

Supply of various hospital items under tender Group: II- Surgical stores (Surgical & Consumables)

September 2025- August 2027

#### **Announcement**



Sir Ganga Ram Hospital, invites Online Bids for Surgical stores (Surgical & Consumables) items from established & reliable tenderer, manufacturers, marketing firms, companies and bidders.

The contract period for Tender: September 2025- August 2027

Non-refundable Registration Fee: Rs. 11,800 (Inclusive of 18% GST)

Refundable EMD Fee: Rs. 3,00,000

### **URL** to Register and Quote



The interested manufactures / companies can visit our website to participate in the Stationary & Printing tender. The links are:

https://tender.sgrh.com

www.sgrh.com

#### Assistance



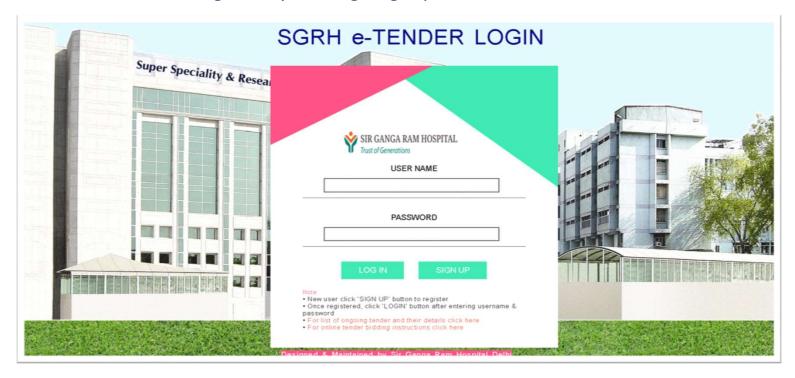
The participants can use the following channels to get answers to their queries from Tender Committee:

- After successful registration, you can raise a query in the tender portal
- Call at Tender help desk phone numbers 011-42252812, 42252814, 42252827 and 011-42252832 on working days between 9:00 AM to 5:00 PM
- Email at tendersurgicalpurchase@sgrh.com

## Tender Login Page



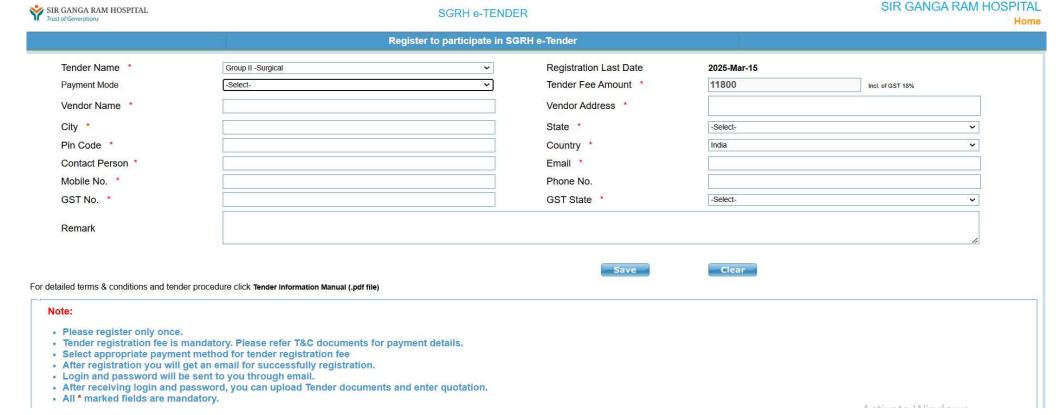
- The participants can access Tender Portal <a href="https://tender.sgrh.com">https://tender.sgrh.com</a> from 27th Feb 2025 (Thursday) 10:00 am onwards
- Tender manual can be downloaded and checked by clicking "List of ongoing tender" link
- Eligible manufacturers can register by clicking "Signup" button



# Signup / Registration



- Read the Tender Manual carefully, before initiating registration
- The last date of registration is 15th March 2025 (Saturday) 11:59 PM

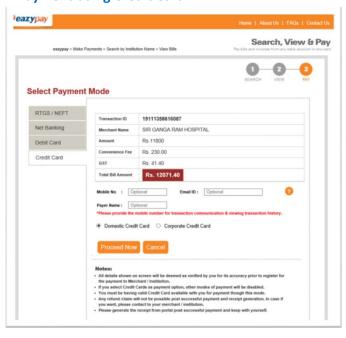


# Online Registration Fee Payment Mode

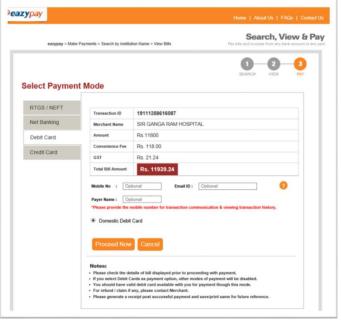


- Non refundable, registration fee of Rs. 11,800 is to be paid online. No other mode of payment is accepted.
- For online payment, following "EazyPay" window will appear
- You can pay online via Credit Card, Debit Card, Net Banking or RTGS/NEFT etc.

#### **Payment using Credit Card**



#### **Payment using Debit Card**



#### **Payment using Net Banking**

			County View	
eazypay > Make	e Payments > Search by Institu	tion Name > View Bills	Search, View	
			0-0-	
			SEARCH VEW	
elect Paymen	nt Mode			
RTGS / NEFT	Transaction ID	19111358616087		
Net Banking	Merchant Name	SIR GANGA RAM HOSPITAL		
Debit Card	Amount	Rs.11800		
Credit Card	Convenience Fee	Convenience Fee Rs. 20.34		
Credit Card	GST	Rs. 3.66		
	Total Bill Amount	Rs. 11824.00		
	Mobile No : Op	tional Email ID: Optic	inal 👩	
	Payer Name : Op	tional		
	The second second	nobile number for transaction communica	tion & viewing transaction history.	
	<ul> <li>ICICI Bank (Ref</li> </ul>	tail) Other Bank		
	0			
	Proceed Now	Cancel		
	Notes:			
	<ul> <li>Please check the bill displayed for accuracy prior to proceeding with payment.</li> <li>Selecting of Net Banking will disable other modes of payment.</li> </ul>			
	You need to be registered with your bank for net banking facility prior to choosing Net Banking as option.			
		For any refund /claim, please contact your Merchant. Post successful payment, you can generate e-receipt and keep for future reference.		

## Tender Fee Payment using RTGS/NEFT



In case you want to pay, tender fee / EMD using RTGS/NEFT, follow below steps:

- On clicking, Generate Challan button, system will download a PDF document containing the challan.
- Print the challan and read all notes carefully. Note: do not generate challan multiple times
- Visit your bank for remitting the fund through RTGS/NEFT within 2 days of challan generation

#### **Payment using RTGS / NEFT** @eazypay Search, View & Pay eazypay > Make Payments > Search by Institution Name > View Bills 0-2-0 Select Payment Mode RTGS / NEFT 19111358616087 Net Banking Debit Card Credit Card Rs. 11806.00 Email ID : Optional Please verify contents on page for accuracy prior to activation by Merchant / Institution. Selection of RTGS / METT as payment option will disable other modes of payment. You may take a print of chaltan displayed and visit your bank for remitting the fund through RTGS/METT or access Net Banking facility of your bank and remit the funds through online The cut off timing for remitting funds through RTGS / NEFT will be as per RBI gu For refund /claim, please check with your merchant / institution.

#### Sample copy of RTGS / NEFT Challan



#### Tender Dashboard



- User ID and Password will be shared through email to successfully registered bidder
- After login, the bidder can see following Tender dashboard
- On the left hand side all menus are available and on top right hand side Logout button is available

#### E-TENDER FOR SUPPLY OF Group: II- Surgical stores (Surgical & Consumables): Sep 2025 – Aug 2027

#### **OVERVIEW**

Sir Ganga Ram Hospital, New Delhi, (hereinafter referred as Tenders Inviting Authority) invites Online Bids for Tender Group: II- Surgical & Consumables) from established & reliable Manufacturers / Marketing firms / Companies: as enclosed in Schedule of Requirements through e-procurement portal https://tender.sgrh.com for Supply of Group: II- Surgical & Consumables) for a period of two years from the date of conclusion of Rate contract.

Bidders are advised to participate online. The Tender Group: II- Surgical stores (Surgical & Consumables) manual can be downloaded from website https://tender.sgrh.com

Tender Group	
Tender Group: II- Surgical stores (Surgical & Consumables	

Tender cost & EMD details

Cost of tender: Rs. 11,800/- Inclusive of GST@18% (Non-refundable)

EMD Amount: Rs. 3,00,000/- (Refundable)

Mode: Payment to be submitted ONLINE through tender portal: https://tender.sgrh.com (NO other mode of payment accepted)

For detailed terms & conditions and tender procedure click Tender Information Manual (.pdf file)

To view online Tender Quotation Steps click Online Tender Quotation Instructions (.pdf file)

Tender Schedule	Date	
Date of Issue/Publishing of Tender	23th Feb 2025 Sunday	
Start Date and time for registration and filing of tender documents & financial	27th Feb 2025	
bid.	(Thursday) 10:00 AM	
Last date and time for registration	15th March 2025 (Saturday) 11:59 PM	
Last date for submission of Tender documents	21st Mar 2025	
(Technical bid submission closure)	(Friday) 11:59 PM	
Last date and time for submission of financial bid	21st April 2025	
(Commercial bid submission closure)	(Monday) 5:00 PM	

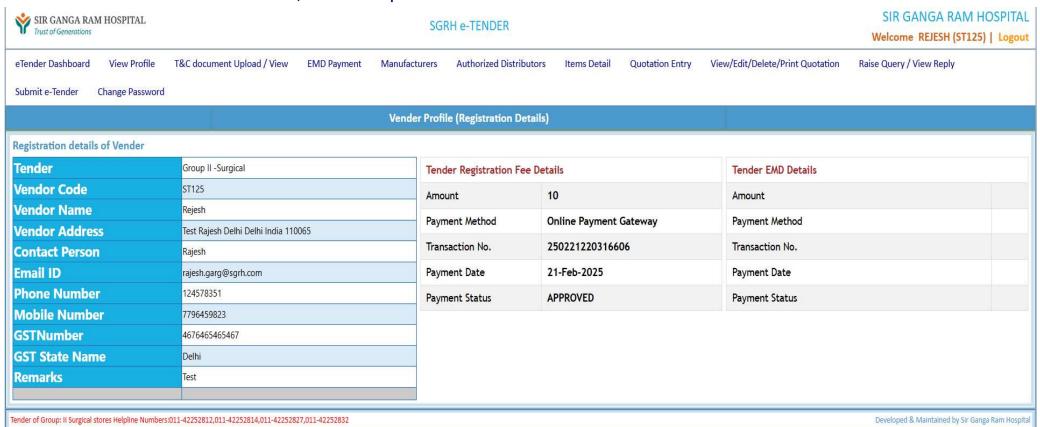
Activate Windows

Go to Settings to activate Window

#### View Profile



- You can view the details entered during registration on this screen along with details of payment
- All menus are available, on the top of the screen



### **Tender Documents Upload**



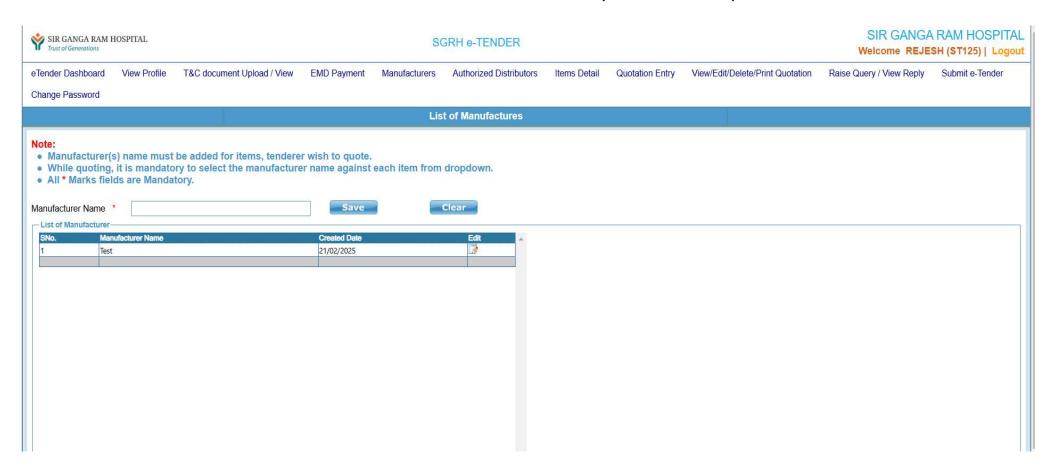
- Participants must upload all 18 documents on Tender Portal on or before 21 March 2025, Friday 11:59 PM.
- Only PDF files can be uploaded in the Portal. Take extra care while uploading documents and do not upload invalid / Incomplete / Expired / Unclear / Illegible / unsigned / unstamped document.
- To avoid any challenge/difficulty due to reasons like technical issues, internet connectivity, network congestion etc., you are advised to upload Tender Documents well before the last date.



# Manufacturer(s)



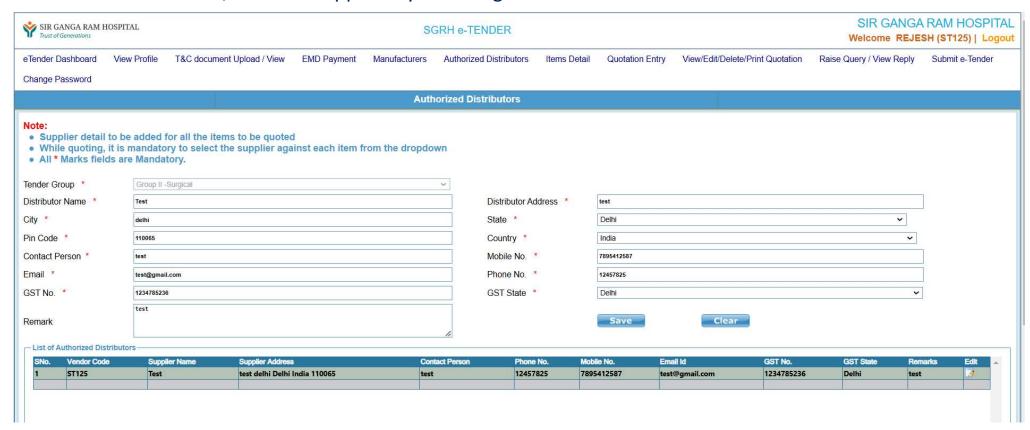
• Enter the names of the manufacturers of the items that you intend to quote



### Authorized Distributor(s)



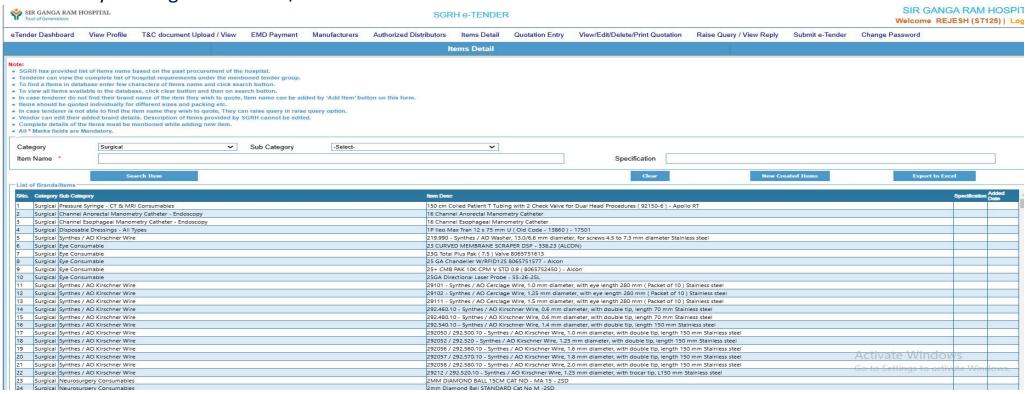
• Enter the details of the authorized distributors for the items that you intend to quote. If the item is selected, it will be supplied by the designated distributor.



### Brand / Item Details



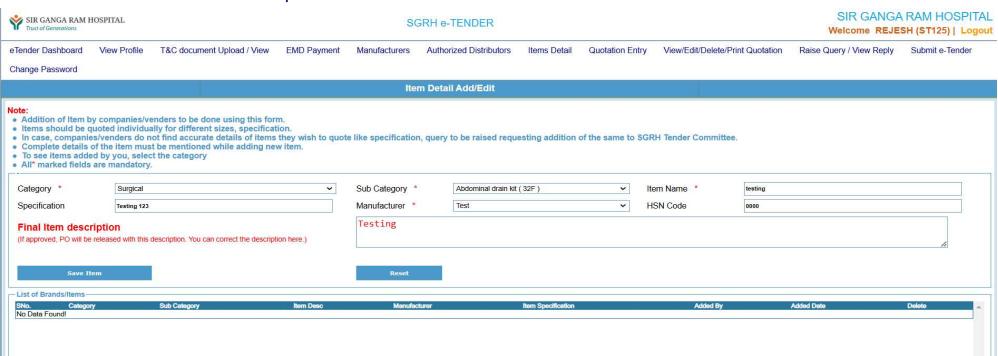
- List of items uploaded by SGRH can be viewed on this screen
- In case, you are not able to find the brand name you wish to quote, you may add new brand name by clicking "Add Brand / Name" Button.



### Adding a new Brand / Item



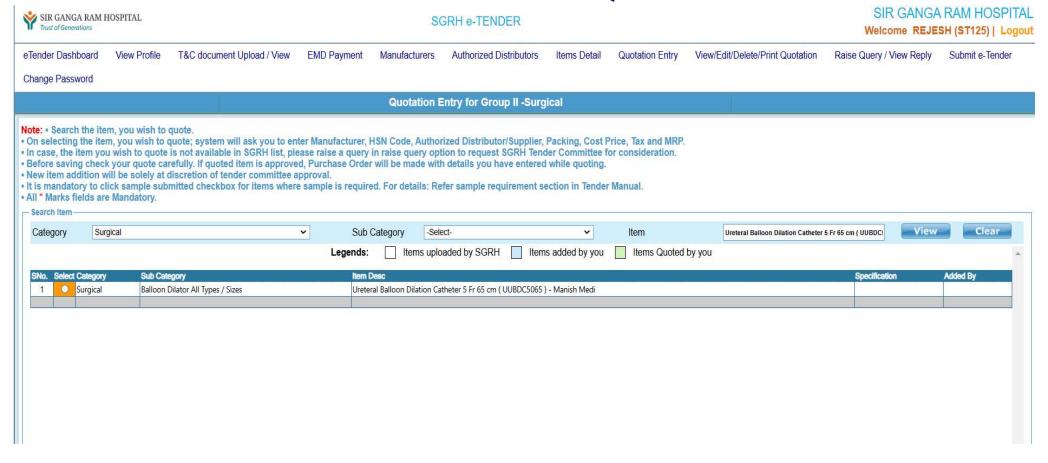
- Before creating any item, make sure it does not exist in the list of items floated by SGRH.
- To create a new item fill the form with the appropriate details.
- Review the Final Item / Brand Description field carefully. If approved the Purchase Order would be released with this description.



## Search Item for Quotation Entry



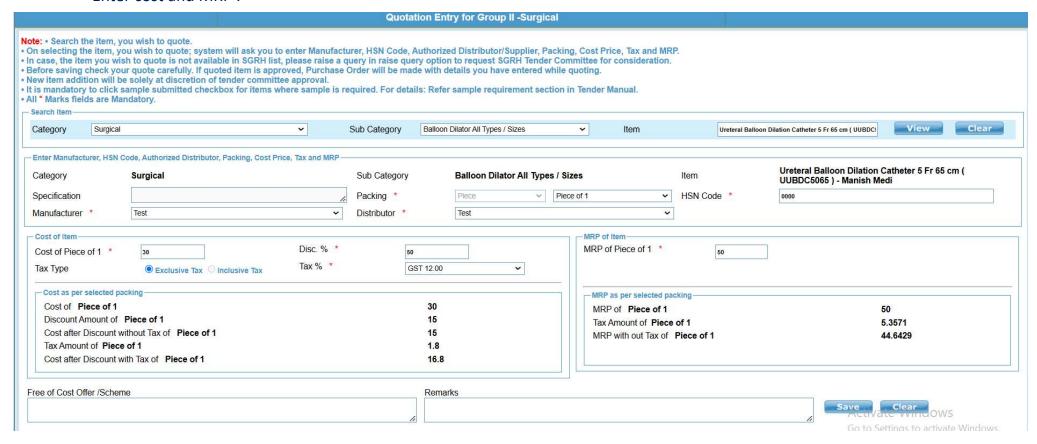
#### Search and select the item to initiate the Quotation



### Quotation Entry/ Price Bid



- Enter correct details like cost, MRP, tax, HSN, manufacturer, and supplier etc.
- Enter cost and MRP.



#### Edit / Delete / Print Quote



SIR GANGA RAM HOSPITAL

- After quoting items, you can perform following:
  - View quoted items
  - Edit details of quoted item e.g. cost, MRP and tax
  - Delete a wrongly quoted item
  - Print price bid
- Note: The price bid printout is allowed till 21st April 2025, 5 PM

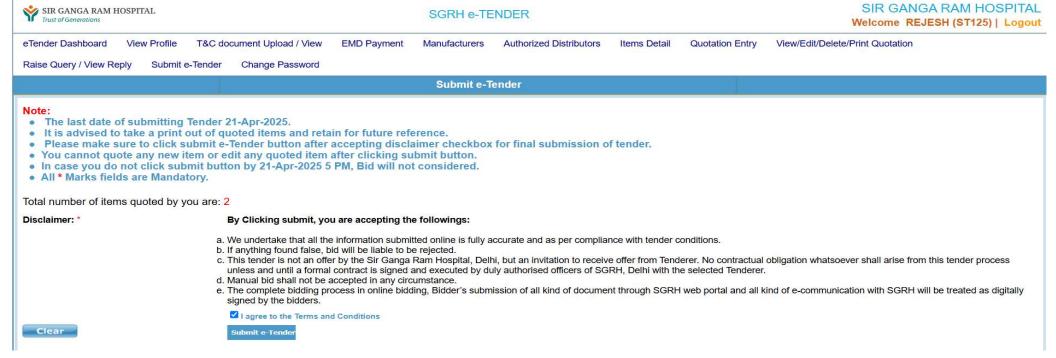


SGRH e-TENDER

#### Submit Tender



- · After entering quotes, it is mandatory to click "SUBMIT e-Tender" button to indicate the final submission of Price Bid
- In case, you do not click submit button before 21st April 2025, 5 PM, bid will be considered as incomplete and rejected
- After tender submission, you will not be allowed to add, modify or delete any quoted items
- The Tender portal will **NOT** be accessible after 21st April 2025, 5 PM



# Importance of Accuracy in Bidding



In previous tenders, we have observed that some manufacturers quote carelessly, leading to numerous mistakes.

This negligence by just 5-10% of bidders delays the entire process of compiling comparative documents and selecting items. To improve efficiency, we kindly ask all participants to exercise diligence when quoting items. Please double-check your quote to ensure accuracy before submitting your tender.

Following slides shows few example of common mistakes made by bidders!

#### Common Mistakes – Email



Many bidders provide incorrect official email addresses of their organization, causing important tender communications to go undelivered.

Sometimes, the individual submitting the bid uses their personal email, which leads to issues when that person departs the organization during the tender period, leaving emails unattended.



# Common Mistakes – Last minute Payment

Few bidders attempt to pay the registration fee and EMD on the last day. Sometimes, their last minute attempt fails and leads to rejection.

To avoid challenges such as technical issues, internet connectivity problems, network congestion, or bank holidays, we advise submitting payments well before the deadline.

# Common Mistakes – Last minute upload and submission of Tender Documents



Bidders often attempt to upload / submit the tender documents on the last day. In the rush to meet the deadline, they often submit invalid, incomplete, expired, unclear, illegible, unsigned, or unstamped documents, resulting in rejection.

To avoid potential challenges such as technical issues, internet connectivity problems, or network congestion, we strongly advise uploading tender documents well before the deadline.

## Common Mistakes – Wrong Distributor



When quoting an item, bidders must select the name of the authorized distributor. If the item is selected and approved, it will be supplied by the designated distributor. However, bidders sometimes choose the wrong distributor in their quotes, which delays the creation of the rate contract.

### Common Mistakes – Wrong Item Remarks and 💸 Free of Cost Remarks



The item remarks and free of cost remarks are non-mandatory. However, many bidder unknowingly enter irrelevant remarks. Do not enter junk information. Following are few examples of irrelevant remarks:

- NA
- OK
- NILL
- FOC not applicable

- Best price
- Special rate
- MRP is inclusive of GST
- Supplying from past 3 years



# Thanks