

भारतीय प्रबंध संस्थान इंदौर

INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर - 453 556

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Tender No: IIMI/2019-20/52



सिद्धिमूलं प्रबन्धनम्
भा. प्र. सं. इन्दौर
IIM INDORE

Date: Feb 24, 2020

NOTICE INVITING TENDER FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF INTEGRATED LIBRARY MANAGEMENT SYSTEM, 2nd PHASE RFID SYSTEM FOR LIBRARY AT IIM INDORE CAMPUS

(E-PROCUREMENT MODE ONLY)

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) दो बोली प्रणालियों में निम्नलिखित मदों के लिए प्रतिष्ठित ओईएम / अधिकृत वितरकों / अधिकृत विक्रेताओं से ऑनलाइन बोली (ई- टेंडर) आमंत्रित करता है।

Indian Institute of Management Indore (IIM Indore) invites online bids (e-tender) in two bids systems from reputed OEM / authorized distributors / authorized dealers for the following:

निविदा का संक्षिप्त विवरण Brief Details of Tender:

सेवा का विवरण Work Description	निविदा की अनुमानित कीमत Estimated Cost of Tender	अग्रिम जमा EMD	निविदा फीस सभी टैक्स मिलाकर Tender Fee (Inclusive of all taxes)
Supply, Installation, Testing and Commissioning of Integrated management System, 2 nd Phase RFID System for Library at IIM Indore Campus	₹ 8,99,000/-	₹ 20,000/-	₹ 500/-

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से ऑनलाइन जमा किये जाने की अंतिम तिथि और समय तक प्रस्तुत किया जाना चाहिए।

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted online only through the same portal up to the last date and time of submission of tender.

निविदा की महत्वपूर्ण तिथियाँ Critical Dates of Tender:

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के ऑनलाइन प्रकाशन / डाउनलोड की तिथि एवं समय Date & Time of Online Publication/Download of Tender	24-02-2020	1730 Hrs.
02	बोली जमा करने की प्रारंभ तिथि एवं समय Bid Submission Start Date & Time	24-02-2020	1730 Hrs.
03	बोली जमा करने की अंतिम तिथि एवं समय Bid Submission Close Date & Time	11-03-2020	1500 Hrs.
04	अग्रिम जमा राशि और निविदा शुल्क जमा करने की अंतिम तिथि एवं समय Closing date & time for Submission of EMD & Tender Fee	11-03-2020	1500 Hrs.
05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	12-03-2020	1500 Hrs.

विषय सूची
TABLE OF CONTENTS

S. No.	Description	Page no.
01	आईआईएम इंदौर के बारे में ABOUT IIM INDORE	3
02	तकनीकी विनिर्देश SCOPE OF WORK / TECHNICAL SPECIFICATION	3-7
03	निविदा शुल्क एवं बयाना जमा विवरण TENDER FEE & EARNEST MONEY DEPOSIT DETAILS	7-8
04	पात्रता मानदंड ELIGIBILITY CRITERIA	8-9
05	वित्तीय बोली विवरण FINANCIAL BID DETAILS	9
06	समय सारणी TIME SCHEDULE	10
07	निविदा की उपलब्धता AVAILABILITY OF TENDER	10
08	बोली वैधता BID VALIDITY PERIOD	10
09	बोली प्रस्तुत करना BID SUBMISSION	10-11
10	बोली का खोला जाना BID OPENING	12
11	बोली का मूल्यांकन BID EVALUATION	12
12	भुगतान की शर्तें PAYMENT TERMS	12
13	गुणवत्ता और मात्रा की वारंटी WARRANTY OF QUALITY AND QUANTITY	12-13
14	हजुर्माना खंड PANELY CLAUSE	13
15	कार्य निष्पादन सुरक्षा विवरण PERFORMANCE SECURITY DETAILS	13
16	वितरण कार्यक्रम DELIVERY SCHEDULE	13
17	नियम और शर्तें TERMS AND CONDITIONS	13-16
18	अनुलग्नक-I ANNEXURE – I	17
19	अनुलग्नक-II ANNEXURE – II	18
20	अनुलग्नक-III ANNEXURE – III	19
21	अनुलग्नक-IV ANNEXURE – IV	20
22	अनुलग्नक-V ANNEXURE – V	21-28
23	अनुलग्नक-VI ANNEXURE – VI	29

1. ABOUT IIM INDORE

Indian Institute of Management Indore is an institution of national importance under the Indian Institutes of Management Act, 2017.

2. SCOPE OF WORK (Schedule of Requirement)

Technical Specifications of RFID System Integrated with existing VTLS Virtua Software:

S. No.	Specifications of RFID Equipment	Quantity
1.	<p><u>RFID Smart Card System</u></p> <ul style="list-style-type: none">• RFID Smart Card [2000 Smart Cards] for patrons ISO 14443A based Mifare Cards with minimum of 1024 Bytes Memory• Stores Individual Demography, Official & Contact Details• Maps Data from Database to Identify on card• Printed with logo, photograph and QR code with demographic details• Both Side (back to back) Smart Card Printer• Full color Ribbons and Cleaning Kit• Securely separated sectors supporting multi- application• Each sector consists 4 blocks with a length of 16 Byte. <p>Printer should be fully integrated with existing VTLS Virtua software for direct printing from existing database</p>	01 No
2.	<p><u>Integrated Self Checkout /In Station (RFID)</u></p> <p>It should consist of :</p> <ul style="list-style-type: none">• Long range RFID Reader and Antenna with multiple Read/Write facility• Customizable kiosk shell to suit the library décor• High Speed Thermal Printer with minimum noise disturbance.• LCD/LED touch Screen Monitor (Capacitive Technology, minimum 22")• Branded /Reputed Small Factor CPU• Generate performance report in statistics. Data must be broken down by date, hour, number of transactions, type of transactions, and number of successful / unsuccessful transactions• Receiving Cart (50-100 Books × 1 Nos.)• Multi protocol firmware ISO 15693, ISO 18000-3 and ISO 14443A/28560 compliant• Self-Checkout /In Station Must read RFID tags of books as well as smart cards of patron under frequency of 13.56 MHz• The Self-Checkout /In Station integrated with ILMS software through NCIP V2.0/SIP-2 protocol for handling transaction of RFID tagged materials.• Self-Checkout /In Station should extend facility to check dual authorization of patrons using RFID Smart Card with an option to Thumb Print validation• Communication interface –USB/Ethernet• Self-Checkout /In Station must comply with necessary Safety and Security standards• SIP₂ Self-Checkout / In Station / Client software should interface with the ILMS software (here VTLS Virtua) giving following features:<ul style="list-style-type: none">○ Check out/ Check in /Renewal○ Transaction status	01 No

	<ul style="list-style-type: none"> ○ Transaction printout with customize message ○ Intelligent system for automatic judgment of nature of transaction against the item produced. ○ Provision for display of member photograph along with welcome message before performing any transaction ○ Provision for display of request/reservations done by a member along with sequence and date of collection ○ Provision of enquiry of checkouts against a member and its due date. ○ Provision for enquiry fine against a member ○ Software flexible to read RFID, Smartcard, Biometric / QR Code or Barcode for membership ID. <ul style="list-style-type: none"> ● Operating System Windows 8 or higher embedded with Self Service software ● System should be with in-built RFID Card / Biometric Reader / Smartcard / QR Code / Virtual Keyboard / Number Keypad for validation of the user details as per library's current or future requirements ● Support block patron notification ● Option for voice prompts for instructions ● Option for Camera ● COREi5 Processor ● Size 500mm (W) x 350mm (D) x 1600mm (H) (size may change) <p>Specifications</p> <table border="1" data-bbox="402 961 1321 1457"> <tr> <td>Operating Frequency</td> <td>13.56 MHz</td> </tr> <tr> <td>Chip Compatibility</td> <td>ISO 15693 ISO 18000-3/14443A/28560</td> </tr> <tr> <td>Power Supply</td> <td>12 Volts DC 240 V 50/60 Hz (120V)</td> </tr> <tr> <td>Communication interface</td> <td>RS232/USB/Ethernet</td> </tr> <tr> <td>Reading Range</td> <td>0-25 CM 4 to 5 books of average size</td> </tr> <tr> <td>Writing Range</td> <td>0-25 cm @ 50 x 50 square tag</td> </tr> <tr> <td>Operating Temperature</td> <td>-10°C to 70°C -10 to 70</td> </tr> <tr> <td>Storage Temperature</td> <td>Upto to 70°C</td> </tr> <tr> <td>Waite</td> <td>25 Kg approx.</td> </tr> <tr> <td>Operating humidity</td> <td>0% - 95% maximum non-condensing</td> </tr> <tr> <td>Interface</td> <td>NCIP V2.0/SIP-2 protocol</td> </tr> </table>	Operating Frequency	13.56 MHz	Chip Compatibility	ISO 15693 ISO 18000-3/14443A/28560	Power Supply	12 Volts DC 240 V 50/60 Hz (120V)	Communication interface	RS232/USB/Ethernet	Reading Range	0-25 CM 4 to 5 books of average size	Writing Range	0-25 cm @ 50 x 50 square tag	Operating Temperature	-10°C to 70°C -10 to 70	Storage Temperature	Upto to 70°C	Waite	25 Kg approx.	Operating humidity	0% - 95% maximum non-condensing	Interface	NCIP V2.0/SIP-2 protocol	
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<p>3.</p>	<p><u>PTC- Patron Traffic Counter</u></p> <ul style="list-style-type: none"> ● The Patron Traffic Counter terminal shall be in a Metallic Kiosk of 1.6mm thickness form which should be able to capture all the inward and outward traffic in the Library ● Patron Identification should be possible using Mifare and Biometric and Barcode ● System height should be around 5 ft ● System should have a touch screen interface ● System should have inbuilt 2D Barcode Scanner, FAP 20 Biometric Scanner and Smart Card Reader 	<p>01 No</p>																						

	<ul style="list-style-type: none"> • System should be able to hold minimum user data of 20,000 patrons at a time • System should be able to hold minimum transaction data of 10 million records • Smart Card Interface should have Standards & Protocols: ISO 14443 A/B with up to 848 kbps transmission rate (depending on card), ISO 15693 with up to 26 • kbps transmission rate (depending on card), T=CL • Biometric Scanner should have active platen areas of 0.96 x 0.64 in., 480 x 320 pixels • Biometric Scanner should be certified by STQQC and with minimum FAP20 • Biometric Scanner should have a minimum resolution of 500dpi • Biometric Scanner should have a Scan Pattern Area Image 640 x 480 pixel array • The system shall have minimum 2 USB connectors for service & maintenance • The system shall have an easy accessible metal housing that can be locked • The system supports barcode identification from mobile phone screens • The system shall be able to check in and out patrons based on Mifare Cards, Biometrics & Barcode based ID Cards • The system shall be audio enabled to have the possibility for extended communication with the patron • The system software shall enable patrons to check in and checkout of the library using Mifare or Biometric or Barcodes or a combination of any of these • The system should have an easy to use user interface with an option to select Hindi Language • The MIS software should be able to display the Library Usage statistics for usage by different Users, Branches, Departments, Locations, Multiple Libraries • The software should be directly interfaced with LMS so that Library does not have to make multiple entries in different systems. • Reporting of the system should be directly available in LMS • The system should be in a single kiosk and peripherals should all be inside the kiosk. Only LAN cable and power cable should be output from the system • The system should provide details of all the patrons which are inside the library currently. The system should also support a provision to send sms alerts to all the patrons inside the library in case of any emergency. • It should be possible to customize the user interface so that Patrons can select the reason for which they are visiting the library, like Fine Payment, Circulation, Renewal, etc. Minimum 10 options to be provided. 	
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	<ul style="list-style-type: none"> • It should be possible to manually checkout patrons in case of any exceptions. • The software shall have a possibility to display/promote Library activities with an inbuilt Digital Signage System whenever the system is in idle mode • It should be possible to create a playlist of the various items to be displayed on the screen remotely through centralized software. • It should be possible to display automated content on the system through automated cloud based contents like “Thought of the day”, “This day in History”, “Latest News”, “Word of the Day” etc • It should be possible to display ppt, audio, video, text etc on the display screen in idle mode through Digital Signage • The system should support an offline mode in case of connectivity failure with the LMS so that it can still record the transactions. • It should be possible to integrate the system with a Turnstile or Gate Access control system. • The system should have a provision for future upgrades so as to accept Library fines through Digital payment gateways. • The system should support a fair usage policy where the library is able to set the maximum time slot for which a particular user can use the library. Once the time is over the system should generate sms/email alerts. • The system should have an inbuilt UPS backup to support the kiosk for minimum 4 hours in case of power failure. The UPS should be inside the kiosk and should not be external • System should be with in-built RFID Card / Biometric Reader / QR Code / Virtual Keyboard / Number Keypad for validation of the user details as per library's current or future requirements • The system should be interface with the existing ILMS 	
4.	<p><u>One Kiosk two Solutions (OPAC & Digital Signage Solutions)</u></p> <ul style="list-style-type: none"> • The OPAC Kiosk shall be in a Metallic Kiosk of 1.6mm thickness form which should be in compliant to the library décor • System should have a touch screen interface with vandal proof 19” screen • System height should be around 5 ft • The system shall have minimum 2 USB connectors for service & maintenance • The system shall have an easy accessible metal housing that can be locked • The system should be in a single kiosk and peripherals should all be inside the kiosk. Only LAN cable and power cable should be output from the system • The system should support a metallic keyboard & trackball for data entry. • The system should provide a feature so that connectivity with the LMS is checked and if it is not there then a message is prompted on the screen 	01 No

	<ul style="list-style-type: none"> • The software shall have a possibility to display/promote Library activities with an inbuilt Digital Signage System whenever the system is in idle mode • It should be possible to create a playlist of the various items to be displayed on the screen remotely through centralized software. • It should be possible to display automated content on the system through automated cloud based contents like “Thought of the day”, “This day in History”, “Latest News”, “Word of the Day” etc. • It should be possible to display ppt, audio, video, text etc. on the display screen in idle mode through Digital Signage. • The system should have a provision for future upgrades so as to accept Library fines through Digital payment gateways. • The system should support latest windows 10 or higher machine specifications for smooth functioning. • The system should be able to display OPAC from LMS software directly. • The System should interface and to VTLS (Virtua) software OPAC • The system should be interface with the existing ILMS Library Software VTLS (Virtua) 	
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The Important points are as follows:

- The existing library staff station is up to date and is working very well; hence, another staff station is not required at this point.
- The library is using the RFID equipment of **ST LogiTrack Pte Ltd. from 2005**, and during the long period of 2005 to 2019, no issues were found regarding its equipment and compatibility issues. Based on our personal experience, we would prefer for existing company products to maintain uniformity.
- Bidder should avoid Chinese technology. However, we may accept Singapore, Germany and UK based Technology being of superior quality.
- Bidder should provide a 3-year warranty (free of cost), maintenance and on-site support during and **after the warranty period**.
- The software version and hardware model supplied should be of the latest model being manufactured at the time of receipt of order. It should be branded and have a global reputation.
- The bidder may visit the campus and understand the overall requirement and scope of work with prior appointment with Learning Center (library@iimidr.ac.in),0731-2439626/628).

3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of ₹ 500/- (Rupees Five Hundred only)** inclusive of all taxes should be submitted through NEFT or RTGS or Bank Transfer or Direct Credit in favour of Indian Institute of Management Indore.

- b) **EMD of ₹ 20,000/- (Rupees Twenty Thousand only)** should be submitted through NEFT or RTGS or Bank Transfer or Direct Credit in favour of Indian Institute of Management Indore.
- c) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.
- d) **The bidders who seeks exemption from Tender fee/EMD as per clause no. 3(c) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.**
- e) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as **per SI. No. 15 (a)** and its verification from the concerned issuing authority.
- f) In case of successful bidder, the EMD may be adjusted towards the Performance Security deposit on request.
- g) The amount of EMD is liable to be forfeited, if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- h) No interest will be paid on the EMD / Performance Security deposited / remitted.

4. ELIGIBILITY CRITERIA:

4.1 OID (Other Important Documents)

OID viz. Firm Incorporation Certificate, PAN details, GST details are to be provided.

4.2 Statutory Documents:

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the **Annexure-I**.
- b) The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per **Annexure-II**.

- c) The company should attach list of Purchase Order / Work Order where the similar type of work executed during the last seven years from the date of publication of tender as detailed below

Three similar works of 40% of the estimated cost **OR**

Two similar works of 50% of the estimated cost **OR**

One similar work 80% of the estimated cost

The details of the same along with supporting document are to be submitted as per the **Annexure-III**.

- d) The Annual Turnover should be at least 30% of the estimated cost of tender during each of the previous three financial years (2015-16 to 2017-18) or (2016-17 to 2018-19). Copies of Audited Accounts / Balance Sheet, Profit and Loss Account / CA Certificate with UDIN number are to be submitted as per the **Annexure-IV**.
- e) Bidder should have **OEM's authorization Certificate** to participate in this tender. Authorization letter from OEM clearly mentioning the bidders name is to be attached.
- f) The bidder should provide a 3-year warranty (free of cost), maintenance and on-site support during. The bidder must provide original warranty on manufacturer's letter head for satisfactory functioning of the equipment/system and free service, replacement of parts and supply of consumables during warranty period i.e. 03 years from the date of successful and satisfactory installation of equipment/system.

4.3 Technical Criteria

Bidders should comply the scope of work in all respect, No deviations are acceptable. The detailed format is attached at **Annexure-V**. The bidder is to complete the same in all respect and submit accordingly.

5. FINANCIAL BID DETAILS

Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as per the format available with the tender failing which the offer is liable for rejection (renaming or changing format of BOQ sheet (file) will not be accepted by system). **In case of imported goods all the expenses towards custom duty, clearing charges and transportation with insurance will be borne by the firm/tenderer/bidder. Kindly quote your offer on FOR IIM INDORE (Including fitting, transportation, loading and unloading charges etc.) exclusive of applicable taxes. The rate should be quoted in Indian Rupees only.**

Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection

6. TIME SCHEDULE

S. No.	Particulars	Date	Time
01	Date of Online Publication/Download of Tender	24-02-2020	1730 Hrs.
02	Bid Submission Start Date	24-02-2020	1730 Hrs.
03	Bid Submission Close Date	11-03-2020	1500 Hrs.
04	Closing Date & Time for Submission of EMD & Tender Fee	11-03-2020	1500 Hrs.
05	Opening of Technical Bids	12-03-2020	1500 Hrs.
06	Opening of Financial Bids	To be intimated later	

7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and Institute website <https://www.iimidr.ac.in/tenders/> and be submitted only through <http://eprocure.gov.in/eprocure/app>.

8. BID VALIDITY PERIOD

The bid will remain valid for 90 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

9. BID SUBMISSION

9.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "Online Bidder Enrolment" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The **Toll Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

9.2 Online Bid Submission Procedure

OID: The file should be saved in a PDF version and should comprise of the following items:

1. [Packet-1](#): Duly Completed Scanned PDF of PAN Card.
2. [Packet-2](#): Duly Completed Scanned PDF of Registration Certificate Details.
3. [Packet-3](#): Duly Completed Scanned PDF of GSTIN.

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

1. [Packet-1](#): Duly Completed Scanned PDF copy of Annexure-I with transaction details for Tender Fee & EMD.
2. [Packet-2](#) : Duly Completed Scanned PDF copy of Annexure-II
3. [Packet-3](#): Duly Completed Scanned PDF copy of Annexure-III with supporting Documents.
4. [Packet-4](#): Duly Completed Scanned PDF copy of Annexure-IV with supporting Documents.
5. [Packet-4](#): Duly Completed Scanned PDF copy as mentioned in clause 4.2 (e).
6. [Packet-5](#): Duly Completed Scanned PDF copy as mentioned in clause 4.2 (f).
7. [Packet-6](#): Duly Completed Scanned PDF copy of Annexure-V.

Cover-2: The BOQ should be downloaded from the website and should comprise of the following items.

1. [Packet-1](#): Financial Bid in XLS version Filled with all relevant information.

9.3 Online Submission of Tender Fee & Earnest Money Deposit (EMD)

It is also required to submit Tender Fee & EMD through NEFT or RTGS or Bank Transfer or Direct Credit at the following account before 11-03-2019 at 1500 hrs.

Name of beneficiary: Indian Institute of Management Indore

Address: Rau-Pithampur Road, Indore-453556, M.P.

Account No.: 53018623445

Name of the Bank: State Bank of India

Branch Address: IIM Indore Campus

IFSC Code: SBIN0030525

10. BID OPENING

- a) Technical Bids will be opened 12-03-2020 at 1500 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- a) **Bids should be summarily rejected, if tender is submitted other than through online or original EMD & tender fee are not submitted within stipulated date / time.**

11. BID EVALUATION

- a) Based on results of the Technical evaluation IIM Indore evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation as per eligibility criteria. The Commercial Bid with the overall lowest price will be the highest evaluated bid.

12. PAYMENT TERMS

- a) No advance payment will be made in any case. Bills in Duplicate should be sent and the payment shall be released generally within 30 days, only after it is ensured that the items / quality of the items supplied are to the entire satisfaction of IIM Indore and completed the entire work within the stipulated delivery schedule. If any item is found defective, or not of the desired quality etc., the same should be replaced by the firm(s) immediately for which no extra payment shall be made.
- b) No part payment will be made against the part supply. In case of the undelivered items till due date of supply and installation, the penalty of 10% of the cost of undelivered item will be imposed and deducted from the bill of the item supplied or recovered from the security deposit.

13. WARRANTY OF QUALITY AND QUANTITY

- a) The bidder shall provide a 3 years warranty (free of cost), maintenance and on-site support during the warranty period for all the supplied items, conforming to the specified design and there are no defects in the process of manufacturing, packaging, transportation, delivery and installation.
- b) The Vendor has to warrant that the software version and hardware model supplied should be of the latest model being manufactured at the time of receipt of the order. It should be branded and have a global reputation unless provided otherwise in the Contract.
- c) IIM Indore shall promptly notify the vendor in writing/email/telephonically of any claims arising under this warranty period. Upon receipt of such notice, the vendor shall, within 10 days repair or replace the defective Goods or parts thereof, free of cost at the ultimate destination. The supplier shall take over the replaced parts/goods at the time of their replacement. No claim whatsoever shall lie on the purchaser for the replacement parts/goods thereafter.
- d) If the Vendor, having been notified, fails to remedy the defect(s) within the period specified in above, IIM Indore may proceed to take such remedial action as may be necessary, at

the vendor's risk and expenses and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

14. PENALTY CLAUSE

As Time is the essence of an order, the date of delivery should be strictly adhered to, otherwise the delivery in full or in part may not be accepted and penalty for late delivery & Installation will be imposed @ 0.5% (Half Percent) per week subject to a maximum of 10% of the total value of supply order.

15. PERFORMANCE SECURITY DETAILS

- a) The successful bidder will have to deposit the performance security for 10% of the total value of order, valid upto 39 Months in the form of DD/TDR/FDR/Bank Guarantee within 14 days from the date of issue of the order. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the supplier, after it duly performs and completes the contract / warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

16. DELIVERY SCHEDULE

The successful bidder should complete the work **within 30 days** at IIM Indore from the date of issue of the order. In case of any damage found, the item(s) should be replaced **within 15 days** at IIM Indore. The bidder has to make its own arrangement regarding unloading, transportation and shifting of the items.

17. TERMS AND CONDITIONS

17.1 Termination for Insolvency

The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

17.2 Force Majeure

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

17.3. Arbitration & Jurisdiction

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitration to be appointed by the Director, IIM Indore. The award of the said arbitrator shall be binding on both parties.
- b) The courts at Indore shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

17.4. Technical Terms & Condition

- a) The new setup should have seamless integration with the existing setup.
- b) The existing library staff station is up to date and is working very well; hence, another staff station is not required at this point.
- c) We are using the RFID equipment of **ST LogiTrack Pte Ltd. from 2005**, and during the long period of 2005 to 2019, no issues were found regarding its equipment and compatibility issues. Based on our personal experience, we would prefer for existing company products to maintain uniformity.
- d) Bidders should avoid Chinese technology. However, we may accept Singapore, Germany and UK based Technology being of superior quality
- e) The software version and hardware model supplied should be of the latest model being manufactured at the time of receipt of order. It should be branded and have a global reputation

- f) Bidder shall be responsible for supply, installation, configuration, Integration, maintenance and operationalization of the offered solutions and items as per IIMI requirement. Bidder will also be responsible for the functioning and testing of offered devices as per the NIT requirements.
- g) Delivered Solution must be tested and commissioned as per OEM delivered procedures before handing over the project completion. Any hardware equipment's or software's required for implementing those testing and commissioning procedures is the sole and full responsibilities of the Bidder.

17.5. Other Conditions

- a) **The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.**
- b) IIM Indore reserves the right the change the quantity (increase/decrease) of any item as per our requirements.
- c) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the bidder who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the bidder to any officer or staff of IIM Indore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the bidder will also make his tender liable to rejection.
- a) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- b) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- c) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- e) IIM Indore reserves the right to increase / decrease upto 25% of the quantities prior to issue of purchase order.
- f) False declaration/documents will be in breach of the Code of Integrity under Rule 175(1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- g) Conditional tenders will not be considered in any case.

- h) In case of doubt in material, the expenditure on testing of equipment will be borne by the bidder.
- i) IIM Indore shall not be responsible for any transaction delay i.e. non-receipt of the EMD & Tender Fee amount.
- j) Tender fees will not be refunded if the bidder does not submit the online bid on CPP portal by due date and time
- k) The bidder should quote for all the items and quantity mentioned above, as part bidding is not allowed. Tender with part bids will be rejected.**
- l) IIM Indore may issue amendment/corrigendum to tender documents before due date of submission of bid. Any amendment/corrigendum to the tender document if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.**

ANNEXURE – I

Undertaking

To
Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Tender No. IIMI/2019-20/52 dated 24-02-2020
(Notice Inviting Tender for Supply, Installation, Testing and Commissioning of Integrated management System, 2nd Phase RFID System for Library at IIM Indore Campus)

Sir,

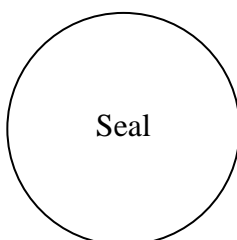
1. I /we hereby submit our tender for Supply, Installation, Testing and Commissioning of Integrated management System, 2nd Phase RFID System for Library at IIM Indore Campus along with other required documents.
2. I/ We enclosed herewith the following in favour of Indian Institute of Management Indore towards EMD & Tender Fee.

Particular	Amount	Payment Details (UTR No.)	Payment Date
Tender Fee (Including Tax)	₹ 500/-		
EMD	₹ 20,000/-		

3. I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, scope of work, schedule of quantities and all the contents stated therein. I / We also confirm that the rates quoted by me / us are inclusive of all other charges and exclusive of taxes applicable as on date.
4. I /we have gone through all terms and conditions of the tender document before submitting the same.

Date:

Place:



Authorized Signatory

Name:

Designation:

Contact No.:

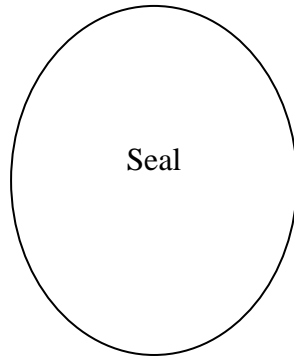
ANNEXURE – II

**CERTIFICATE
(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

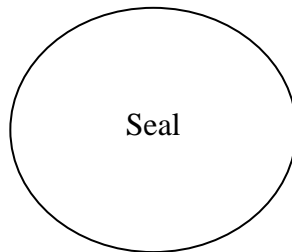
ANNEXURE – III

Work Order Details:

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount
	List of Purchase Order / Work Order where the similar type of Work executed by you during the last 07 years from the date of publication of tender			
1	Three similar works of 40% of the estimated value OR	1.		
		2.		
		3.		
2	Two similar works of 50% of the estimated value OR	1.		
		2.		
3	One similar work of 80% of the estimated	1.		

Note: Supporting documents (purchase order/work order) are to be attached along with the Annexure-III.

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

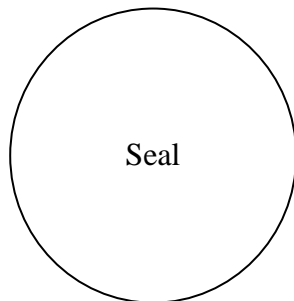
ANNEXURE – IV

Annual Turnover Details:

Evaluation Criteria		
Bidder's Annual Turnover for last three financial years 2016-17 to 2018-19 OR 2015-16 to 2017-18	Financial Year	Turnover in Rs.
	2018-19	
	2017-18	
	2016-17	
	2015-16	

Note: Supporting Documents (Copies of duly signed trading and profit & loss accounts / CA Certificate within UDIN number are to be attached along with the Annexure-IV.

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

TECHNICAL BID

S. No.	Specifications of RFID Equipment	Quantity	Make and Model	Warranty	Compliance Yes/ No
1.	<p><u>RFID Smart Card System</u></p> <ul style="list-style-type: none"> • RFID Smart Card [2000 Smart Cards] for patrons ISO 14443A based Mifare Cards with minimum of 1024 Bytes Memory • Stores Individual Demography, Official & Contact Details • Maps Data from Database to Identify on card • Printed with logo, photograph and QR code with demographic details • Both Side (back to back) Smart Card Printer • Full color Ribbons and Cleaning Kit • Securely separated sectors supporting multi- application • Each sector consists 4 blocks with a length of 16 Byte. <p>Printer should be fully integrated with existing VTLS Virtua software for direct printing from existing database</p>	01 No		03 Years	
2.	<p><u>Integrated Self Checkout /In Station (RFID)</u></p> <p>It should consist of :</p> <ul style="list-style-type: none"> • Long range RFID Reader and Antenna with multiple Read/Write facility • Customizable kiosk shell to suit the library décor • High Speed Thermal Printer with minimum noise disturbance. • LCD/LED touch Screen Monitor (Capacitive Technology, minimum 22") • Branded /Reputed Small Factor CPU • Generate performance report in statistics. Data must be broken down by date, hour, number of transactions, type of transactions, and number of successful / unsuccessful transactions • Receiving Cart (50-100 Books × 1 Nos.) • Multi protocol firmware ISO 15693, ISO 18000-3 and ISO 14443A/28560 compliant 	01 No		03 Years	

	<ul style="list-style-type: none"> • Self-Checkout /In Station Must read RFID tags of books as well as smart cards of patron under frequency of 13.56 MHz • The Self-Checkout /In Station integrated with ILMS software through NCIP V2.0/SIP-2 protocol for handling transaction of RFID tagged materials. • Self-Checkout /In Station should extend facility to check dual authorization of patrons using RFID Smart Card with an option to Thumb Print validation • Communication interface –USB/Ethernet • Self-Checkout /In Station must comply with necessary Safety and Security standards • SIP₂ Self-Checkout / In Station / Client software should interface with the ILMS software (here VTLIS Virtua) giving following features: <ul style="list-style-type: none"> ○ Check out/ Check in /Renewal ○ Transaction status ○ Transaction printout with customize message ○ Intelligent system for automatic judgment of nature of transaction against the item produced. ○ Provision for display of member photograph along with welcome message before performing any transaction ○ Provision for display of request/reservations done by a member along with sequence and date of collection ○ Provision of enquiry of checkouts against a member and its due date. ○ Provision for enquiry fine against a member ○ Software flexible to read RFID, Smartcard, Biometric / QR Code or Barcode for membership ID. • Operating System Windows 8 or higher embedded with Self Service software • System should be with in-built RFID Card / Biometric Reader / Smartcard / QR Code / Virtual Keyboard / Number Keypad for validation of the user details as per library's current or future requirements • Support block patron notification 				
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- Option for voice prompts for instructions
- Option for Camera
- COREi5 Processor
- Size 500mm (W) x 350mm (D) x 1600mm (H) (size may change)

Specifications

Operating Frequency	13.56 MHz
Chip Compatibility	ISO 15693 ISO 18000-3/14443A/28560
Power Supply	12 Volts DC 240 V 50/60 Hz (120V)
Communication interface	RS232/USB/Ethernet
Reading Range	0-25 CM 4 to 5 books of average size
Writing Range	0-25 cm @ 50 x 50 square tag
Operating Temperature	-10°C to 70°C -10 to 70
Storage Temperature	Upto to 70°C
Waite	25 Kg approx.
Operating humidity	0% - 95% maximum non-condensing
Interface	NCIP V2.0/SIP-2 protocol

<p>3.</p>	<p><u>PTC- Patron Traffic Counter</u></p> <ul style="list-style-type: none"> • The Patron Traffic Counter terminal shall be in a Metallic Kiosk of 1.6mm thickness form which should be able to capture all the inward and outward traffic in the Library • Patron Identification should be possible using Mifare and Biometric and Barcode • System height should be around 5 ft • System should have a touch screen interface • System should have inbuilt 2D Barcode Scanner, FAP 20 Biometric Scanner and Smart Card Reader • System should be able to hold minimum user data of 20,000 patrons at a time • System should be able to hold minimum transaction data of 10 million records • Smart Card Interface should have Standards & Protocols: ISO 14443 A/B with up to 848 kbps transmission rate (depending on card), ISO 15693 with up to 26 • kbps transmission rate (depending on card), T=CL • Biometric Scanner should have active platen areas of 0.96 x 0.64 in., 480 x 320 pixels • Biometric Scanner should be certified by STQQC and with minimum FAP20 • Biometric Scanner should have a minimum resolution of 500dpi • Biometric Scanner should have a Scan Pattern Area Image 640 x 480 pixel array • The system shall have minimum 2 USB connectors for service & maintenance • The system shall have an easy accessible metal housing that can be locked • The system supports barcode identification from mobile phone screens 	<p>01 No</p>		<p>03 Years</p>	
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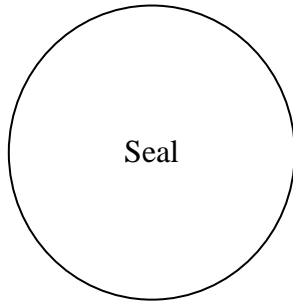
	<ul style="list-style-type: none"> • The system shall be able to check in and out patrons based on Mifare Cards, Biometrics & Barcode based ID Cards • The system shall be audio enabled to have the possibility for extended communication with the patron • The system software shall enable patrons to check in and checkout of the library using Mifare or Biometric or Barcodes or a combination of any of these • The system should have an easy to use user interface with an option to select Hindi Language • The MIS software should be able to display the Library Usage statistics for usage by different Users, Branches, Departments, Locations, Multiple Libraries • The software should be directly interfaced with LMS so that Library does not have to make multiple entries in different systems. • Reporting of the system should be directly available in LMS • The system should be in a single kiosk and peripherals should all be inside the kiosk. Only LAN cable and power cable should be output from the system • The system should provide details of all the patrons which are inside the library currently. The system should also support a provision to send sms alerts to all the patrons inside the library in case of any emergency. • It should be possible to customize the user interface so that Patrons can select the reason for which they are visiting the library, like Fine Payment, Circulation, Renewal, etc. Minimum 10 options to be provided. • It should be possible to manually checkout patrons in case of any exceptions. • The software shall have a possibility to display/promote Library activities with an inbuilt Digital Signage System whenever the system is in idle mode 				
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	<ul style="list-style-type: none"> • It should be possible to create a playlist of the various items to be displayed on the screen remotely through centralized software. • It should be possible to display automated content on the system through automated cloud based contents like “Thought of the day”, “This day in History”, “Latest News”, “Word of the Day” etc • It should be possible to display ppt, audio, video, text etc on the display screen in idle mode through Digital Signage • The system should support an offline mode in case of connectivity failure with the LMS so that it can still record the transactions. • It should be possible to integrate the system with a Turnstile or Gate Access control system. • The system should have a provision for future upgrades so as to accept Library fines through Digital payment gateways. • The system should support a fair usage policy where the library is able to set the maximum time slot for which a particular user can use the library. Once the time is over the system should generate sms/email alerts. • The system should have an inbuilt UPS backup to support the kiosk for minimum 4 hours in case of power failure. The UPS should be inside the kiosk and should not be external • System should be with in-built RFID Card / Biometric Reader / QR Code / Virtual Keyboard / Number Keypad for validation of the user details as per library's current or future requirements • The system should be interface with the existing ILMS 				
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4.	<p><u>One Kiosk two Solutions (OPAC & Digital Signage Solutions)</u></p> <ul style="list-style-type: none"> • The OPAC Kiosk shall be in a Metallic Kiosk of 1.6mm thickness form which should be in compliant to the library décor • System should have a touch screen interface with vandal proof 19” screen • System height should be around 5 ft • The system shall have minimum 2 USB connectors for service & maintenance • The system shall have an easy accessible metal housing that can be locked • The system should be in a single kiosk and peripherals should all be inside the kiosk. Only LAN cable and power cable should be output from the system • The system should support a metallic keyboard & trackball for data entry. • The system should provide a feature so that connectivity with the LMS is checked and if it is not there then a message is prompted on the screen • The software shall have a possibility to display/promote Library activities with an inbuilt Digital Signage System whenever the system is in idle mode • It should be possible to create a playlist of the various items to be displayed on the screen remotely through centralized software. • It should be possible to display automated content on the system through automated cloud based contents like “Thought of the day”, “This day in History”, “Latest News”, “Word of the Day” etc. • It should be possible to display ppt, audio, video, text etc. on the display screen in idle mode through Digital Signage. • The system should have a provision for future upgrades so as to accept Library fines through Digital payment gateways. • The system should support latest windows 10 or higher machine specifications for smooth functioning. 	01 No		03 Years	
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	<ul style="list-style-type: none"> • The system should be able to display OPAC from LMS software directly. • The System should interface and to VTLS (Virtua) software OPAC • The system should be interface with the existing ILMS Library Software VTLS (Virtua) 				
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Date:



Authorized Signatory:

Name:

Designation:

Contact No.:

Place:

ANNEXURE –VI

COMPANY DETAILS

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
GST Registration Number		
Bank Details	Account Number	
	IFS Code	
	Bank Name	
	Branch Name	
Office Address for Postal Communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the bidder:

Name in Block Letter:

Designation:

Contact no:

Date: