

Tender for Comprehensive Annual Maintenance Contract of Radio Frequency Identification
System (RFID) and KOHA (Library Management System)

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Tender Fee :Rs.500/-

Rajiv Gandhi National Institute of Youth Development

(Institute of National Importance by the Act of Parliament No.35/2012)

Ministry of Youth Affairs & Sports, Government of India

Sriperumbudur – 602 105, Tamil Nadu, India

Phone : (091)044 - 27163127, Fax : (091)044 - 27163127

Website : www.rgnyd.gov.in

Tender No: LIB/AMC/RFID-LMS/2017

Date: 13.08.2017

**Tender for Comprehensive Annual Maintenance Contract of Radio Frequency
Identification System (RFID) and KOHA (Library Management System)**

- Closing Date & Time of submission of Tender	:	06.10.2017 up to 16.00 hrs.
- Date & Time of opening of Bid	:	06.10.2017 at 16.15 hrs

Note:

1. This tender document contains “12” pages and bidders are requested to sign on all the pages.
2. This tender document can be downloaded from “rgnyd.gov.in”, cost of the tender document is Rs.500/- and EMD of Rs.5,000/- should be submitted in the form of DD in favour of Director, RGNIYD payable at Sriperumbudur - 602105.
3. The bids should be submitted on or before the opening date and time and the tenders without application cost and EMD will be rejected.
4. Conditional tenders are liable to be rejected. RGNIYD will process the tender as per RGNIYD standard procedures. The Director of the Institute reserves the right to reject any or all or part of tender without assigning any reason.

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I accept the above all conditions

(Full signature of the supplier with seal)

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INTRODUCTION

Rajiv Gandhi National Institute of Youth Development (RGNIYD), Sriperumbudur, Tamil Nadu, is an Institute of National Importance by an Act of Parliament under the administrative control of the Ministry of Youth Affairs and Sports, Government of India. RGNIYD functions as a vital resource centre with its multi-faceted functions of offering academic programmes at Post Graduate level encompassing various dimensions of youth development, engaging in seminal research in the vital areas of youth development and coordinating Training Programmes for state agencies and the officials of youth organisation, besides the Extension and Outreach initiatives across the country.

RGNIYD is offering **Tender for Comprehensive Annual Maintenance Contract of Radio Frequency Identification System (RFID) and KOHA (Library Management System) on turnkey basis** for which sealed Offers/Tenders are invited from the reputed & bonafide Manufacturers and authorized Dealers/Distributors. This contract shall be valid for one year. This comprehensive Annual Maintenance Contract will include labour/onsite/spares at RGNIYD Campus, Sriperumbudur, Tamil Nadu.

ELIGIBILITY CRITERIA FOR SUBMISSION OF TENDER

1. The service provider shall be capable of deploying qualified and experienced personnel and shall carry out the scope of work as detailed in tender document conformance to applicable standards/guidelines, good engineering practice and with full regard to safety to equipment and personnel.
2. Experience certificate of similar work in other organizations must be submitted with the bid for the last three years.
3. Before submitting the Bid on due date kindly see corrigendum/clarifications, if any issued on the RGNIYD website.
4. The tenderer should have firm's PAN number and GST number. The proof of the same must be attached.
5. The total turnover in executing the annual maintenance services for RFID, LMS and accessories of the bidder should be at least Rs.25 lakhs in the last three years cumulatively for the said services.
6. The tenders submitted through Fax, Email will not be considered and no further correspondence will be entertained on this matter.
7. Any Government organization/ undertaking should not have blacklisted the firm and incomplete tenders in any respect will be summarily rejected by the Institute.
8. The service provider shall bear all costs associated with the preparation and submission of the bid. RGNIYD will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
9. The EMD will be forfeited if the selected service provider doesn't accept the work order.
10. The firm selected will not be allowed to exit from the agreement. In case they do so, the security deposit would be forfeited and company will be black listed for future

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business with the Institute.

11. The tender shall contain all details about supply & service capability, experience, number of qualified service engineers, service centres with technical resources available for the support services, and other information as per conditions to qualify for evaluation of bid. Those who do not qualify the pre-qualification conditions shall be summarily rejected.
12. All the taxes as applicable should be quoted separately in absence of which it will be presumed that these are included in the rates and RGNIYD shall have no liability to pay these charges extra.
13. The supplier shall be required to deposit an amount of Rs.15,000/- (Rupees Fifteen Thousands only) as security deposit immediately on acceptance of Work Order in the form of demand draft of nationalized bank/scheduled bank only in favour of Director, RGNIYD, payable at Sriperumbudur. No interest shall be paid on such security deposit, which shall remain with Institute during the continuance of the contract and it shall be released after the expiry of the contract, subject to clearance of all dues by the supplier and successful completion of the contract.
14. If the services are not found up to the mark the security deposit may be forfeited.
15. The contract can be terminated summarily by RGNIYD at any time without giving any notice and without assigning any reason, if the work of the supplier/ service provider is found unsatisfactory during the period of this contract. In this connection the decision of the competent authority of RGNIYD shall be final and binding on the firm.
16. The successful tenderer will have to sign an Agreement with the Institute on a non-judicial stamp paper of Rs.100/- after taking over the contract and the stamp paper may be provided by the successful bidder.
17. The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the scheduled items and accessories or any part thereof in RGNIYD.
18. The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of Services and obtain all information that may be necessary for preparing the Bid and entering into a contract for execution of the Services.
19. The contract will be awarded only to the party whose bid is technically qualified and financially accepted. However lowest financial bidding alone shall not be the sole criteria for award of the contract.

INSTITUTE'S AND CONTRACTOR'S RISKS

The Institute carries the risks, which this Contract states are Institute's risks and the Contractor carries the risks, which this Contract states are Contractor's risks.

1. The Institutes risks are -

- a). any operation of the forces of nature like floods, tornadoes, earthquakes landslides and lightening etc. or the hand of god (in so far as it occurs on the Site), which an experienced contractor:
 - i). could not have reasonably foreseen, or

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ii). could reasonably have foreseen, but against which he could not reasonably have taken at least one of the following measures:

iii). in such cases, damage is caused; the Institute has full right to get the item repaired through outside party or through the contractor.

2. Contractor's risks.

All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract other than the excepted risks above are the responsibility of the Contractor.

TERMS AND CONDITIONS OF COMPREHENSIVE MAINTENANCE (1Y-Labour/1Y-On-Site/1Y Spare)

1. The bidder is advised to visit and examine the site and its surroundings and obtain for himself on his own responsibility all the information that may be necessary for the preparation of the bid.
2. The Bidder must have a minimum experience of three years in executing such Annual Maintenance Contract for Radio Frequency Identification Device (RFID) System integrated with Koha (LMS) and accessories. The proof should be enclosed with technical bid.
3. All RFID Equipment (Tags, Readers & Gates) should be from One RFID Manufacture. Provide certificate from OEM (Original Equipment Manufacturer).
4. The successful bidder shall maintain the equipment as per manufacturers' guidelines. 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.
5. Service provider have to ensure that they are having adequate spares and components (Models and make should be same as per scheduled items) that are required during the AMC.
6. List of qualified Service Engineers on the Company's pay roll available in Chennai/Sriperumbudur, including their qualifications, experience and specialisations should be submitted along with technical bid.
7. The service provider should have an exclusive office and working/service set up at Chennai/Sriperumbudur including landline telephone and fax facility for the prompt functioning.
8. The Comprehensive Annual Maintenance Contract of equipment's includes corrective as well as preventative maintenance. The Preventative Maintenance work will be carried out every three months once.
9. Maintenance service shall be made available to the service provider on all working days of RGNIYD during working hours between 09.30 Hrs to 18.00 hours.
10. In case any problem occurs, the service engineer will have to inspect and solve the problem and if it is required additional man power or expert support then the service provider has to provide such facility to rectify the issue at free of cost within the stipulated time period.
11. If the problem not able to rectify at site, the equipment may be brought to service centre and the transit cost will not be provided by Institute. A stand by equipment shall be provided by

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the service provider immediately. In this regard, no additional payment for providing standby or any logistic expenses.

12. Ordinarily, complaints received from RGNIYD during working hours should be rectified within 48 Hours and if the complaint is not rectified within 48 hrs, then the standby has to be provided by the service provider immediately. **If not, penalty of Rs.250/- per day shall be levied from next day onwards. This is limited up to 30 days only after that the agreement may be terminated.**
13. If the equipment/component is unable to service/repair, then the service provider has to replace with brand new unused equipment/component in same make/brand with same specification or higher shall be supplied and installed. In this regard, the RGNIYD decision is final.
14. In case any accident, the service provider has to take responsible for equipments and Service Engineer.
15. After the completion of comprehensive AMC period, all the scheduled items in the tender document will be handed over to RGNIYD in working condition.
16. Downtime shall commence from the time of initial notification of the service provider that maintenance is required.
17. The supplier shall make replacement (same original spares/ equipments) free of all charges at site including freight, insurance and other incidental charges under this warranty clause.
18. Institute shall have the liberty to terminate the AMC in case it is not satisfied with the services/AMC provided by the successful bidder.
19. Claims and objections due to ignorance of existing conditions will not be considered after submission of the bid and during the implementation.
20. The service provider will carry out Comprehensive Preventive & Corrective maintenance of RFID and LMS System every month.
21. 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. RGNIYD reserves the right to take a final decision regarding replacement of a faulty/ repaired part.
22. No item should remain out of order on the basis that the part equivalent to defective part is not available. The service provider has to install the latest parts in the system so that the work may be continued.
23. Successful bidder will have to sign the contract for one year upon receiving the confirmed order with the Institute within 15 working days from the date of work order.
24. The contract will be valid for a period of one year and can be renewed further on the basis of performance.
25. No advance payment will be made under any circumstances.
26. During the performance of the contract, if the person(s) of service provider meet with any accident which results into the death or injuries to the person(s) of service provider 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. RGNIYD will not be responsible in any way.

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PAYMENT TERMS

1. The payment will be paid by the institute on quarterly basis.
2. The AMC provider shall submit the bill, after the successful completion of the every quarter. For release of payment, satisfactory working report/Performance report from the concern department is required.
3. **Security deposit will be released** after the 45 days of on successful completion of one year of comprehensive Annual Maintenance Contract. In case any problem in the service or supplied items having issues it will not be returned until the rectification/replacement of equipment as per the terms and conditions.
4. No payment shall be made for the goods/ ordered item rejected at the site of testing.

PRICES

Prices charged by the Supplier for Supply, installation, configuration and commissioning of delivered and service performed under the Contract shall not be higher than the prices quoted by the Supplier in his Bid.

Scheduled Items/works/services:

I. RFID Hardware:

- a) Counter Station
 - i) RFID controller Box
 - ii) Antenna
- b) Stock Management System
 - i) RFID Antenna
 - ii) Cables
 - iii) Laptop
- c) Multi Purpose Station
 - i) RFID Controller Box
 - ii) Antenna
 - iii) Touch Screen Monitor
 - iv) CPU
 - v) Mouse and Keyboard
- d) Book Drop Box Station
 - i) RFID Controller Box
 - ii) Book Bin Sensor and Flap Sensor
 - iii) Magnetic Lock
 - iv) Antenna Switch

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- v) Antennas
- e) EM Security Gate with overlapping protection zones providing additional security
 - i) EM Antenna
 - ii) RFID Controller Box
- f) EMD Tag Reader

II. Koha (LMS)

- a) Data Migration
- b) Adding records
- c) Data Backup/ restoration
- d) Server Software Management includes all type of fault/ malfunction.
- e) Report Module.
- f) Software upgrade with latest stable version.

III Software Services

- a) RFID Counter Station
 - a. RFID Tagging/Retagging after proper online validation of the title/member records in ILMS database
 - b. Book Borrow/ Check out
 - c. Book Return/ Check in
 - d. Book Renewal
 - e. Book Reservation
 - f. Security Tag Aim /Disarm
- b) Stock Management System
 - a. Get Stock
 - b. Getting Report for stock
 - i. No. of book Found
 - ii. No. of Book Missing
 - iii. No. of Book in Borrow
- c) Multi-Purpose Station
 - a. Student Book Borrow/Return
- d) Book Drop Box Station
 - a. Check In RFID Reader (Ethernet)
 - b. Student Book return

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UNDERTAKING BY THE SUPPLIER

We have carefully gone through the various terms and conditions listed above for providing the Comprehensive Annual Maintenance Contract of Radio Frequency Identification (RFID) and KOHA (Library Management System). This AMC shall be valid for one year labour/onsite/spares at RGNIYD Campus, Sriperumbudur, Tamil Nadu. We agree to all these conditions and offer to provide as listed in the bid at RGNIYD. We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. We have acquainted ourselves with the tasks required to be carried out, before making this offer. We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Name & Signature of the firm

Address: _____

_____ PIN

Email ID: _____

Phone No.(O): _____

(R): _____

(M): _____

Place : _____

Dated : _____

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TECHNICAL BID

1	Name of Tendering Company with Registration No. & Date issued by appropriate authorities (Please enclose copy of certificate of registration)	
2	Do you possess trade license issued by Competent Authorities in India? If so, please enclose a copy.	
3	Name of Proprietor / Director	
4	Furnish following particulars of the Registered Office a. Complete Postal Address	
	b. Telephone No.	
	c. Fax. No.	
	d. E-Mail Address	
5	Furnish following particulars of the Local Branch Office. (if any) a. Complete Postal Address	
	b. Telephone No.	
	c. Fax. No.	
	d. E-Mail Address	
	Contact Person : Name and Mobile No.	
6	PAN No. (Attach Copy)	
7	GSTIN No. (Attach Copy)	
8	If Manufacturer – Pl. attach the certificate of Registration If Authorized Dealer / Distributer – Pl. attach relevant certificate.	

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9	<p style="text-align: center;">Financial turnover for the three financial Years. (Please attach copy of certificate by Chartered Accountant in original)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Financial Year</th> <th style="width: 25%;">Amount (INR)</th> <th style="width: 50%;">Remarks (If any)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2015 - 2016</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2014 - 2015</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2013 - 2014</td> <td></td> <td></td> </tr> </tbody> </table>				Financial Year	Amount (INR)	Remarks (If any)	2015 - 2016			2014 - 2015			2013 - 2014					
Financial Year	Amount (INR)	Remarks (If any)																	
2015 - 2016																			
2014 - 2015																			
2013 - 2014																			
10	<p style="text-align: center;">Give details of the major clients – Educational Institutes/Universities, Government Departments, Research Organizations, to whom item/material of same type have been supplied by the bidder during the last five years in the following format.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">SN</th> <th style="width: 30%;">Name & address of the client with details – Name of the contract person, telephone no., Fax no. , e-mail id</th> <th style="width: 20%;">Name & quantity of the items sold</th> <th style="width: 20%;">Purchase Order/ Indent No. & Date</th> <th style="width: 25%;">Amount</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				SN	Name & address of the client with details – Name of the contract person, telephone no., Fax no. , e-mail id	Name & quantity of the items sold	Purchase Order/ Indent No. & Date	Amount	1					2				
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3				
4				
<i>(Copy of proof should be submitted along with technical bid.)</i>				
11	The agency should not have been black listed or banned by any Govt. Department, Government Organization, PSU, University, Autonomous Institute etc.			Self-Declaration certificate should be enclosed with technical bid.
12	Are you an ISO certified manufacturer/Service provider? If so, please attach a copy of the certificate			
13	Additional information, if any (Attach separate sheet, if required)			

Note: All the documents should be self-attested by the bidder.

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Financial Bid

(To be submitted by separate cover)

Sl.No	Description	Qty	Amount (INR)	In Words
1.	RFID Hardwares	1set		
2.	RFID Softwares	1set		
3.	KOHA-LMS	1set		
	Total			
	GST (CGST+SGST)			
	Total amount with GST			

Sign and Seal

Name of the Service Provider: _____

I accept the above conditions

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