**UNDERTAKING**

**The Director,  
LGBRIMH, Tezpur**

**Sir,**

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/ We enclose herewith the bank DD/FDR No. Dated.....For Rs. .... (For Rupees.....) drawn in favor of the Director LGBRIMH, Tezpur towards EMD.
3. I/We undersigned hereby bind myself/ourselves to LGB Regional Institute of Mental Health, Tezpur, Assam -784001 to supply the approved product in the approved prices to **LGBRIMH, Tezpur**. The product shall be of the best quality and of the kind as per the requirement of the institution. The decision of the Director, **LGBRIMH, Tezpur**, India (herein after called the said officer) as regard to the quality and kind of article shall be final and binding on me/us.
4. I/we undertake to arrange for a demonstration of the product, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of the bid. Cost of such demonstration shall be borne by me/ us.
5. Performance security 3% of the cost of the product approved shall be deposited by me/us in the form of DD/FDR/Bank Guarantee in the name of Director, **LGBRIMH, Tezpur** on award of the contract from a Nationalised / Commercial Bank and shall remain in the custody of the Director **LGBRIMH, Tezpur** till the validity of the Contract period plus two month (i.e. for 14 months).
6. I/We declare that no legal/financial irregularities are pending against the proprietor Partner of the tendering firm or manufacturer.
7. I/We undertake that the product supplied are as per Make/Model /Catalogue/ technical literature description.
8. I/we do hereby confirm that the prices/rates quoted are fixed and are at par with the prices quoted by me/us to any other Govt. of India/Govt. Hospitals/Medical Institutions/PSUs. I/we also offer to supply the product at the prices and rates not exceeding those mentioned in the Financial Bid.
9. I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the validity of



tender period, the Director, **LGBRIMH, Tezpur** (India) will have full authority to take appropriate action as he/she may deem fit.

**Signature of Bidder**

With seal of firm (**Name of Bidder**)

Place .....

Date.....

## Organization's contact details

NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent	
Phone	
Fax	
E-mail	
Contact Person Name	
Mobile Number	
TIN Number	
PAN Number	
GST Number	
Bank details	

**Financial Bid**

**Invitation of Sealed quotations regarding software/platform which will provide Remote Access of e-journals of NML-ERMED consortium from outside campus.**

## Format of Financial Bid

S.No.	Description	Amount for one year in INR
1	Total cost of Software Package services with supply, installation, testing, commissioning and training. As per details given in Technical Bid.	
	Total	
	Taxes	
	Grand Total	
	Payment Terms: The payment will be made after the successful supply, installation, testing and commissioning of the software and on receipt of bill for the same.	

Date :

(Signature)  
Name of Vendor