



## अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छत्तीसगढ़)

All India Institute of Medical Sciences, Raipur (Chhattisgarh)

### खंडन

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग.) के लिए बोलीदाताओं / फर्म / एजेंसी इत्यादि से प्रस्ताव नहीं बल्कि प्रस्ताव प्राप्त करने का निमंत्रण है, संविदात्मक दायित्व तब तक नहीं होगा जब तक औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं / फर्म / एजेंसी इत्यादि के साथ एम्स रायपुर के विधिवत अधिकृत अधिकारियों के द्वारा निष्पादित किया गया हो।

### **DISCLAIMER**

This tender is not an offer by the All India Institute of Medical Science, Raipur but an invitation to receive offer from bidder/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of AIIMS Raipur with the selected bidder/firm/agency.

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**All India Institute of Medical Sciences, Raipur**

G.E. Road, Tatibandh, Raipur – 492099, Chhattisgarh

Tele: 0771- 2971307, email: [store@aiimsraipur.edu.in](mailto:store@aiimsraipur.edu.in)

Website: [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in)



**अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ. ग.) के  
केन्द्रीय पुस्तकालय हेतु  
“3M Library Security System in Library Department”  
के क्रय हेतु निविदा आमंत्रण सूचना**

**Notice Inviting Tender For  
“3M Library Security System in Library Department”  
For Central Library At  
All India Institute of Medical Sciences, Raipur**

CRITICAL DATE SHEET

Published Date	24/10/2019 at 05 : 00 pm
Bid Document Download / Start Date	25/10/2019 at 10 : 00 am
Clarification Start Date	25/10/2019 at 11 : 00 am
Clarification End Date	02/11/2019 at 06 : 00 pm
Pre bid meeting	04/11/2019 at 03 : 30 pm
Bid Submission Start Date	05/11/2019 at 10 : 00 am
Bid Document Download/End date	16/11/2019 at 03 : 00 pm
Bid Submission End Date	16/11/2019 at 03 : 00 pm
Bid Opening Date	18/11/2019 at 03 : 30 pm

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अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर, छत्तीसगढ़  
 All India Institute of Medical Sciences, Raipur (Chhattisgarh)  
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 Tele: 0771- 2971307, e-mail: [store@aiimsraipur.edu.in](mailto:store@aiimsraipur.edu.in)

1. Online bids are invited on behalf of Director, AIIMS Raipur on single stage two bid systems for **“Supply of 3M Library Security System”** as per Technical specification for Department of Central Library. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS, Raipur web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site** [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) and Central Public Procurement Portal (CPPP) e-procurement website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered /modified in any manner, tender shall be summarily rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.  
 The Technical bid should include the detailed specifications of main item/equipment and its accessories. All items should be numbered as indicated in the Annexure-I (Any deviation should be clearly mentioned and supporting document should be submitted).
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be in possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.**
9. **Quotations should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery, AMC & warranty terms etc whichever is applicable.
10. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.

11. Tenderer must provide evidence of having supplied government hospital / reputed private hospital organizations in India similar nature of items of at least ₹ **21,65,000.00** for Supply of **“3M Library Security System”** with full specification. Tender value in the last three years and the copy of the same should be uploaded.
12. The firm should be registered and should have the average annual turnover at least ₹ **44,00,000.00** for **“3M Library Security System”** of the bidder in the last three financial years. Copies of authenticated balance sheet for the past three financial years should be uploaded.
13. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
14. The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
15. The bidder must be able to provide the product/items within specified time period as prescribed in the Purchase Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order may be cancelled and award may be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
16. In the event of any dispute or difference(s) between the vendee (AIIMS Raipur) and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause what so ever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the Director/AIIMS/Raipur who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
17. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
18. All disputes shall be subject to Raipur Jurisdiction only.
19. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
20. The Tender/Bid will be opened on Store office at AIIMS Raipur Premises.
  - i) Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment.
  - ii) No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
21. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
22. **Award of Contract**

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

- i) Not with standing the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- ii) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.(if applicable)
- 23. Normal comprehensive warranty/guarantee and AMC (if applicable) shall be applicable to the supplied goods as per Annexure-I.
- 24. Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.
- 25. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.
- 26. **A brochure displaying the product clearly is to be attached with the tender if required.**
- 27. **Earnest Money:** Earnest money (**i.e. Rs. 1,30,000.00**) for **“3M Library Security System”** by means of a Bank Demand Draft/ FD is required to be submitted. A scanned copy of the same must be uploaded with the bid documents to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The Original EMD cost must reach at office of the Stores Officer Gate no. 5, Medical College Building, 2nd Floor, AIIMS, Raipur before opening of tender.
  - i) No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
  - ii) Tenders without Earnest Money or Tender cost will be summarily rejected.
  - iii) No claim shall lie against AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
  - iv) If MSME firm is registered under National Small Industries Corporation(NSIC) for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of Certificate for claiming exemption failing which the claim will not be entertained.
  - v) The earnest money will be returned/ refunded to the unsuccessful tenderers after the tender is decided.
  - vi) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

29. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through e-mail: store@aiimsraipur.edu.in on or before end date of clarification as per critical date sheet.
30. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
31. Other terms and condition applicable as per manual for procurement of goods 2017, GFR-2017 etc.

**Sr. Administrative Officer**  
**AIIMS Raipur**

**Other Terms & Conditions:****1. Pre-Qualification Criteria:**

- a. Bidder should be the manufacturer/authorized dealer/Distributor/Trader/Supplier. Letter of Authorization from Manufacturer for the same and specific to the tender should be uploaded in the prescribed place.
- b. An undertaking from the original Manufacturer is required stating that they would facilitate the bidder on regular basis with technology/product updates and extend support for the warranty as well. The scanned copy of same to be uploaded. (if applicable)

**2. Performance Security Deposit:**

- a. The successful bidder shall have to submit a performance security deposit (PSD) in the form of BG/DD/FDR within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31<sup>st</sup> day after the date of issue of LOA. In case of the contract fails to submit the requisite PG even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.
- b. Successful supplier/firm should submit performance Security as prescribed in favour of "AIIMS, Raipur" and to be received in the Store Office, 2<sup>nd</sup> Floor, Medical College Building, Tatibandh, Raipur (C.G) Pin-492099 before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance Security Deposit to be furnished in the form of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 10% of the contract value without AMC.
- c. The Performance Security Deposit should be established in favour of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- d. Validity of the performance Security Deposit shall be for a period of 60 days beyond of entire warranty and AMC period from the date of issue of installation & commissioning.

- 3. Delivery & Installation:** The successful bidder should strictly adhere to the Specified delivery schedule Supply, Installation & commissioning should be effected **within 06 weeks** from the date of purchase order and this clause should be strictly adhere to failing which administrative action as deemed fit under rules will be taken against the defaulter. Liquidation Damages may also be imposed as per clause no. 4. Purchase order will be placed as per requirement of the consignee.

- 4. Penalty:** If the suppliers fails to deliver, Installation & Commissioning and place any or all the Equipment or perform the service by the specified date as mention in purchase order, penalty at the rate of 0.5% per week of delayed value of goods subject to the maximum of 10% of delayed goods value will be deducted, afterwards another penalty may be imposed.

5. **Training and Demonstration (If required):** Suppliers needs to provide adequate training and demonstration at AIIMS Raipur to the nominated person of AIIMS Raipur at their cost. AIIMS Raipur will not bear any training or living expenditure in this regard. The Supplier should arrange for regular weekly visit to the AIIMS, Raipur campus by its technical team and assist in maintenance of the item/equipment within warranty period. Assistance limited to locking companies with manufacturer will not be considered sufficient.
6. **Right of Acceptance:** AIIMS, Raipur reserves the right to accept or reject any or all bids/tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender. AIIMS, Raipur also reserves the rights to accept all the equipment/instruments in the given tender or only part of it in any given schedule without assigning any reason.
7. **Validity of the bids:** The bids shall be valid for a **period of 180 days** from the date of opening of the tender. This has to be so specified by the tenderer in the commercial bid which may be extended, if required.
8. **Risk Purchase & Recovery of sums due:**
  - Failure or delay in supply of any or all items as per Requisition / Purchase Order, Specification or Brand prescribed in the tender, shall be treated as 'non compliance' or 'breach of contract' and the order in part or full be arranged from alternative source(s) at the discretion of the hospital authority and the difference in price has to be recovered from the tenderer as mentioned elsewhere.
  - The amount can be recovered from any of his subsequent / pending bills or security Deposit.
  - In case the sum of the above is insufficient to cover the full amount recoverable, the contractor shall pay to the purchaser, on demand the remaining balance due.
9. **Installation & Warranty Declaration:** Suppliers must give the comprehensive onsite warranty as per Annexure-I as required from the date of successful installation of item/equipment against any manufacturing defects. In the installation report the model number of instrument and all spares parts/ accessories numbers should be in the line of purchase order. And suppliers must undertake in the warranty declaration that “everything being supplied by us is free from all defects and faults in material, workmanship and is of the highest quality and material of the type ordered, Is in full conformity with the specification and is completed enough to carry out the experiments, as specified in the tender document.” If any item covered under warranty fails, the same shall be replaced free of cost including all the applicable charges (shipping cost both ways). **Installation must be done within stipulated time period from the date of delivery of the item/ equipment as specified in the purchase order.**
10. **Communication of Acceptance:** AIIMS, Raipur reserves all right to reject any tender including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.
11. **Guarantee/Warranty, Service, Maintenance:**

The tenderers must quote for **03 (Three) years onsite warranty** for **“3M Library Security System”** will full specification as per the mentioned on the Annexure-I



from the date of completion of the satisfactory installation as certified by the stipulated Department. The warranty changes shall not be quoted separately otherwise the bid shall be summarily rejected. Also the bidder should submit their quote for subsequent **03 (Three) years** onsite AMC for **“3M Library Security System”** as per Annexure (includes free labour, repair other service & spare parts) but it should not be more than **4 % of the quoted unit price** otherwise offer may be summarily rejected. Failure to comply with this condition will entail the rejection of the Bids. The Price comparison shall be made taking into account on basic price and post warranty AMC. The amount of AMC would be released to the supplier on successful completion of the maintenance of that particular year duly certified by the department. (If applicable)

**12. Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Raipur shall have the power to terminate the contract without any prior notice.

**13. Force Majeure:** If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, epidemics, quarantine restriction, strikes lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by one party to other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance and deliveries.

Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, AIIMS, Raipur may, at its option to terminate the contract.

**14. Breach of Contract:** In case of breach of any terms and conditions as mentioned Agreement/Contract, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Raipur. In that event the security deposit shall also stand forfeited.

**15. Subletting of contract:** The firm shall not assign or sublet the contract or any part of it to any other person or party without having prior permission from AIIMS, Raipur, which will be at liberty to refuse if thinks fit.

**16. Right to call upon information regarding status of contract:** The AIIMS, Raipur will have the right to call upon information regarding status of contract at any point of time.

**17. Payment Term:-**

**17.1** Payment shall be made subject to recoveries, if any, by way of liquidated damages or any other charges as per terms & conditions of contract in the following manner.

**A) Payment for Indigenous Goods**

Payment shall be made in Indian Rupees as specified in the contract in the following manner:

- (a) **On Delivery** - 70% payment of the contract price less AMC Cost shall be paid on receipt of goods in good condition at the consignee premises and upon the submission of the following documents:
- i) Four copies of suppliers invoice showing contract number, goods description, quantity, unit price and total amount with revenue stamp.
  - ii) Two copies of packing list identifying contents of each package
  - iii) Certificate of origin and certificate of guarantee and warranty.
  - iv) Consignee receipt certificate in original issued by the authorised representative of the consignee.
- (b) **On Acceptance** - Balance 30% payment would be made against 'Final Acceptance Certificate' of goods to be issued by the consignees subject to recoveries, if any, on account of non-rectification of defects/deficiencies not attended by the supplier or otherwise.

**OR**

100% payment after received and acceptance of Material.

**B) Payment for Imported Goods: (If applicable)**

Payment of foreign currency portion shall be made in the currency as specified in the contract in the following manner:

**(a) On Shipment:**

Seventy (70) % of the CIP (CIP Price less Indian Agent Commission) destination price of the goods shipped shall be paid through irrevocable, non-transferable Letter of Credit (LC) in favour of the supplier in a bank in his country in case of Foreign Tenderer and upon submission of documents specified here under:

- (i) Four copies of supplier's invoice showing contract number, goods description, quantity, Unit price and total amount with revenue stamp.
- (ii) Original and four copies of the negotiable clean, on-board Bill of Lading/Airway bill, marked freight pre-paid and four copies of non-negotiable Bill of Lading/Airway Bill.
- (iii) Four copies of packing list identifying contents of each package.
- (iv) Insurance Certificate and a document also to be submitted for payment of LC confirming that dispatch documents has already been sent to all concerned as per the contract within 24 hours.
- (v) Manufacturer's/Supplier's warranty certificate.
- (vi) Certificate of origin.

**(b) On Acceptance:**

Balance payment of 30% of net CIP price of goods would be made against 'Final Acceptance Certificate' to be issued by the consignee through irrevocable, non-transferable Letter of Credit (LC) opened in favour of the Foreign Principal in a bank in his country, subject to recoveries, if any.

**(c) Payment of Indian Agent Commission:**

Indian Agency Commission will be paid to the manufacturer's agent in the local currency for an amount in Indian rupees indicated in the relevant Price Schedule (as per prevailing rate of exchange ruling on the date of contract) and shall not be subject to further escalation/exchange variation. Payment shall be paid in Indian Rupees to the Indian Agent on proof of 100% payment to the Foreign Principal. **Commission Charges must be filled in price bid BOQ and it is mandatory.**

**(d) Payment for Annual Comprehensive Maintenance Contract Charges: (if applicable)**

The consignee will enter into AMC with the supplier at the rates as stipulated in the contract. The payment of AMC will be made on yearly basis after satisfactory completion of said period duly certified by the concerned Department.

**17.2** The supplier shall not claim any interest on payment in any circumstances.

**17.3** Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the supplier rates as notified from time to time.

**17.4** No payment shall be made for rejected stores. Rejected equipment's must be removed by the supplier within two weeks of the date of issue of rejection advice at their own cost & replace immediately. In case these are not removed these will be auctioned at the risk and responsibility of the suppliers without notice.

**18. Compulsory Enlistment of Indian Agents -**

As per the Compulsory Enlistment Scheme of the Department of Expenditure, Ministry of Finance, it is compulsory for Indian agents who desire to quote directly on behalf of their foreign manufacturers/principals, to get themselves enlisted with the Department of Expenditure, through the Central Purchase Organization (e.g. DGS&D).

The compulsory enlistment of Indian Agents under the scheme of Ministry of Finance is simpler and differs from the registration of Indian Agents with the Central Purchase Organization (e.g. DGS&D) described in the earlier paragraphs.

The registration of the foreign manufacturer is not a must for enlisting the Indian Agent under this scheme. No Inspection Report in respect of the foreign manufacturer/principal is necessary.

The enlistment under the scheme is not equivalent to the Registration with DGS&D. Such firms do not enjoy the same status as that of DGS&D registered suppliers. A note to this effect is given in the Enlistment Letter to the firm.

**19. GST Clause -**

GST rates applicable on the quoted item may please be mentioned in the bid document. It may be confirm if there is any (Upward/Reduction) in the Basic Price structure. And you are also required to pass the Input Credit as per the following Anti Profitering Clause of GST. **"Upon Implementation of GST, any reduction in the rate of tax on supply of goods or service or the benefit of input tax credit shall be passed on to AIIMS Raipur by way of commensurate reduction in the prices".**

**20. Custom Duty on Imported Goods**

In respect of imported goods, the tenderers shall also specify separately **the total amount of custom duty included in the quoted price**. The tenderers should also indicate correctly the rate of custom duty applicable for the goods in question and the corresponding Indian Customs Tariff Number. Where customs duty is payable, the contract should clearly stipulate the quantum of duty payable etc. in unambiguous terms. AIIMS, Raipur is exempted from payment of excise duty and is eligible for concessional rate of custom duty. Necessary certificate will be issued as demand. AIIMS, Raipur will not make any arrangements for clearance of imported goods at the airport.

## **21. Custom Duty Reimbursement:**

The supplier will pay the customs duty wherever applicable, and only that amount of customs duty will be reimbursed which is included in quoted price after submission of documentary evidence. The custom duty exemption certificate will be provided to the supplier as and when required.

## **22. Fall Clause:**

1. Prices charged for supplies under Rate Contract by the supplier should in no event exceed the lowest prices at which he bids to sell or sells the stores of identical description to any other State Government/DGS&D/Public Undertaking during the period of the contract.
2. If at any time during the period of contract, the prices of tendered items is reduced or brought down by any law or Act of the Central or State government, the supplier shall be bound to inform Purchasing Authority immediately about such reduction in the contracted prices, in case the supplier fails to notify or fails to agree for such reduction of rates, the Purchasing authority will revise the rates on lower side. If there is a price increase for any product after quoting the rates, the bidder will have to supply the item as per quoted rates. This office will not accept any higher rates afterwards.
3. If at any time during the period of contract, the supplier quotes the sale price of such goods to any other State Govt./DGS&D and Public Undertakings at a price lower than the price chargeable under the rate contract he shall forthwith notify such reduction to Purchasing Authority and the prices payable under the rate contract for the equipment's supplied from the date of coming into force of such price stands correspondingly reduced as per above stipulation.

Any deviation in the material and the specifications from the accepted terms may liable to be rejected and the suppliers need to supply all the goods in the specified form to the satisfaction/ specifications specified in the Purchase order and demonstrate at their own cost.

## **23. Option Clause/ Tolerance Clause:**

The purchaser retains the right to place the orders for an additional quantity up to a specified percentage of the originally contracted quantity at the same rate and terms of contract. This clause and percentage should be a part of bid document and the contract and ideally should not exceed 25 – 30 %.

## **24. Arbitration:**

If any difference arises concerning this agreement, its interpretation on payment to be made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period

of 30 days, either of the parties may make a request to the Director, AIIMS Raipur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, AIIMS Raipur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1996 and the rule framed there under and in force shall be applicable to such proceedings.

**25. Legal Jurisdiction:**

The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

- 26.** Item wise comparison of the quotes will be made and L1\* for each item will be determined accordingly. In this context, the decision of the committee will be final and binding and no claim in this regard shall be entertained. The quantity indicated is tentative and may vary, and any decision in this regard by Director AIIMS Raipur shall be final.

**L1\* = Total Price of equipment including 03 year warranty & All Taxes (FOR AIIMS Raipur) + 3 Years AMC Price after warranty period (Including of all Taxes)**

**Sr. Administrative Officer  
AIIMS Raipur**

**Technical Bid:-**

The following documents are required to be uploaded by the Bidder along with Technical Bid as per the tender document:

- a) Scanned Copy of EMD Cost must be uploaded.
- b) Please mention that the bidder is Manufacture /Distributor /Dealer / Trader/Supplier relevant document should be uploaded.
- c) In case of distributor/dealer/trader/supplier must upload tender specific authorization certificate from OEM/ manufacturer (Form C) should be uploaded.
- d) Copy of PAN Card should be uploaded.
- e) Firm/Company registration certificate should be uploaded.
- f) The GST registration details may please be furnished.**
- g) Income Tax Return of last three years should be uploaded.
- h) Tenderer must provide evidence of experience/supplied materials as mentioned in tender document.
- i) Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender document should be uploaded.
- j) BIS/ISO/CE/USFDA Certificate as per mentioned in Annexure-1 should be uploaded.
- k) "Declaration by the Bidder "(Form B) should be uploaded as mentioned in tender document.
- l) Relevant brochure/catalogue pertaining to the items quoted with full specifications etc should be uploaded.
- m) An undertaking of manufacturer as per serial no. 1b of tender document page no. 07 in case of Distributor /Dealer / Trader/Supplier should be uploaded.
- n) Form A with duly filled by bidder should be uploaded.
- o) Technical Specifications Compliance Report should be uploaded.
- p) Have you previously supplied these items to any government/ reputed private organization? If yes, attach the relevant poof. Please provide a certificate on letter head that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. If you don't fulfil this criteria, your tender will be out rightly rejected.

**PRICE BID**

- (a) Price bid in the form of BOQ\_XXXX.xls
- (b) AMC prise Bid in the form of PDF.
- (c) Custom Duty Tariff No. in the form of PDF.
- (d) Miscellaneous in the form of PDF.

**PARTICULARS FOR PERFORMANCE GUARANTEE BOND**

**(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)**  
 (TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,  
 The Director  
 All India Institute of Medical Sciences (AIIMS),  
 Tatibandh, GE Road, Raipur-492 099 (CG)

**LETTER OF GUARANTEE**

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for purchase of.....AND WHERE AS the said tender document requires the supplier/firm(seller)whose tender is accepted for the supply of instrument/machinery, etc. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "AIIMS Raipur" in the form of Bank Guarantee for Rs.....[10% (ten percent)of the purchase value] which will be valid for entire warranty period from the date of installation & commissioning, the said Performance Guarantee Bond is to be submitted within 30(Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur ..... (Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur(Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document/ purchase order shall be final and binding.

We,.....(name of the Bank& branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm(Seller)and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

Not with standing anything contained herein:

a. Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.....only).

b. This Bank Guarantee shall be valid upto..... (date) and Claim Period Should be Six Months beyond the date of Validity.

c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date). Claim Period Should be Six Month beyond the date of Validity.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at .....situated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor

Name of the Bank:.....

Complete Postal Address: .....

**Form-A****PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER  
RTGS/National Electronic Fund Transfer (NEFT)Mandate Form**

1	Name of the Bidder	
2	Permanent Account No(PAN)	
3	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4	Email id of the Bidder	
5	Complete Postal Address of the bidder	



**FORM-B**

**Declaration by the Bidder:**

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation
4. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

**Form-C**

**MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM**

To  
The Stores Officer,  
All India Institute of Medical Sciences Raipur

Dear Sir,

TENDER: \_\_\_\_\_.

we, \_\_\_\_\_, who are  
established and reputable manufacturers of \_\_\_\_\_, having  
factories at \_\_\_\_\_ and \_\_\_\_\_, hereby  
authorize Messrs. (Authorised Dealer/Sole Distributor/Supplier) \_\_\_\_\_  
(name and address of agents) to bid, negotiate and conclude the contract with you  
against  
Tender No. \_\_\_\_\_ for the above goods manufactured by  
us. No company or firm or individual other than Messrs.  
\_\_\_\_\_ are authorized to bid, negotiate and  
conclude the contract in regard to this business against this specific  
tender.

We hereby extend our full guarantee and warranty as per the conditions  
of tender for the goods bided for supply against this tender by the above  
firm.

The authorization is valid up to \_\_\_\_\_

Yours faithfully,

(Name)

For and on behalf of M/s. \_\_\_\_\_  
(Name of manufacturers)/Principal

### 3M Library Security System

Sl. No.	Item Description	Quantity
1	2	3
1	3M EM Strip B2 Tattle Tape Security Strip (Specification As per Annexure-1)	30000
2	RFID ISO Tags- book label ISO 1563 ICODE SLX, 50mm x 50 mm (Specification As per Annexure-1)	30000
3	Book Stickers- Shielding Tags 70mm x 70mm white, printed with institutions logo (Specification as per Annexure -1)	30000
4	3M Staff work station EM + RFID Work Station book check in/Out including patron identification systems connected to KOHA through sIP2 for book Programming & Staff issue/return (Specification as per Annexure-1)	1
5	3M EM Detection System Gate Single corridor including installation & configuration (Specification As per Annexure - 1)	1
6	Hybrid Self Check System - EM+RFID Student operated system; connected to LMS through SIP2 for automated issue/return (Specification As Per Annexure -1)	1
7	Data Entry books data into Koha System (Specification as per Annexure-1)	30000
8	Tagging Affixing of RFID tag + EM tag + Label + programming of tags (Specification as per Annexure -1)	30000

9	Smart Cards & Printers System Mifare 4 K NXP Cards, Zebra printer, consumables to print 1000 cards printer @INR 49000 , per Unit cards @ INR 29@- per unit: 1000 nos ribbon @ INR 2950 per Unit (single ribbon prints 200 cards) 5 nos (Specification as Per Annexure -1)	1
10	Books Drop system conveyor based with touch screen, printer and hydraulic BIN 24x7 return system (Specification As per Annexure-1)	1
11	Patron Traffic Counter for patron identification and library foot fall statistics (Specification As per Annexure-1)	1
12	KOHA LMS installation, integration, deployment, customization, data, 3 days training and one year support (Specification as per Annexure-1)	1
13	Fright, installation, tunings and commissioning, training	1

**Annexure-1****Technical Specification for 3M RFID System**

<b>1. Book Label RFID Tag</b>			
No	Item	Description	Compliance (Y/N)
1	Dimensions	RFID Tag size 50 x 80 mm or comparable	
2	Thickness	350um Max	
3	Memory	Not less than 2048 bits	
4	Data Processing Rate	26Kbps Minimum	
5	Frequency	13.56 MHz	
6	Standard	ISO 15693 and 18000-3; ICODE SLIX2	
7	Type	Read/Write Lockable with unlimited Number of read/write cycles and must be re-writable	
8	Distance for Tag detection	36" Minimum	
9	Operation Mode	Passive	
10	Functionality	Both Security & Inventory Control	
11	Adhesive	The proposed system tags is adhesive-backed and one piece (tag and label integrated into one piece) to adhere to file materials without addition of an adhesive cover label. The proposed system tag uses a low acid, or neutral pH, adhesive.	
12	Operating Temperature Range	-25°C to +70°C approximately	
13	Other Features	<p>a. A single tag for Identification, automation and Anti-theft must be read even if not visible and must be read inside the file; temper proof and has guarantee for the life of the item on which it is originally affixed.</p> <p>b. The proposed system tags enable the AFI security status to be stored directly on the tag and trigger an immediate alarm if an item not charged is read by the detection system.</p> <p>c. The proposed system tag is guaranteed for the life of the item on which it is originally affixed. Lifetime guarantee assures about the quality of the product offered and future replacement of the RFID tags which are found un-operational, without any extra cost.</p> <p>d. The tag supplied should have a branding of the OEM on the chip side</p> <p>e. The RFID tag and Book Label (EM Tag) should be from the same OEM</p>	
14	Antenna Type	Aluminium	
15	Samples	Tag samples to be provided with the technical bid	

<b>2. Multi-Layered Optically Watermarked Sticking Labels with Institute Logo</b>			
No	Item	Description	Compliance (Y/N)
1	Dimensions	70 x 70 mm or comparable	
2	Thickness	350um Max	
3	Paper	UDV Paper	
4	Printing	Color Printed 4 + 0	
5	Finishing	Die Cutting in roll form and not in sheets	
6	Logo	Color Printed Logo	
7	Adhesive	Strong, Non Removing Adhesive	
8	Other feature	Optical Watermark with Library Branding	
9	Samples	Tag samples to be provided with the technical bid	

<b>3. Book Labels – EM</b>		
No	Description	Compliance (Y/N)
1	The Size of the Security Strip should be minimum 160 mm X 3 mm for hardbound books, soft bound books and periodicals;	
2	Strips must be guaranteed to perform for life time of the object in which they are placed.	
3	Strips once applied on material should be hidden in nature.	
4	The security strips shall be one-piece, flexible, thin, non-rusting metallic alloy coated with an adhesive film. The film shall not discolor or lose its adhesive or cohesive strength with age. The strips shall require no moisture, heat or additional glue, or adhesive for affixing to library materials.	
5	The strips shall be virtually unaffected by any shielding devices such as gum, cigarette wrappers, aluminium foils, human body, or by items held back-to-back or cover-to-cover, or concealed in briefcases or backpacks.	
6	Manufacturer shall warrant that the strips will be free of defects in materials & manufacture for the lifetime of the strip	
7	The RFID tag and Book Label (EM Tag) should be from the same OEM	
7	Vendor shall supply samples with the technical bid	

<b>4. Job Work - Data Entry Minimum 20 Book Fields</b>		
No	Description	Compliance (Y/N)

1	The details of the book need to be entered in to the software system in MARC 21 format	
2	All the fields to be entered into the system, minimum 20 fields	
3	100% reconciliation with Accession Register	

#### **5. Job Work – Tagging of RFID, EM and Labels & Programming of Tags**

No	Description	Compliance (Y/N)
1	All books need to be tagged	
2	Affix EM Tag	
3	Affix RFID Tag	
4	Affix Sticking Label	
5	Programming of the Tags	

#### **6. Staff Station for Personalization & Circulation of books and cards**

No	Description	Compliance (Y/N)
1	For circulation and conversion operations at the staff desk. It physically should consist of a combined hybrid station unit from the manufacturing level. There should be no separate Reader & Antenna. Only data and power cables should be connected to the unit. Single unit should be able to process EM and RFID tags in one go.	
2	The RFID antenna shall be fully shielded, i.e. not read items placed under the table and on the side of the antenna pad	
3	The unit shall be fabricated in transparent Plexiglas with integrated LED's showing the operational status	
4	The staff station shall be able to program and verify multiple RFID tags placed on the antenna	
5	The staff station will enable the security status of the tag to be changed without interaction with the LMS	
6	The staff station connects to the PC via USB only	
7	Suitable software for integrating the RFID functions into the circulation workflow and for tagging library items will be provided with the equipment	
8	Design: Easy to use space-saving, ergonomic design and interface and should Include feedback indicators	
9	Software for Circulation of the items using SIP2 only without any middleware	
10	Software for Circulation should not be through keyboard input or screen mapping into the LMS software. It should be an independent software which can be used for Circulation using Card Reader for patron Identification and RFID reader for Book Identification	
11	The software system provided should be able to provide the detailed MIS for the tagging. It should be able to generate the lists	

	for the tagging of the items with the time stamp, Accession No & Tag Id	
12	For circulation processes the software should be able to provide an MIS for all the checked out and checked in items with patron details	
13	Energy Profile: 200-240 VAC, 2.0/1.0 A, Single phase	
14	Staff station should also support patron card reader for ISO 14443A cards with application for card programming and reprogramming. 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	
15	Staff station should have an STQC certified Biometric Scanner integrated with the application software.	
16	It should be possible to use the circulation software after doing the biometric based authentication as well. Biometric device to be supplied for the authentication along with the computer application and PC.	

**7. Smart Cards, printer and consumables, pre-printed with Original NXP Mifare 4K Chip**

No	Description	Compliance (Y/N)
1	Smart Cards with Original NXP Mifare 4K Chips, 1000 nos to be supplied	
2	Pre-printed with the Institute Approved Design (Static text)	
3	Programmed with Institute provided details (software application to be supplied)	
4	Memory of Cards: Minimum 4K	
5	Size of Cards: ISO ID Card Standard	
6	ISO Standard: ISO 14443A/B	
7	Only original NXP Mifare 4K Chips to be provided. Genuineness of the NXP cards will be validated using the Tag Info app provided by NXP, downloaded from NXP website. Samples to be provided with the technical bid.	
8	Only first sector to be used for the library setup. The remaining space will be used by the institution for future multiple applications. Vendor has to supply the software application for the printing and programming of the cards	
9	Printer with dual side color printing technique and system control display	
10	Consumables to print 1000 cards including 1000 cards, sufficient ribbons and cleaning kits	
11	Printer should be connected through USB only	
12	Printer should have inbuilt capability to print and program the cards in a single process. Printer encoding should support Mifare 4K chips. No external device to be connected.	

**8. Electromagnetic Detection Gate System**

No	Description	Compliance (Y/N)
1	Detect genuine Tattle-Tape™ products in any orientation	
2	External devices, such as CCTV and/or barriers can be connected	



3	The system incorporates visual and audible alarms	
4	The alarm system has flexible light in 7 different colours: Red, cyan, magenta, blue, green, yellow, white	
5	The visual alarm can be configured to flash corridor specific or give a full system alert	
6	The audible alert has a variable alarm pattern and adjustable volume	
7	The system detects direction specific and can be configured for incoming, outgoing and Bi-directional	
8	The gates shall incorporate a people counter based on double sensor technology	
9	The system should have an integrated LED display for alert information and counts	
10	The integrated LED display should show incoming, outgoing and Bi-directional people counting information	
11	The system should incorporate an energy saving function that can remain in a low energy state until the people counter detects movement	
12	The gates shall provide full detection from 0 to 100cm	
13	It shall obtain optimal detection performance at a pedestal distance of 100cm	
14	The system should be provided with 'False positive filtering', reducing false alarms caused by foreign objects	
15	The system shall be built on a master – slave principle with up to 6 pedestals (5 gates) in one single system	
16	The system shall provide multiple gate installation up to 5 gates	
17	One electronics chassis should support a minimum of three antennas (2 gates).	
18	The people counter display should be located on the electronic chassis so figures can be easily seen	
19	The antenna's mounting points must be easy to install	
20	The antenna's shall have the following dimensions H 1786 x W 597cm for optimal detection	
21	The system shall provide an optional Baseplate for easy install available for single or dual gate installations	
22	The antennas shall have side panel designed for applying customizable vinyl graphics for promotion activities. The institute will provide the content which is to be printed on these panels. Printing & application in	

	the vendors scope.	
21	The weight per gate should not be more than 36.3 KG	
23	The system should be connected through TCP/IP and the people count should be available directly through TCP/IP	

<b>9. Hybrid Self Check In Check Out System</b>		
No	Description	Compliance (Y/N)
1	The kiosk shall be free standing	
2	The housing shall be made of metal / wood	
3	The housing covers computer hardware, wiring and power supply and can be locked. No wires or peripherals should be accessible from outside	
4	The system shall have minimum 2 external USB connectors for service & maintenance	
5	The system shall have a 22" portrait positioned touch screen	
6	The system shall have LED Light-based indicators to guide the patron through the process	
7	The system shall have an easy accessible integrated printer in a metal / wood housing that can be locked	
8	The system should support barcode identification from mobile phone screens	
9	The system shall have a thermal printer that can print paper rolls with a maximum width of 80mm	
10	The system shall be able to check in and out library items based on RFID and barcode	
11	The system shall have a V shape coil to support check-in and check-out using the combination RFID or barcode and EM strips	
12	The system shall have V shape coil supports a maximum item size of 275mm	
13	The system shall be able to detect multiple EM items and secure single item processing	
14	All user elements should be placed within DDA/ ADA range (for wheel chair drivers)	
15	The system shall Identify users with Barcode, RFID, Mifare and biometrics	

16	The system should have an optional payment module for cash (coins & notes) and chip & pin cards which can be connected for future use.	
17	The kiosk shall have a side shelf (on the right side) for placing bags, belongings or books while using the system	
18	The system shall be audio enabled to have the possibility for extended communication with the patron	
19	The kiosk shall have a graphic wrap. Content for the graphic wrap will be provided by the library, however its printing and application will be in vendors scope.	
20	The software shall enable checking library items in and out based on a SIP2 connection to the library management system	
21	The software shall enable patrons to check their account (items borrowed and expiration per item, fees and fines) and to prolong (if the library choose to allow for it)	
22	When processing library items (checking in-or out) the status of each item shall be displayed ((incl. the setting of the security bit and type of item (i.e. books, CD, DVD's, Blu-ray and games)	
23	The software shall allow to integrate payment functionality at a later stage (cash (coins & notes) and chip & pin cards, without software charges.	
24	The software shall allow the library to choose between several standard themes designs, also children's themes.	
25	The software shall allow the library to optional chose a customised theme	
26	The screen can display more than 10 languages that patrons can chose from for communication	
27	The software allows the patron to switch language whenever he/she wants to – also in the middle of a check-in / check-out session	
28	The software enables a patron to complete all functions (check in, check out, check account, payments) under one login, making the transaction process easy and smooth.	
29	The software shall have a possibility to display/promote Library activities	
30	The software can be configured to continue working in offline mode, when the connection to the LMS has failed. The software shall continue to let patrons borrow and return items to provide a continuous service; then once the connection to the LMS has been restored, all offline transactions shall be automatically uploaded to the LMS ensuring that all transaction history has been updated. If transactions fail to upload	

	correctly then the staff will be alerted automatically	
31	The software shall provide relevant book recommendations to the users during the check-out process to improve circulation and improve library experience	
32	The software provides the opportunity to print a receipt with selected book recommendations	
33	The software can recommend books from the physical and digital book collection	
34	The software allows patrons to borrow digital books from selfservice units	
35	The software contains a communication link to an intranet based monitoring system and will cope with the requirements defined for that system.	
36	The software contains a tool to customize and run detailed reports from one location	
37	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	

<b>10 Patron Traffic Counter</b>		
No	Description	Compliance (Y/N)
1	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	
2	Patron Identification should be possible using Mifare and Biometric and Barcode	
3	System height should be around 5 ft	
4	System should have a touch screen interface	
5	System should have inbuilt 2D Barcode Scanner, Biometric Scanner and Smart Card Reader	
6	System should be able to hold minimum user data of 20,000 patrons	
7	System should be able to hold minimum transaction data of 10 million records	
8	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	
9	Biometric Scanner should have active platen areas of 0.96 x 0.64 in., 480 x 320 pixels	
10	Biometric Scanner should be certified by STQQC and with minimum FAP20	
11	Biometric Scanner should have a minimum resolution of 500dpi	
12	Barcode Scanner should have a Scan Pattern Area Image 640 x 480 pixel array	
13	The system shall have minimum 2 USB connectors for service & maintenance	
14	The system shall have an easy accessible metal housing that can be locked	
15	The system supports barcode identification from mobile phone screens	
16	The system shall be able to check in and out patrons based on Mifare Cards, Biometrics & Barcode based ID Cards	
17	The system shall be audio enabled to have the possibility for extended communication with the patron	
18	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	
19	The system should have an easy to use user interface with an option to select Hindi Language	
20	The MIS software should be able to display the Library Usage statistics for usage by different Users, Branches & Departments	
21	The MIS software should be directly interfaced with KOHA LMS so that Library does not have to make multiple entries in different systems	
22	Reporting of the system should be directly available in KOHA LMS	
23	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	
24	The system should provide details of all the patrons which are inside the library currently	
25	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	
26	It should be possible to manually checkout patrons in case of any exceptions	
27	The software shall have a possibility to display/promote Library activities with an inbuilt Digital Signage System whenever the system is in idle mode	
28	It should be possible to create a playlist of the various items to be displayed on the screen remotely through centralized software.	
29	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	
30	It should be possible to display ppt, audio, video, text etc on the display screen in idle mode through Digital Signage	
31	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	

<b>11 Book Drop System</b>		
No	Description	Compliance (Y/N)
1	The drop box should be aesthetically designed and must comply with	

	internationally recognized standards for RFID based self-return system. It should have mechanism to disable both EM and RFID tags.	
2	Drop box must be integrated with ILM software through SIP2/NCIP protocol	
3	Drop must able to connect to the library's Ethernet network via an RJ45 connector and/or secured wireless network	
4	RFID Drop box should come with double/dual security system; first door should open after showing /validating the right book reading the RFID tag on the book or right library users by reading the RFID smart Card and/or Pin Number and/or biometric reading; once the validation is done and first door/shaft / is opened user should be able to place the book/s (1 or multiple of books); after a few second the first door should close and once the item in the library is confirmed, second door/shaft is opened and book is dragged inside on conveyer belt to single/multiple bin. It should prevent the users from removing the checked out books from the drop box.	
5	Once the transaction is complete system should be able to generate a slip confirming the transaction.	
6	Client software for checking-in facility and communicating with KOHA software / ILM Software with provision for E-mail/SMS confirmation	
7	If there is fine on the book, suggested notification should be alerted to users and instruct the user to pay the fine in the library within the library. Library should be able to customize the information on the slip as per library's requirements.	
8	Drop box should be upgradable in future to support multiple bins.	
9	Drop box should be able to accept all types of library's RFID tagged items including but not limited to books, journals, bound volume, CDs, DVDs, etc.	
10	If the item does not belong to the library, Drop box should not accept the item. But if the item is placed along with the valid library item, drop box should accept all items	
11	Drop box should be with in-built RFID Card / Biometric Reader / Virtual Keyboard / Number Keypad for validation of the user details as per library's current or future requirements	
12	Drop box comes with inbuilt slip generator with standard slips. Library should be able to procure the printer cartridge and paper from any other third party vendor. Bidder will share the details of the cartridge, paper, etc and make sure both are supported with open and international standard.	
13	Drop box should easily integrate with web-based application for remote as well as within campus monitoring of the performance of the system, alert for paper out or cartridge failure, or any kind of system failure,	

	alerts, etc.	
14	Drop box should be inbuilt with industrial PC and minimum 19 inches Touch Screen for smooth operation. Bidder shall submit the relevant documents/ certificate / brochure / etc for the same.	
15	The drop box software should be customizable as per client's requirements both at the interface level and functional/feature level.	
16	The drop box should have book drop system with collection of books minimum of 100 items.	
17	Return bin of the drop box should have proper system to minimize the book damage. It should have a hydraulic mechanism to ensure that the panel drops down as the weight of the books increases.	
18	The system must automatically switch into store mode the check-in data when the system goes offline due to ILM software being in backup mode or the network being down etc.	
19	If the multiple items are processed, progress should be clearly reported to the users on screen.	
20	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	

<b>12. All interrelated Software's &amp; Integrations</b>		
	Description	Compliance (Y/N)
	Any software or integration which might be needed for smooth functioning of the system. The vendor has to ensure all integrations without any middleware. The institution may ask for integrations with the related hardware items anytime.	

<b>13. Koha Software with Online Software Catalogue</b>		
	Description	Compliance (Y/N)
1	Latest Version of Koha Software installed on a latest branded Linux Server with minimum 4GB RAM, 500 GB Hard disk. 100,000 sms pack included for alerts and reminders.	
2	OPAC hosted on internet website, hosting to be provided for first 2 years free of cost.	
3	Customized website for Library with customized mobile app	
4	The following list of features is meant to be used as a brief overview but is in no way comprehensive: <b>1. OPAC/Public Catalog</b> <ul style="list-style-type: none"> <li>Fully responsive theme should adjust properly on all devices</li> </ul>	



	<ul style="list-style-type: none"> <li>• Keyword and advanced searching</li> <li>• Search filtering by location, item type, subjects etc</li> <li>• Cover images from over 5 popular services</li> <li>• Enhanced OPAC content from external products such as Open Library, Syndetics, Baker &amp; Taylor, Library Thing, Novelist Select and iDreamBooks</li> <li>• Tagging, commenting and star ratings</li> <li>• Availability and online resource links shown on search results</li> <li>• Virtual shelf browser</li> <li>• Social network share buttons</li> <li>• Permanent URLs throughout</li> <li>• Overdrive API Integration</li> <li>• Personalized patron experience:</li> <li>• Ability to place, suspend and cancel holds</li> <li>• List of current and past checkouts</li> <li>• Account history (fines and payments)</li> <li>• Private lists</li> <li>• Ability to register for a library card online</li> <li>• Access to account information</li> <li>• Subscribe/Unsubscribe to/from library notices via email, SMS and/or phone</li> <li>• Make purchase suggestions</li> </ul> <p style="text-align: center;"><b>2. Circulation</b></p> <ul style="list-style-type: none"> <li>• Check in and out with a barcode scanner or manually</li> <li>• Enter calendar of closings for calculating fines and due dates</li> <li>• Book drop mode to backdate check ins</li> <li>• Ability to forgive fines on check in</li> <li>• Holds pull list generated on your schedule</li> <li>• Course reserves</li> <li>• Offline circulation for Windows and/or Firefox</li> <li>• Place, suspend and cancel holds for patrons</li> <li>• Transfer materials between branches</li> <li>• Set circulation, fine and holds rules for each branch</li> <li>• Perform collection inventory</li> <li>• POS connectivity</li> <li>• Communication with collection management companies</li> <li>• Web-based self-check out module <ul style="list-style-type: none"> <li>• Checkout by keyword, title, call number, etc</li> </ul> </li> </ul> <p style="text-align: center;"><b>3. Patrons</b></p> <ul style="list-style-type: none"> <li>• Upload patrons in bulk</li> <li>• Upload patron images individually or in bulk</li> <li>• Create patron cards</li> <li>• Batch modify patrons</li> <li>• Run reports on circulation custom to your library</li> <li>• Search patrons by phone, email address, name and more</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Browse patrons by name</li> <li>• Connect children to guardians and see an entire family's current checkouts on one screen</li> <li>• Set rules to prevent check out of inappropriate materials to children</li> <li>• Add custom searchable fields to patron records</li> </ul> <p style="text-align: center;"><b>4. Cataloging</b></p> <ul style="list-style-type: none"> <li>• Add bibliographic and authority records by batch uploading</li> <li>• Add bibliographic and authority records by copy cataloging with a built in Z39.50 search engine</li> <li>• Add bibliographic and authority records using the OCLC Connexion client</li> <li>• Add bibliographic and authority records using original cataloging</li> <li>• Add and modify items individually or in a batch</li> <li>• Add and link to authority records</li> <li>• Duplicate bibliographic records for sudo-original cataloging</li> <li>• Catalog following AACR2 or RDA rules</li> <li>• Create custom cataloging templates with pre-set values for efficient cataloging</li> <li>• Built in links to Library of Congress cataloging help</li> <li>• Create spine and barcode labels</li> <li>• Batch modify and delete item records</li> <li>• Create public lists of records at the library</li> <li>• Technical processing and database development</li> <li>• Standards supported</li> <li>• Import of MARC-21 records</li> <li>• Editing records using the: MARC-21 template</li> <li>• Editing Authority Files</li> <li>• Advance Searching the Catalogue</li> </ul> <p style="text-align: center;"><b>5. Reports</b></p> <ul style="list-style-type: none"> <li>• Complete access to all data stored in Koha; write any report you want</li> <li>• Custom reports shared publicly on the Koha wiki</li> <li>• Easily run any saved report at any time</li> <li>• Group reports by branch, category or any custom criteria</li> <li>• Enter filters on reports to run them on for specific item types, branches, patron categories, time frames and so much more</li> <li>• Search reports for easy access</li> </ul> <p style="text-align: center;"><b>6. Acquisitions</b></p> <ul style="list-style-type: none"> <li>• Enter budgets and funds</li> <li>• Duplicate budgets and funds for the following year</li> <li>• Keep track of all vendor information</li> <li>• Order from vendor files</li> <li>• Order using EDI</li> <li>• Order multiple copies</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Order copies of existing records</li> <li>• Order by searching Z39.50 targets</li> <li>• Track order status</li> <li>• Generate late reports and claim letters</li> <li>• Track budget encumbrances and expenditures</li> <li>• Create 'on order' items to allow patrons to place holds</li> <li>• Accept purchase suggestions and keep patrons notified as the item moves through the Acquisitions process</li> <li>• Importing and overlaying of pre-processing records</li> </ul> <p style="text-align: center;"><b>7. Serials</b></p> <ul style="list-style-type: none"> <li>• Create subscriptions with full prediction patterns</li> <li>• Receive issues one at time or in bulk</li> <li>• Barcode serials on receipt if desired</li> <li>• Generate late issue reports and claim emails</li> <li>• See full serial history</li> <li>• Print routing lists for each subscription</li> <li>• Duplicate subscriptions for multiple branches</li> <li>• Library defined numbering frequencies and patterns</li> </ul>	
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<b>14. Trainings, Deployment and any other related hardware/software/service</b>	
Description	Compliance (Y/N)
System installation with 10 days training, deployment of all software and hardware systems	

### **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

#### **REGISTRATION**

- 1) Bidders are required to enroll 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 Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) 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.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) 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 DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

**PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed,

the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.