



ALLAMA IQBAL LIBRARY

University of Kashmir

(NAAC Accredited "A" Grade University)

Hazratbal, Srinagar, Tele/Fax (O): 0194-2415448

Tender Notice

For and on behalf of the University of Kashmir the University Librarian, Allama Iqbal Library invites sealed tenders affixed with the revenue stamp of Rs. 6/- (Rupees Six) from Original Equipment Manufacturers (OEM)/ Authorized distributors of OEM/ System Integrators for providing Annual Maintenance Contract (AMC) for Radio Frequency Identification (RFID) system for one year installed at Allama Iqbal Library, University of Kashmir, Hazratbal, Srinagar.

Cost of Tender document: Shown in Tender Document

Earnest Money Deposit/Bid Security: Shown in Tender Document

Due date and time of submission of Bids: **By or before 15th June, 2017, 3.30 PM**

Due date and time for the opening of Bid: **17th June, 2017, 11.00 AM (Tentatively)**

Place of Receipt of Tenders:-

Office of the University Librarian

Allama Iqbal Library

University of Kashmir

Hazratbal, Srinagar Kashmir, J&K -190006

The complete tender document can be had from the office of the undersigned or can be downloaded from the University of Kashmir's website @ www.kashmiruniversity.ac.in OR Allama Iqbal Library's website @ <http://ail.uok.edu.in> . In case downloaded Tender Document is provided with the Bid, a Demand Draft amounting to the cost of Tender document Fee shown in detailed notice may be furnished as Tender Document Fee pledged to University Librarian, Allama Iqbal Library. The tender document fee can also be deposited in the Accounts Section of Allama Iqbal Library.

If any of the days specified above happens to be a holiday, the next working day shall be implied. Bids received after the due date and times are liable to be rejected.

Conditional bids will be straight away rejected and the bidder(s) are advised to quote strictly as per the terms and conditions of the tender documents and not to stipulate any deviations/exceptions.

The University librarian reserves right to accept or reject any/all tenders without assigning any reason, thereof.

The University librarian reserves the right to cancel the entire tendering process at any stage, before awarding the contract.

Dr. Abdul Majid Baba
University Librarian

No. F (Tender-Notice-AMC RFID)AIL/KU/17

Dated: 09/05/2017

Copy to:

- 1) Public Relations Officer, for publicity through one prominent national & one prominent local daily newspaper.
- 2) Scientist "D", IT and SS, for uploading on the website of University of Kashmir.
- 3) Scientist "B", Allama Iqbal Library for uploading on the website of Allama Iqbal Library.
- 3) File for record.



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Tender Document

1) Scope of Bid:-

- a) Allama Iqbal Library wishes to receive bids for Annual Maintenance of RFID system installed at Allama Iqbal Library for one year as given in the tender notice.
- b) The successful bidder shall maintain the RFID equipments and their Application softwares as per manufacturers' guidelines as mentioned in detail in the general terms & conditions.

2) Eligible Bidders:-

- a) The bidder should be an Original Equipment Manufacturers (OEM) of RFID hardware components or authorized distributor of OEM of RFID hardware components or a System Integrator having proven record of the installation and maintenance of RFID system in libraries.
- b) The bidder should have successfully completed at least two relevant maintenance projects from any Government Institution/University Library or any other institution in the preceding three years ending 31.04.2017. The work orders and completion certificates from those institutions/universities should be attached.
- c) The bidder should neither be blacklisted by any Govt. institution/university nor is any criminal case registered against the firm or its owner / partners anywhere in India. The bidder should submit an affidavit regarding this.
- d) The bids should be accompanied with attested Xerox copies of PAN Card, TIN No., Registration certificates, Service Tax number as well as Income Tax Returns of last three years. Non submission of the same will lead to rejection of the bid.
- e) The bidders should have up to date VAT/TAX Clearance certificate issued by the department of sales taxes on prescribed form 46.
- f) In the absence of such requisite documents, the University Librarian reserves right to reject the bid without any reference to the bidder.
- g) Preference shall be given to such firms who possess more experience with regard to RFID installation & its maintenance in libraries, subject to fulfilment of other criteria.

3) General Terms and Conditions:-

- a) The bidder is advised to visit and examine the site and its surroundings and obtain for itself on his own responsibility all the information that may be necessary for the preparation of the bid.
- b) Claims and objections due to ignorance of existing conditions will not be considered after submission of the bid and during the implementation.
- c) All duties and taxes including applicable VAT, Service Tax, Income Tax and other levies payable by the firm for supply of items should be included in the rates or the total bid price submitted by the bidder.

- d) The bidder shall quote prices in Indian Rupees only both in figures as well as in words. There should not be any discrepancies between the prices indicated in figures and the prices indicated in words.
- e) The bid is non-transferable.
- f) Bids shall be kept valid for 04 (four) months from the final bid due date.
- g) The successful bidder shall maintain the equipments as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair / replacement of parts by the firm, it may lead to cancellation of the contract and legal action may be taken against the firm.
- h) The successful bidder will carry out Comprehensive Preventive & Corrective maintenance of RFID system in Allama Iqbal Library **twice a year**.
- i) The contract will be comprehensive in nature including both hardware components and their Application softwares. All RFID hardware components under AMC will be replaced, if defective (no repairs may be permitted) by the firm in case of fault. All faulty parts of equipments under AMC which are beyond repair or where performance is not satisfactory after repair, will be replaced by the successful bidder at his own cost. Allama Iqbal Library, University of Kashmir reserves the right to take a final decision regarding replacement of a faulty/ repaired part.
- j) No item should remain out of order on the basis that the part equivalent to defective part is not available. The successful bidder has to install the latest parts in the system so that the work may be continued.
- k) The payment will be made to successful bidder annually after deduction of penalty, if any.
- l) Successful bidder will have to sign the contract for one year upon receiving the confirmed order with THE OFFICE within 15 working days from the date of work order.
- m) The contract will be valid for a period of one year and can be renewed further on the basis of performance.
- n) No advance payment will be made under any circumstances.
- o) The successful bidder will have to deposit performance security in form of Bank Guarantee in favour of University Librarian, University of Kashmir (from any nationalized bank) of amount equal to 20% of the total contract cost valid for contract period within seven days from the date of finalization of the contract. The security shall be released immediately after expiry of contract provided there is no breach of contract on the part of the contractor. No interest will be paid on the security.
- p) In case of non-receipt of Tender fees and E.M.D within prescribed time, the bid will be rejected by Allama Iqbal Library as non-responsive.
- q) Unsuccessful/Disqualified bidder's E.M.D. will be returned as promptly as possible after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and depositing the security as prescribed in bid, whichever is earlier.
- r) THE BIDDER shall provide all working mobile nos. of the contact person(s) to THE OFFICE for the satisfactory performance of the contract.
- s) The bids shall be opened in the presence of Bidder's representatives, who choose to attend. The date, time & place of opening of the financial bid(s) will be intimated in due course of time. In the absence of the bidder(s), the tender committee may choose to open the bids as per the prescribed schedule.
- t) The successful bidder will be decided based on the lowest sum total of AMC charges of all items including taxes as well as more experience in RFID installation & its maintenance in libraries. The successful bidder will be called for negotiation if required.

- u) During the performance of the contract, if the person(s) of THE BIDDER meet with any accident which results into the death or injuries to the person(s) of THE BIDDER or any damage made to the Third party and any claim or legal penalties arise out of it will be responsibility of THE BIDDER only. THE OFFICE will not be responsible in any way.
- v) University Librarian, University of Kashmir reserves the right to accept or reject any or all the tenders without assigning any reason.
- w) All disputes shall be subject to the jurisdiction of Srinagar Court only.

4) Penalty Clause:

- a) The bid security/EMD may be forfeited if the successful bidder withdraws his bid during the period of bid validity and in case the successful bidder fails to accept work order or fails to furnish performance Security.
- b) If the bidder fails to perform as per Scope of work, then a sum equivalent to 0.5 % of the annual contract value shall be deducted from the payment for each calendar week of delay or part thereof for each non-responsive event.
- c) The amount of such penalties shall be subject to a maximum limit of 20% of the annual contract value.
- d) Delay in excess of 20 weeks will be sufficient to cause for termination of the contract. In that case also the security amount of the bidder will be forfeited.

5) Scope of Work and Preventive Maintenance

During the term of this agreement, the successful bidder agrees to maintain the RFID SYSTEM (EQUIPMENT) including both hardware items as well as their Application softwares in good working order and for this purpose would be responsible for carrying out the following repair and maintenance tasks:

- a) Inspection of the entire infrastructure to take stock of present status of its functioning and submission of report to the client within one week from the assignment of work.
- b) THE BIDDER shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during THE Office's normal working hours on all working days. In cases where unserviceable parts of the EQUIPMENT need replacement THE BIDDER shall replace such parts, at no extra cost to THE OFFICE (Allama Iqbal Library), with brand new parts or those equivalent to new parts in performance. THE BIDDER shall further ensure that the EQUIPMENT is not down at any time for want of spare parts.
- c) Working hours – The successful bidder will correct any faults and failures in any equipment under this agreement during normal working hours from Monday to Saturday or in case of urgent and emergent situations, it can be asked to rectify the problem on holidays and after working hours also, at no extra cost.
- d) THE BIDDER shall provide repair and maintenance service, in response to oral including telephone notice as well as email by THE OFFICE.
- e) THE BIDDER shall ensure 24 hours response time (i.e. total time taken by THE BIDDER between registering the complaint and attending the complaint).
- f) THE BIDDER shall ensure break down call time of 72 hours (i.e. total time taken by THE BIDDER between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair/ replace the faulty component/module/device & network equipment that are covered under the contract.
- g) THE BIDDER shall ensure Spares availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, THE BIDDER shall provide a suitable replacement as Standby arrangement within 24 hours so that the work is not hampered.

The packing/unpacking, transportation, loading/unloading, connection/ disconnection, configuration/reconfiguration and any associated activity with the repair and maintenance shall be the sole responsibility of THE BIDDER. However, if standby arrangement has been made then it shall be replaced with original or functionally equivalent equipment within next 20 working business days.

Preventive Maintenance:

- a) THE BIDDER shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, virus cleaning, cleaning and removal of dust and dirt from the interior of the EQUIPMENT and necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and twice a year, on a day and at a time to be mutually agreed upon and inform the representative of THE OFFICE about any necessary steps to be taken. Notwithstanding the foregoing, THE BIDDER recognizes THE OFFICE's operational needs and agrees that THE OFFICE shall have the right to require THE BIDDER to adjourn Preventive Maintenance from any scheduled time to a date and time, not later than fifteen working days thereafter. The report of preventive maintenance shall be submitted to THE OFFICE.
- b) Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- c) Any worn or defective parts withdrawn from the EQUIPMENT and replaced by THE BIDDER shall become the property of THE BIDDER; and the parts replacing the withdrawn parts shall become the property of THE OFFICE.

6) Fee

The Details of Tender Document fee, Earnest Money Deposit and Performance Security are as follows.

- **Tender Document Fee:- Demand draft of Rs. 500/- (Five hundred only)** (non-refundable) in the name of University Librarian, University of Kashmir.
- **Earnest Money Deposit (EMD):- CDR of Rs. 25,000/- (Twenty Five Thousand only)** (refundable but no interest will be paid on EMD) in the name of University Librarian, University of Kashmir.
- **Performance Security:- 20% of the total contract cost** (refundable but no interest will be paid on security).

Note:-

The Technical bid in the prescribed forms duly completed and signed should be submitted in a sealed cover super scribing **“Technical Bid for Annual Maintenance Contract for RFID system”**. Similarly the Price Bid in prescribed forms duly completed and signed shall be submitted in a separate sealed cover super scribing **“Financial Bid for Annual Maintenance Contract for RFID system”**. Both the covers should put in a single large cover along with EMD & cost of application form super scribing **“Quotation for Annual Maintenance Contract for RFID system”** should be put in a Tender Box kept in at Allama Iqbal Library Office or send by speed post/by-hand to the University Librarian, Allama Iqbal Library, University of Kashmir, Hazratbal, Srinagar-190006, Jammu and Kashmir, India.

For any queries please contact:

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Scientist “B”
Allama Iqbal Library
+91-9419088646

Er. Mohammad Imran
Jr. Information Technologist
Allama Iqbal Library
+91-9796334273

Technical Bid

About the Firm:

- a. Name of Firm _____
- b. Name of the owner of the Firm _____
- c. Address of Firm _____
- d. No. of years in operation _____
- e. Certificates attached (Please Tick the relevant)
- Certificate of Original Equipment Manufacturer (OEM) of RFID hardware components _____
- Certificate of an Authorized distributor of OEM _____
- Certificate of System Integrator _____
- Work order certificates _____ Total No. _____
- Work completion certificates _____ Total No. _____
- f. Telephone/Mobile No. _____
- g. Whether Firm registered Yes/ No _____
- h. Registration No. _____
- i. Sales Tax Registered TIN No. _____
- j. PAN No. _____
- k. Tender Processing Fee amount _____ DD Receipt No. _____ dated _____
- l. Earnest Money Deposit amount _____ CDR Receipt No. _____ dated _____
- m. Up to date TAX clearance certificate _____
- The firm should have successfully completed at least two relevant maintenance projects from any Government Institution/ UGC recognised University Library in the preceding three years ending 31.04.2017. The work orders and completion certificates from those institutions/universities should be attached.
 - The firm should neither be blacklisted by any Govt. institution/university nor is any criminal case registered against the firm or its owner / partners anywhere in India. The firm should submit an affidavit regarding this.
 - Attach attested copy of PAN / TIN No., Service tax no. as well as Income Tax Returns of last three years.

I/we hereby confirm that the terms & conditions put forward by the University Librarian, Allama Iqbal Library, University of Kashmir vide Tender Notice No. _____ dated _____ for Annual Maintenance Contract for RFID system installed at Allama Iqbal Library are acceptable to me/us in Letter and spirit.

Authorized Signatory
(with full name, designation and stamp)

Name of the Proprietor: _____

Name of the Firm: _____

Address: _____

Mobile No. & Phone No. _____

The equipments to be covered under the AMC:

S. No.	Item Details	Status
1.	Self-Check-out/ Check-in Station - Application Software - RFID Antenna & Reader Make FEIG - Thermal Slip Printer Make TVS & LIPI - Touch Screen Make DELL & PALAS - Book drop	Working
2.	Tagging Stations - Application Software - RFID Antenna & Reader Make FEIG - Barcode Scanner Make FEIG, ARGOX & SVB	Working
3.	Security Track -Security Track Application	Working
4.	Shelf Inventory Management System - Two Hand held Scanner Make UNITECH - Application software for Scanners	Working
5.	Electronic Article Surveillance (EAS) -Controllable volume for Alarm -Type wired <p style="text-align: center;">Make FEIG</p>	Working
6.	Patron Account Check Station - Application Software - Card Reader Make HID OMNIKEY	Working
7.	Security Check System at Exit - Application Software - RFID Reader/Antenna Make FEIG	Working
8.	Flap Barrier - Full Automatic Flap Barrier Gate With RFID Card Reader - Along With footfall Counter - Application Software - Having multiple passageways	Working
9.	Rflims Web Application - Web application for RFID Administrator - Installed on RFID Server	Working

Detailed number of items as per Quantity to be covered under AMC

S. No.	Items	Quantity
1.	Self-Service Station (Check-in/ Check-out) <u>Components:</u> Touch Screen Monitor Thermal Printer Wooden Kiosk with carts Mid Range Reader with Antenna Self Check Application Software Self Check SIP2 Client Software	02 No. 02 No. 02 No. 02 No. 02 No. 02 No.
2.	Tagging Stations	6 No.
3.	Security Track	1 No.
4.	Electronic article surveillance (EAS)	1 No.
5.	Patron Account Check Station	1 No.
6.	Security Check System at Exit	1 No.
7.	Two Pedestal Gantry System <u>Components:</u> Gate Pedestals	01 No. 02 No.
8.	Shelf Inventory Management <u>Components:</u> Inventory Device	02 No.

Financial Bid

Annual charges for comprehensive maintenance of RFID hardware components and related software installed at Allama Iqbal Library, University of Kashmir are as under:

S. No.	Component	Qty.	Unit AMC Charges (In Rupees)(Without Tax)	Total AMC charges (In Rupees) (Without Tax) (b)*(c)	Applicable Tax (in %)	Total AMC Charges (In Rs.) (Inclusive tax) (d)+(e)
	(a)	(b)	(c)	(d)	(e)	(f)
01.	Self Check-in/ Check-out Station	02				
02.	Tagging Stations	06				
03.	Security Track	01				
04.	Electronic Article Surveillance (EAS)	01				
05.	Patron Account Check Station	01				
06.	Security Check System at Exit	01				
07.	Two Pedestal Gantry System Components: Gate Pedestals	01 02				
08.	Shelf Inventory Management	02				
Grand Total						

Note: The above components include their respective Application Softwares also

Please note: Numbers may be increased or decreased

a) AMC charges: Rs. _____

b) Service tax: Rs. _____

c) Any other taxes: Rs. _____

d) Total amount Rs. _____

e) Discount Rs. _____

f) Net Charges Rs. _____

and the Terms & Conditions of Tender are also acceptable to us.

Authorized Signatory

(with full name, designation and stamp)

Mobile No.: _____

Phone No.: _____

Address: _____

Declaration/ Undertaking

The University Librarian,
Allama Iqbal Library,
University of Kashmir

Sir,

After examining /reviewing the tender document for _____, including technical specifications , General and Standard Terms and conditions etc. the receipt of which is duly acknowledged , I(We) , the undersigned , is (are) pleased to offer to execute the whole job of _____ and in conformity with the tender notice and tender document.

I(we) confirm that this bid is valid for a period of four (4) months from the date of opening of the bids and it shall remain binding upon us and may be accepted by any time by or before the expiration of that period.

If my (our) bid is accepted, I (we) will provide the performance security equal to 20% (twenty per cent) of the value of Work/Supply order, for due performance within 7 days of issue of the order.

Until a final agreement is prepared and executed, the bid together with your written work order thereof shall constitute the binding agreement between us.

I(We) understand that Bid Document is not exhaustive and ,any action & activity not mentioned in Tender Document but may be inferred to be included to meet the propose of the Tender Documents shall be deemed to be mentioned in Tender Documents unless otherwise specifically excluded and I(we) confirm to perform for fulfillment of Agreement and completeness of the work in all respects within the time frame and agreed price.

We understand that any deviation/exception in any form may result in rejection of bid. We, therefore, certify that we have not taken any exceptions/deviations anywhere in the bid and we agree that if any deviation/exception is mentioned or noticed, our bid may be rejected.

We understand that you are not bound to accept the lowest priced or any bid that you may receive.

Authorized Signatory
(with full name, designation and stamp)

Dated: _____