

AMBEDKAR UNIVERSITY DELHI

TENDER NOTICE FOR SUPPLY, INSTALLATION, TESTING AND IMPLEMENTING OF RADIO FREQUENCY IDENTIFICATION (RFID) SYSTEM AT AMBEDKAR UNIVERSITY DELHI

1. Appendix A : Terms & conditions
2. Appendix B : Schedule of requirement
3. Appendix C : Technical Bid form
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F.No. AUD/ Library/ Purchasing/ 16-01/ 2014-15

05 March, 2015

To,

-----**Subject: Notice Inviting Tender for supply, installation, testing and implementing of Radio Frequency Identification (RFID) system at Library of Ambedkar University Delhi**

Ambedkar University Delhi (AUD) invites sealed quotations from competent & reputed manufacturers/ authorized distributors/ dealers for Tender Notice for supply, installation, testing and implementing of Radio Frequency Identification (RFID) system at Library of Ambedkar University Delhi. Technical & Financial bids are required to be submitted in separate sealed covers addressed to the Registrar, Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi-110006 so as to reach us on or before 20-03-2015 up to 3.00 pm, duly super scribing the work i.e. **“Technical Bid for Supply, installation, testing and implementing of RFID System at Ambedkar University Delhi”** and **“Financial Bid for Supply, installation, testing and implementing of RFID System at Ambedkar University Delhi”** on top of the cover.

The technical bid will be opened at 4.00 pm on the same day. Financial bids of only those vendors will later be opened, whose technical bid qualify on the basis of criteria mentioned in the tender document. AUD reserves the right to accept or reject any tender in part or whole without assigning any reason thereof. The copy of the proof for having carried out similar works in the last three financial years should be enclosed with the tender. Tender format can be downloaded from our website 'www.aud.ac.in'. Clarifications, if any, may be sought from the AUD Admin Division on Telephone No 23863655.

Tenderers should read the tender document carefully as enclosed and comply strictly with the terms and conditions before sending their bids.

Sd/xxxxxx
Deputy Registrar (Admin)

Copy forwarded for information to:-

- 1- Registrar, Ambedkar University Delhi
- 2- Controller of Finance, Ambedkar University Delhi
- 3- Librarian, Ambedkar University Delhi

Terms & Conditions

1. Parties:

The parties to the Contract are the Tendering Firm and the Ambedkar University Delhi (AUD).

2. Addresses:

For all purposes of the contract including arbitration there under, the address of the firm mentioned in the tender shall be final unless the firm notifies a change of address by a separate letter sent by Speed Post/ Registered Post with acknowledgement due. The firm shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

3. Scope of Work:

(a) Supply, testing and installation of Radio Frequency Identification (RFID) system integrated with Library Management System (LMS) – KOHA.

(b) The Bidder is expected to bid for all the items listed in Appendix-D. (Financial Bid)

(c) RFID based Library System in AUD Library is related to:

- I. RFID Work Station;
- II. RFID Security Gates;
- III. check-in-check-out station;
- IV. handheld Reader/Inventory System;
- V. RFID Book Return Station/trolley/Intelligent Shelves for check in of Books;
- VI. Smart Card Printing Solution;
- VII. Supply of SMART Cards for ID Cards, RFID Tags for Books and CDs and its integration with LMS and other associated items/works.

All the RFID components chosen for complete solution must conform to ISO 15693 / ISO18000-3.

(d) The Manufacturer/ Dealer/ Supplier will be required to supply, test, install and implement RFID based library system with LMS at a designated location in the AUD Library.

(e) During the execution of the project, the bidder shall initially provide onsite technical support personnel who are fully trained company authorised and certified by the bidder to reduce downtime. The remote support via e- mail and telephone shall be provided as and when needed, free of cost.

- (f) Library has been using LMS "BIBSYS". The Bidder should offer LMS KOHA and migrate existing library data for RFID integration. Proper functioning of the system (Both LMS and RFID) shall be the sole responsibility of the Supplier.
- (g) The RFID equipment should support both protocols like SIP2 and NCIP. The Bidder will be fully responsible for standard integration using SIP2 and NCIP protocol with LMS and the performance of all components of the RFID equipments and materials being supplied and installed and any malfunction/defective materials should be replaced free of cost during the warranty period.
- (h) It would be responsibility of the Bidder to demonstrate functioning of entire RFID system and other equipments on LMS being used. The entire system should be compatible with the LMS.
- (i) The Bidder shall agree to provide local customization and personalization of the proposed RFID based library system during its implementation and warranty period to ensure flawless functioning of the RFID based library system in the AUD Library.
- (j) The items of the RFID based library system should be as per the specifications and of the approved quality. The items or the service which do not conform to the approved specifications will have to be replaced by the Manufacturer/Dealer /Supplier.
- (k) If any middle ware is used to connect the RFID system to ILMS, this should be user installable and configurable. This would need to be demonstrated and training should be imparted for the same. The middle ware should not modify the ILMS database. Any up-gradation of ILMS should not require any changes in RFID and Library should be free to update its ILMS as and when upgrades are available without any effect on RFID.
- (l) A complete system shall include supply and installation of RFID components, integration, development and operationalization of hardware and software components and RFID consumables in an integrated manner.
- (m) Specifications of the hardware items given in this bid document are the minimum requirements. The bidder may offer items with higher specifications. However, no price advantage for such specifications shall be given.
- (n) The quantity shown against each item at Appendix B is approximate and may vary as per the demand of AUD at the time of placing order.

4. Eligibility Criteria for participating in the tender

- (a) The agency/vendor shall be an Original Equipment Manufacturer (OEM) of RFID hardware components or an authorised distributor of OEM of RFID hardware

components having experience of implementing RFID in libraries. The vendor shall submit certificate of authorization from the principal manufacturing company or self declaration in case OEM is participating in the tender.

- (b) The bidder shall have experience in the field of application software conceptualization, design, development, installation, customization and maintenance in the higher education institutions/ Government organizations.
- (c) The bidder must have supplied, installed, implemented, integrated and commissioned a complete RFID system in minimum THREE Libraries at the National level /State level, where RFID integration with LMS should be in operation with RFID for at least two years. (Documentary proof need to be attached with work order and satisfactory certificate for completion execution of these projects).
- (d) The Tenderer should have PAN No., TIN No. and VAT No. and should submit their legible attested copies with Technical Bid. Technical Bid not accompanied by these documents would be summarily rejected.
- (e) The Tenderer should have local technical and service support based in Delhi.
- (f) The Tenderer should submit copies of Income Tax Returns for the last three financial years.

5. Preparation and Submission of Tender:

- (a) The tender should be submitted in two parts viz. Technical Bid and Financial Bid in the proforma given at Appendix-C and Appendix-D respectively with each Bid kept in a separate sealed cover.
- (b) Each cover must contain the address of the Bidder, and should be superscribed with the statement “**Technical Bid for Supply, installation, testing and implementing of RFID System at Ambedkar University Delhi**” and “**Financial Bid for Supply, installation, testing and implementing of RFID System at Ambedkar University Delhi**”, as the case may be.
- (c) These two covers should then be **kept in another sealed cover** addressed to Registrar, Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi-110006, duly superscribed with the statement “**Tender for Supply, installation, testing and implementing of RFID System at Ambedkar University Delhi**”.
- (d) The tender will be submitted **before 3:00 PM on 20-03-2015**. The Technical bid (Part-I) will be opened at 4:00 PM on 20-03-2015 in the presence of intending tenderers, if any. The Financial bid (Part-II) of the tender will be opened after evaluation of the technical bids and only such bidders, whose bids are qualified in technical evaluation, shall be called for opening of their commercial bids.

6. Site Inspection:

Before submitting the offer, vendors should visit the Library, AUD Kashmere Gate campus, where the RFID System is to be installed. No extra payment will be made by AUD towards extra material required for installation purpose after submitting the tender.

7. Technical Bid :

- (a) The Technical bid should be submitted in the form given at Appendix-C.
- (b) The Technical Bid must have the details of the firm along with the EMD. The technical bid will be opened at the first instance and the financial bid will be opened only of the successful vendors.
- (c) Copies of necessary certificates will be enclosed with the technical bid.

8. Financial Bid:

- (a) The Financial Bid should be submitted in the form given at Appendix-D. The Financial Bids of only those bidders who are short-listed after evaluation of Technical Bids will be opened.
- (b) A consolidated price should be quoted for the item along with its break up showing different items of charge. The consolidated price quoted shall be firm and final and payable for the goods delivered, installed and commissioned in the Library, as indicated in Scope of Work. No payments other than the amount shown as consolidated price shall be made by this university. If any statutory levy is found applicable, the same shall be borne by the tendering firm. The only deviation to the preceding statement could be the levies revised upward or introduced by State or Central Government after the submission of the tender by the bidder, in which case the Bidder shall produce documentary evidence.
- (c) The rates will be valid till completion of the work.
- (d) At the time of payment of bills, TDS, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.
- (e) The offer submitted by the vendor should clearly indicate rate of Sales Tax and other government levies, payable extra at the quoted prices as the AUD will not issue any form C or D. Only form 32 (Road Permit) will be issued, if required.
- (f) The offer of the vendors should include the cost of installation. In case of delay on the part of the vendor, penalty @ ½% per week of the total order value will be deducted from the vendor's bill subject to maximum of 5% without prejudice to other terms & conditions of the order.
- (g) The detailed specifications of RFID System are available in Appendix-B.

9. Validity:

The bids shall be valid for a period of ninety days from the date of opening of the tender.

10. Opening of Tender:

The Technical bids shall be opened at 4:00 PM on 20-03-2015 at the AUD Kashmere Gate Campus. The tenderer is at liberty to attend either himself or authorize not more than one representative to be present at the opening of the tender. The representative attending the opening of the tender on behalf of the tenderer should bring with him a letter of authority from the tenderer and a proof of identification. Those who will qualify in Technical Bid evaluation shall be intimated on phone/ by fax/by e-mail.

11. Criterion for Evaluation of Tenders:

The evaluation of the tenders will be made first on the basis of technical information furnished in form given at Appendix-C and then on the basis of commercial information furnished in form given at Appendix-D. Any inferences drawn by the tenderers or their representatives during the opening of the Technical Bid will be their own view and AUD will not be responsible / required to take notice/ abide by the same.

12. Right of Acceptance and Other Provisions:

- (a) AUD reserves the right to reject/ cancel any or all the tenders at any time, including of those bidders who fail 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 AUD in this regard shall be final and binding.
- (b) Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvas for the purchase order will prejudice the firm's quotation.
- (c) AUD reserves the right to relax/ amend/ withdraw any of the terms and conditions as contained in the Tender Documents without assigning any reason, thereof.
- (d) Any inquiry after submission of the tender will not be entertained.

13. Communication of Acceptance:

Successful bidder will be informed of the acceptance of his bid by speed post/ fax/on phone.

14. Time Schedule for Completing of work:

- (a) The work must be completed within 30 (thirty) days of receipt of the Supply/ Purchase Order.
- (b) In case the vendor needs more time to deliver the equipment, he/ she should send a requisition to Registrar, AUD for the same. The request for extension of delivery period may be considered on case to case basis.

15. Inspection, Testing and Quality Control:

- (a) AUD and/or its nominated representative(s) will, inspect and/or test the ordered equipment for Library to confirm their conformity to the contract specifications at no extra cost to the purchaser.
- (b) The Inspection Authority to be designated by AUD shall communicate within 15 days of issue of supply order what inspections and tests it requires and where they are to be conducted. AUD shall notify the vendor in writing in a timely manner of the identity of representative(s) nominated for this purpose.
- (c) The inspections and tests may be conducted on the premises of the vendor or its subcontractor(s), at point of delivery and/ or at the final destination i.e. Library at Ambedkar University Delhi.
- (d) If conducted on the premises of the vendor or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data shall be furnished to the inspectors at no charge to the purchaser. Should any inspected or tested equipment fail to conform to the specifications, AUD may reject the equipment. The vendor shall either replace the rejected equipment or make alterations necessary to meet the specification requirement free of cost to the purchaser, within a period of 30 (Thirty) days of initiating such rejection.
- (e) The Librarian, Ambedkar University Delhi shall be the final authority to reject full or any part of the supply, which is not conforming to the specifications and other terms and conditions. No payment shall be made for rejected stores. Rejected items must be removed by the tenderers within two weeks of the date of rejection at their own cost and replaced immediately. In case these are not removed, these will be auctioned at the risk and responsibility of the vendors without any further notice.

16. Training:

On site training to Library Staff/ Faculty Members/ Students of the Library is to be provided by the Principal Vendor / Indian Agents for operation and maintenance of the equipment, to the satisfaction of the user department.

17. Warranty (12 Months Onsite Warranty including Spare Parts & Labour etc.):

- (a) The vendor **will provide minimum 12 months Comprehensive Onsite Warranty including Spare Parts & Labour etc.** It shall certify that the supplied & installed equipment for Library supplied under the contract is new, unused and incorporates all recent improvements in design and materials unless prescribed otherwise by AUD in the contract.
- (b) The warranty period shall be effective from the date of having completed successful installation, integration, implementation and training on the system in the Library.
- (c) The vendor further warrants that the equipment supplied under the contract shall have no defect arising from design, materials (except when the design adopted and / or the material used are as per the Purchaser's/ Consignee's specifications) or workmanship or from any act or omission of the vendor that may develop under normal use of the equipment under the conditions prevailing in India.

- (d) During of warranty period, the vendor shall be responsible for coordination and integration of the proposed system with existing library management system and resolve any RFID and ILMS/VIRTUA functionality problems with the support from existing ILMS provider.
- (e) In case of any claim arising out of this warranty, AUD shall promptly notify the same in writing to the vendor.
- (f) Upon receipt of such notice, the vendor shall, within 48 hours on a 24(hrs) X 7 (days) X 365 (days) basis respond to take action to repair or replace the defective equipment or parts thereof, free of cost, at the ultimate destination. The vendor shall take over the replaced parts/ equipment after providing their replacements and no claim, whatsoever shall lie on AUD for such replaced parts/ equipment thereafter. The penalty clause for non-replacement will be applicable as per the penalty clause.
- (g) In the event of replacement of defective equipment during the warranty period, the warranty for the replaced equipment shall be extended for a further period.
- (h) If the vendor, having been notified, fails to respond to take action to replace the defect(s) within 48 hours on a 24(hrs.) X 7 (days) X 365 (days) basis, AUD may proceed to take such remedial action(s) as deemed fit by the purchaser, at the risk and expense of the vendor and without prejudice to other contractual rights and remedies, which AUD may have against the vendor, including forfeiture of the performance security/ bank guarantee.
- (i) The bidder shall bear all expenses of packaging, forwarding, freight, insurance in connection with delivery, repairs and replacements made within the warranty period.
- (j) During Warranty period, the vendor is required to visit at consignee's site at least once in 6 months commencing from the date of the installation for preventive maintenance of the equipment.
- (k) The bidder shall also quote rates for 3 years extended warranty on supplied hardware and software, their spare parts, upgrades and AMC charges.
- (l) University shall have the liberty to terminate the AMC in case it is not satisfied with the services/ AMC provided by the successful bidder.

18. Delay in the Vendor's Performance:

- (a) The vendor shall deliver the equipment for Library at Ambedkar University Delhi and perform the services under the contract within the time schedule specified by AUD in the Schedule of Requirements and as incorporated in the contract. The time and the date schedule of delivery of the equipment mentioned in the Schedule of Requirements (SOR)/ Incorporated in Contract shall be deemed to be of the essence of the contract and the delivery must be completed no later than the date (s) as specified in the contract / supply order.

- (b) Subject to the provisions of the tender, any unexcused delay by the vendor in maintaining its contractual obligations towards delivery of the equipment and performance of services shall render the vendor liable to any or all of the following sanctions:
- i) Imposition of liquidated damages,
 - ii) Forfeiture of its performance security and
 - iii) Termination of the contract for default.

19. Penalty:

In the event of the firm failing to:

- (i) Observe or perform any of the conditions of the work order as set out herein; or
 - (ii) Execute the order in good condition to the satisfaction of AUD or by the time fixed by AUD.
- (a) It shall be lawful for AUD, in its discretion, in the former event to remove or withhold any part of the order, until such times as it may be satisfied that firm is able to do and will duly observe the said conditions and in the latter event to reject or remove as the case may require any order executed otherwise than in a good condition and to the satisfaction of AUD and by the time fixed by it and in both or either of the events aforesaid to make such arrangements as it may think fit for the execution of the order so removed or order in lieu of that so rejected or removed as aforesaid on account and at the risk of the firm.
- (b) Provided further that if in either event any excess cost be incurred by reason of the difference between the prices paid and the accepted rates, AUD may charge the amount of such excess cost to the firm and the same may at any time thereafter be deducted from any amount that may become due to the firm under this or any other contract, or maybe demanded of him to be paid within fourteen days to the credit of the AUD.
- (c) In the event of discovery of any error or defect due to the fault of the firm/ vendor at any time after the delivery/ installation of goods ordered, the firm/ vendor shall be bound, if called upon to do so, to rectify such error or defect at his own cost to the satisfaction of and within the time fixed by AUD. In the event of the delivery/ installation of any defective work, which owing to urgency or for any other reason cannot be wholly rejected, AUD shall have the power to deduct from any payment due to the firm such sum as it may deem expedient.
- (d) If the vendor fails to deliver any or all of the equipment or fails to perform the services within the time frame(s) incorporated in the contract, AUD shall, **without prejudice to other rights and remedies available to it under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% per week of delay or part thereof on delayed supply of equipment/ replacement parts and/ or services until actual delivery or performance, subject to a maximum of 5% of the contract price.** Once the maximum is reached, AUD may consider termination of the contract.

(e) In the event of work being wholly rejected, AUD may at its discretion may either:

(i) Permit the firm/vendor to re-do the same within such time as it may specify at firm's own cost of all sorts i.e. materials, labour, equipments, overheads, transportation etc;

or

(ii) Arrange to get the additional work done elsewhere and by any other person or from any other source than the firm/vendor in which case the amount of extra cost, if any, shall be recovered from the contractor in the manner provided in sub-clause(b) of this clause.

20. Breach of Terms and Conditions:

In case of breach of any of terms and conditions mentioned above, the Competent Authority will have the right to cancel the work order without assigning any reason thereof and nothing will be payable by AUD in that event.

21. Signing of Agreement :

AUD Library and the successful bidder will sign the Service Level agreement (SLA) incorporating all the terms & conditions agreed between the two parties.

22. Subletting of Work:

The firm shall not assign or sublet the work or any part of it to any other person or party.

23. Right to Call Upon Information Regarding Status of Work:

AUD has the right to call upon information regarding status of work at any point of time.

24. Tolerance Clause:

(a) AUD reserves the right to place the orders on the successful tenderer for any additional quantity at the same rates quoted by the bidder. At the option of the purchaser, the quantity can also be reduced when felt necessary.

(b) The tenderers are bound to accept the orders for additional quantity under this clause if orders are issued at the time of placement of contract, or during the currency of the contract i.e. one year.

25. Terms of Payment:

(a) Material is to be supplied by the tenderer at AUD Kashmere Gate campus on specified address.

(b) All payments shall be made by Accounts Payee cheque only after satisfactory supply, installation and commissioning of the said items.

(c) AUD shall be at liberty to withhold any of the payments in full or in part subject to recovery of taxes including TDS as applicable and recovery of penalties mentioned in preceding para.

- (d) The term “payment” mentioned in this para includes all types of payments due to the firm/vendor arising on account of this contract.
- (e) No extra payment will be made towards packing of the RFID System items and their insurance from vendor’s warehouse to AUD. Vendor have to arrange for insurance for transportation and installation at site.

26. General:

- (a) The manufacturer must submit pre-receipted Bill for payment after satisfactory supply and installation of the product at the locations ordered.
- (b) Any violation of the terms and conditions or supply of inferior quality of material shall result in total rejection of the items apart from taking appropriate remedial action at the risk and cost of the bidder.
- (c) The vendor will have to replace the RFID System items, which are not found meeting the required specifications or are in unsatisfactory/ unserviceable condition on his own expense.
- (d) The receipt of the Supply/ Purchase Order should be acknowledged by return post.

27. Tender Currencies:

The bidder supplying indigenous or already imported equipment shall quote only in Indian Rupees with all taxes applicable.

28. Earnest Money Deposit (EMD):

- (a) The Technical Bid must be accompanied by Earnest Money Deposit of Rs 58,000/- submitted in the Form of Demand Draft/ Banker’s Cheque drawn on any Scheduled Bank in favour of “Registrar, Ambedkar University Delhi” payable at Delhi.
- (b) The EMD of other bidders will be returned after placing of the order to the successful vendor. The EMD of the selected vendor shall be returned after the vendor deposits the Performance Security. No interest will be payable on the EMD.
- (c) Earnest Money is required to protect AUD against the risk of the bidder’s conduct, which would warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to the notice of AUD that the information/ documents furnished in its tender are incorrect, false, misleading or forged without prejudice to other rights of the purchaser.

- (d) The successful bidder's earnest money will be forfeited without prejudice to other rights of the purchaser, if it fails to furnish the required performance security within the specified period.

29. Performance Security:

The vendor selected would be required to furnish a Performance Security equal to 5% of the total cost of RFID System in the form of Demand Draft/ FDR/ Bank Guarantee from any Scheduled Bank in favour of "Registrar, Ambedkar University Delhi" payable at Delhi. In case the Performance Security is submitted in the form of Bank Guarantee, the same should be valid for a period of 2 (two) months beyond the date of expiry of warranty period of the Laboratory Equipment. AUD reserves the right to ask for Performance Guarantee extension if contractual obligations are not fulfilled.

30. Rights of the Purchaser:

- (a) The acceptance of the tender rests with AUD. The university is not bound to accept the lowest tender bid and reserves the right to accept or reject any or all the Bids without assigning any reasons thereof. AUD also reserves the right to modify and / or relax, any terms & conditions of this tender document to safeguard its interest.
- (b) AUD reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage.
- (c) AUD reserves the right to delete or alter any or some of the items given in the enclosed Appendix - B depending on the prevailing requirement. The quantities shown in the Appendix are tentative and may vary. The offers shall be valid in that case also.

31. Force Majeure:

- (a) Notwithstanding the provisions contained in the tender document, the vendor shall not be liable for imposition of any such sanction so long the delay and/or failure of the vendor in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- (b) For purposes of this clause, Force Majeure means an event beyond the control of the vendor and not involving the vendor's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non – performance or delay in performance.
- (c) Such events may include, but are not restricted to, acts of the Purchaser/Consignee either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.

(d) If a Force Majeure situation arises, the vendor shall promptly notify AUD in writing of such conditions and the cause thereof within twenty one days of occurrence of such event. Unless otherwise directed by AUD in writing, the vendor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

32. Arbitration:

(a) If dispute or difference of any kind shall arise between AUD and the vendor in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

(b) If the parties fail to resolve their dispute or difference by such mutual consultation, the same shall be referred to the sole arbitrator, to be appointed by the Vice Chancellor, AUD at Delhi as per the provisions of the Indian arbitration and Conciliation Act, 1996 and the rules framed there under. His/ Her decision will be final & binding on both the parties.

(c) The venue of arbitration shall be Delhi, India.

SCHEDULE OF REQUIREMENT**TECHNICAL SPECIFICATION OF RFID BASED LIBRARY SYSTEM**

Item No.	<u>Product Specifications</u>
1	<p><u>Installation of Library Management Software(LMS) -KOHA and Data Migration from Existing LMS</u></p> <p>Data Migration from existing Library Management Software (Libsys) to standard Library Management Software KOHA. Data Migration must be completed with 100% data authentication along with RFID integration using NCIP V2.0 or SIP2 Standards.</p>
2	<p><u>Self Adhesive RFID Tags(For Books)</u></p> <p>a) The RFID chip used in the tag should have been designed specifically for Library use with lockable, re-write and multi-read features, i.e. several tags can be read at once.</p> <p>b) Operating Frequency: 13.56 MHz</p> <p>c) Tag size should be 80mm x 50mm or 81mm x 49mm with at least 1024 bits memory, multi-read and inbuilt antitheft bit.</p> <p>d) Security function (EAS) for item anti- theft (which can be activated and deactivated)</p> <p>e) Distance for detection from pedestal upto 1mtrs (approx).</p> <p>f) Tags should be fully ISO 15693/18000-3 compliant.</p> <p>g) Detection rate of the systems should be above 95% consistently regardless of the number of items that are in the field.</p> <p>h) Warranty of Tags: With Lifetime Warranty and replacement of defective tags if found during the tagging.</p>
3	<p><u>Self Adhesive Tags (For DVD)</u></p> <p>a) The RFID chip used in the tag should have been designed specifically for Library use with lockable, re-write and multi-read features.</p> <p>b) Operating Frequency: 13.56 MHz</p> <p>c) Security function (EAS) for item anti- theft (which can be activated and deactivated)</p> <p>d) Tag size should be 115 mm dia with at least 1024 bits memory, multi-read and inbuilt antitheft bit.</p> <p>e) Tag size should be appropriate for CDs, DVDs etc.</p> <p>f) Distance for detection from pedestal upto 1mtrs (approx).</p> <p>g) Tags should be fully ISO 15693/18000-3 compliant.</p> <p>h) Detection rate of the systems should be above 95% consistently regardless of the number of items that are in the field.</p> <p>i) Warranty of Tags: With Lifetime Warranty and replacement of defective tags if</p>

	<p>found during the tagging.</p> <p>j) Mechanical dimension</p> <p>(i) Transponder coil size 115 mm ± 0.2 mm</p> <p>(ii) Thickness of the IC 150 micrometer ± 10%</p> <p>(iii) Overall thickness of transponder package (excluding IC and siliconized paper) 200 micro meter ± 10%</p> <p>(iv) Thickness of the siliconized wafer 56 micro meter</p>
4	<p><u>Library Staff Station</u></p> <p>Library staff station with the following specifications</p> <p>a) Should provide option of having reader with Table top or underneath table/desk</p> <p>b) Preferably should be a single unit consisting of reader & antenna and immune to metallic desks and electronic interferences.</p> <p>c) Power consumption: Max 30w</p> <p>d) Communication port: IP and Ethernet for communication over web service</p> <p>e) The staff station to be connected with existing PC and LMS without SIP2 or NCIP.</p> <p>f) User should not be permitted to change the readers performance only trained professional should be able to change it on/off site.</p> <p>g) Read/Write/Anti-theft programming should be done in one single operation.</p> <p>h) Read/Write distance of around 25 cm and programming time of 1 second.</p> <p>i) Should be fully compliant to ISO 15693 and ISO 18000-3 standards.</p> <p>j) The programming station should interface with the Integrated Library Management Software.</p> <p>k) The proposed system must be able to mount in, on, or under the work surface of library's circulation counter.</p> <p>l) The proposed system readers must be able to process entry of new tags, issue & return of books and display the information thereon.</p> <p>m) The proposed system must simultaneously process multiple RFID-tagged items for check-in/out.</p> <p>n) The proposed system should have hot keys & must not require mouse activations to process most operations. (Exceptions made for configuration changes, error handling, or tag reprogramming situations).</p> <p>o) Integrated with reader for patron ID Card based ISO/IEC 14443A Mifare for personalization of data into the ISO/IEC 14443A Mifare passive contactless 1Kb smart card in the pre-define location in the memory. The details of memory location in smart card will be provided at appropriate time.</p> <p>p) Antenna Power: Max 1 w</p> <p>q) Operating temperature : 0/50 c</p> <p>r) EAS function: Using EAS bit (NXP-IC)/AFI</p> <p>s) System should support internationally accepted data model like Danish, NBD, French.</p>

	<p>t) Reader Specifications</p> <ul style="list-style-type: none"> (i) Power Supply: 5/12 Volts. DC (ii) Operating Frequency Reader Compatibility: 13.56 MHz (iii) RF Input Power: 1-1.2W (iv) Operative Temperature: 0 to 55C (v) Storage Temperature: 25 to +60C <p>u) Client Software should support following features and is to be integrated with Integrated Library Management Software (ILMS).</p> <ul style="list-style-type: none"> (i) Tagging / Retagging after proper online validation of the title/member records in ILMS database. (ii) Tag monitoring by accessing item record from ILMS data bases. (iii) Patron Smart Card personalization monitoring by accessing patron ID from ILMS database. (iv) Check out / Check in / Renewal (v) Provision for display of member photograph along with member details while transactions. (vi) Provision for details of fine against a member (vii) Provision of sending sms, email, slip printing containing the details of a transaction.
5	<p><u>Self Check In Check-Out Kiosks Stations</u></p> <p>It should consist of:</p> <ul style="list-style-type: none"> a) Integrated Long range RFID Reader and Antenna with multiple Read/Write facility. b) High Speed Thermal Slip Printer c) LCD Touch Screen Monitor (Capacitive Technology) d) Multi protocol firmware ISO 15693 and ISO 18000 compliant e) Communication interface – USB f) The Self Checkout station client software should interface with existing ILMS Software giving following features: <ul style="list-style-type: none"> (i) Check out / Renewal / Check In (ii) Transaction status (iii) Transaction Print, sms & email provision. (iv) Read/Write operation on Patron Cards g) Provision for display of member photograph along with welcome message before performing any transactions. h) Provision of enquiry of checkouts against a user and its due date. i) Provision for enquiry of fines against users. j) Customized wood enclosure finishes with international standard kiosks dimensions. k) Elegant, state-of-the-art and sleek look with proper combination of color and materials. l) Monitor Should have the following features

	<ul style="list-style-type: none"> ○ Supplied Monitor provides 40% energy saving using LED technology ○ Anti Glare ○ Lock Out for OSD (On Screen Display) and Power ○ MTBF – 50,000 Hrs. ○ Touch Screen Monitor carries 3 Yrs Standard Warranty From The Manufacturer <p>m) Branded Industrial Computer, small form factor without Hard disk drive and with Solid State Disk Drive.</p> <p>n) The Self Checkout station client software should interface with Library Software giving features like, Check out / Check in / Renewal, Transaction Printout. Provision for display of Institute Name.</p> <p>o) The design should be Wheel Chair compliant so that patrons on Wheel Chair are able to use the self check without problems. Preferable to meet Section 2.2.7. Accessibility of the Voting Systems Standards Volume I – Performance Standards, April 2002 of the Federal Election Commission of the United States of America with regard to self check-in/-out of library customers in a wheel chair.</p> <p>p) System should support internationally accepted data model like Danish, NBD, French.</p>
6	<p><u>Portable Shelf Management Reader / Inventory System/Handheld reader</u></p> <p>a) Ergonomically designed Cordless PDA based Wi-Fi Handheld Inventory Reader integrated with chargeable battery . Has Lithium Battery with a life per charge of 30 Hours·</p> <p>b) The proposed system shall be fully compliant with ISO 15693/ISO 18000-3 Mode-1 standards & supplied tags.</p> <p>c) Software Components: Client software for PDA. Also supply of compatible software for laptop & PC.</p> <p><u>Features:</u></p> <ul style="list-style-type: none"> ● Performs Scanning, weeding, re-shelving, and also locates specific items and searching functions. sorting and monitoring of library material on shelf along with locating misplaced documents. To locate items that is out place on the shelves · ● With Microsoft® Windows® Embedded CE 6.0· ● <u>Display:</u> <ul style="list-style-type: none"> ○ 3,5” QVGA touch screen, 240 x 320 pixels, 262k colours ○ Adjustable LED backlight, Daylight readable ○ Supplied with Large, Clear & Sharp Colour Display. ● <u>Keypad:</u> <ul style="list-style-type: none"> ○ Numeric (alpha) keypad ○ 29 distinguished buttons: 0-9 (alpha), scan, ok, del, tab, esc, shift, alt, ○ 3 mode keys, 6 navigation keys ○ Keyboard backlight with individual control for each key· ● <u>Power:</u> <ul style="list-style-type: none"> ○ Battery Rechargeable, removable Lithium-Ion battery pack 2600 mAh @ 7.4V ○ 4800 mAh @ 7.4V with pistol grip

	<ul style="list-style-type: none"> ○ Up to 30 hrs (standard battery) ○ Desktop charging cradle with USB connection ○ Desktop charging cradle with spare battery charging slot ○ Typical charging time: 2.5 hrs (0 to 90 %) and 5 hrs (0 to 100 %) ○ External power supply AC adapter for desktop charger: input 100-240 VAC, 1A, 50-60 Hz / ○ Backup battery / batteries Back-up battery for RAM: maintains memory contents for 8 hours ○ Back-up battery for real-time clock: keeps time for 200 days- ● Nominal reading distance: 0-30 cm- ● Reading speed: up to 30 tags per second- ● Has Identification for both Bar Code & HF RFID Labels, ● Weight 1kg or less. ● Supplied with Desktop Charging cradle with USB connection. ● Should be compatible to communication standards like WLAN or USB ● The portable handheld reader shall feature a touch screen display and use a removable memory card. Must process shelf lists, search lists, and pull lists for programming onto memory card. Must provide a means for updating the software on the portable handheld reader.
7	<p><u>Two EAS Pedestal Library Security Gate</u></p> <p>Security gate should include two EAS theft detection pedestals (one set), which are interdependent of each other and also have an overlapping protection zones providing additional security. It is planned to install these pedestals at a single location in the library. The system should have suitable number of I/O ports for Standard electronic counter, web cam, trigger, CCTV, Locking gates, etc. The offer must be complete in all respects and must include all the components required for the functional of the system. Library security gate with following specifications.</p> <ol style="list-style-type: none"> a) The Security gate must be made of Plexiglas and should be transparent b) Can be configured to detect different chip type simultaneously. c) Specific version include Ethernet interface, if EAS on detected, chip type, ID number, date and time are stored. d) A pedestal including 1 antenna set (2 antennas) for large detection field with electronic counter to count people with 1 electronic unit (controller) integrated into the pedestals bottom. e) Powerful DSP (Digital Signal Processor) f) Chip Compatibility:ISO15693-3/ISO 18000-3 g) Detection and Security corridors must be in compliance with relevant ADA requirements for wheel chair clearance and reach range standards. h) Detection Range: 1 metre or more between two pedestals (application dependent) i) Security Modes Alarms: EAS & AFI lights and buzzer located both the pedestals. j) People Counter: Counts in/out traffic located at the bottom of the pedestal. k) Communication ports: USB/UTP l) Operating Temperature: 0° to 55°C Required Features:

	<p>m) The proposed system should read the tag in all three orientations between the gates i.e. for EAS bit and/or AFI bit with ALL or ANY as configurable option.</p> <p>n) The proposed system must use 13.56 MHz ISO 15693-3/ISO 18000-3 mode1 RFID technology.</p> <p>o) Tags with theft or security bits that are “on” must immediately trigger an alarm.</p> <p>p) The proposed system must provide item security even when the Library Management System or network is off-line or not functioning.</p> <p>q) It must be possible to easily remove the Anti Theft gates to allow Large objects like furniture to pass through</p>
8	<p><u>RFID Book Return Station/trolley/Intelligent Shelves for check in of Books:</u></p> <p>a) 24 hrs operation should be possible</p> <p>b) Real time check in should be processed</p> <p>c) High Speed Thermal Slip Printer</p> <p>d) 15” or higher LCD/LED Touch Screen Monitor using Capacitive Technology</p> <p>e) These shelves are to be used by the patrons for returning of loaned books.</p> <p>f) The patrons should not have to go through any process for returning the loaned books.</p> <p>g) They have to just place the books in the intelligent shelves for return of the books and these returned books should get updated in the Library Management system.</p> <p>h) Specifications: Should hold 100 books or more.</p> <p>i) The info column should be build with Industrial PC having 15 inch Touch screen display to show the books returned.</p> <p>j) Monitor Should have the following features</p> <ul style="list-style-type: none"> o Supplied Monitor provides 40% energy saving using LED technology o Anti Glare o Lock Out for OSD (On Screen Display) and Power o MTBF – 50,000 Hrs. o Touch Screen Monitor carries 3 Yrs Standard Warranty From The Manufacturer <p>k) Should be compatible to RFID frequency 13.56MHz. The shelves should have EAS functionality using EAS Bits / AFI.</p> <p>l) The shelves should immediately activate the security on RFID Tags once the books are checked in the LMS</p> <p>m) The software should flash a message to the library staff whenever a hold/reserved item is checked in the shelves</p> <p>n) Should be possible to return multiple books at once.</p> <p>o) System should support internationally accepted data model like Danish, NBD, French.</p>
9	<p><u>Smart Card Printing Solution</u></p> <p>a) Print Method Dye-sublimation / resin thermal transfer</p> <p>b) Smart card printer for printing on both side</p> <p>c) Required software need to be provided to print Smart card on one or both sides, the data will be available from existing Library System.</p> <p>d) Resolution 300 dpi (11.8 dots/mm) continuous tone</p>

	<ul style="list-style-type: none"> e) Accepted Standard Card Sizes CR-80, ISO 7810 format, Type ID-1 f) Accepted Card Thickness 10 to 40 mil g) Accepted Card Types PVC and PVC composite h) Edge-to-edge printing on standard CR-80 media i) Auto calibration of ribbon j) Input Hopper Card Capacity 100 cards k) Output Hopper Card Capacity 45 cards l) Memory 32 MB RAM m) Software Drivers Windows XP (32 bit), Windows Vista (32 and 64 bit), Windows Server 2003 (32 bit), Windows 7 (32 and 64 bit), Windows Server 2008 (32 and 64 bit), Windows 8 and Win 8 Pro (32 and 64 bit), Windows Server 2012 (64 bit) n) Interface USB 2.0, optional Ethernet with internal print server o) -> Supply Voltage 200-260 VAC, 50-60Hz
10	<p><u>SMART Cards For ID Cards</u></p> <ul style="list-style-type: none"> a) The smart cards should be pre printed smart cards that can be used as common campus ID cards. b) ISO/IEC 14443A Mifare passive contactless 1 Kb memory with the offered RFID system for membership/patron using standard protocol of NCIP for Read/Write/Rewrite. c) Must be for multipurpose use. d) Smart card should be printed, activated and delivered to the library for currently active patrons already registered with the library. Vendors should print & activate the smart ID cards on-site during the implementation phase. e) Smart card encoder to store patron number
11	<p><u>Hands-on-Training (On-Site) with Manuals/Guide</u></p> <ul style="list-style-type: none"> a) Comprehensive in-house operational training for all equipments and front end interface. b) Training for Handling of RFID Tagging on documents and registration of Smart ID Cards. c) Troubleshooting training d) Complete Write-up/Manual/Guide for operation and handling of all RFID equipments. e) Training to be given to all Library Staff & Library Users. f) Shall depute technical personnel on site up to period of 1 month so as to support, train and resolve any issues that may arise due to the implementation of RFID system.
12	<p><u>Tagging Job Work</u></p> <p>Job involves the following steps</p> <ul style="list-style-type: none"> a) Coordinating with library for tagging of books, journals, loose issues/magazines, CDs, DVDs, etc.

	<ul style="list-style-type: none"> b) Removing the documents from Shelves. c) Verifications of following Bibliographic data from ILMS database and physical documents <ul style="list-style-type: none"> (i) Accession Number (ii) Class Number (iii) Location d) Tagging of RFID tags with the following parameters using ILMS database <ul style="list-style-type: none"> (i) Primary data as Accession number mentioned on the book or barcode labels on the documents. (ii) Associated data to be fetched using ILMS like Class No. Location, Library Code, date of entry, etc. e) Fixing self-adhesive RFID tag at the designated place of in the documents. f) Verification of data stored in the RFID Tags g) Generation of reports of currently tagged items.
13	<p><u>Integration of RFID Devices with LMS (Koha) along with Data Migration (without any loss of data) from existing LMS (Libsys) as per below Technical Specifications</u></p> <p>General System</p> <ul style="list-style-type: none"> a) Staff will be able to manage the system without vendor intervention and be able to shutdown and restart the system without vendor intervention. The system will check the integrity of the entire file system during each restart of the system and servers will log errors by date and time. b) The system will provide protection for all data files through the use of locally defined passwords or other security measures so that information critical functions cannot be performed without proper authorization. That is, the system will allow the restriction of specific functions to specific users. c) Procedures and programs will be established which enable rapid data recovery from software failure. d) The system will provide different levels of security: Network, Database, and Application. e) The system will allow automatic remote mirroring and periodic backup of data and program files, if necessary. f) The system will not restrict the number of workstations that can access programs as long as equipment requirements are met and operating system license limits are not exceeded. g) The system will be compatible with the barcodes currently used by the library for materials and for borrowers. h) The system will allow restriction of access to local or remote databases based on the IP address of the user and User's log-in ID. i) The system will be able to authenticate users by user name & password/Barcode/SIP and retain the user's authorization as he or she navigates among databases. j) Libraries will be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies.

- k) Libraries will have the ability to generate statistical reports for all data relating to the use of library materials, borrowers, and other data needed for operations of a library.
- k) The system will allow printing/email/SMS of various alerts/notices.
- l) ILS will check each user's access privileges at login, and automatically disable or enable client functions (in real time) based upon the user's profile.
- m) ILS should not require a separate login to access different subsystems; the initial login should set all privileges for all subsystems.

Catalogueuing, Database, and Authority Control Requirements

- a) The Catalogueuing interface will support context sensitive hyperlink help functionality that can connect directly to a locally loaded or Internet accessible Catalogueuer's reference database.
- b) Librarians will have the ability to define if records are immediately available for the Library Public Access Catalogue or will be hidden for a specified period of time.
- c) When deleting records, restrictions will occur when records have fines or fees due, holds pending, or pending action from Acquisitions with a message alert for staff with the reason why the record cannot be deleted and a choice to either abort or continue, stating the results of deletion, i.e. "if the record is deleted, fines will also be deleted", or "holds will be moved to the next copy, "hold will be deleted" if no more copies.
- d) Item records will link in real-time to due date (if checked out), the last check-in date, number of circulations since a specified date, and holds against the item and display that information in staff programs, displaying borrower information.
- e) The system will support global updates of all occurrences of a heading in a bibliographic file with a single machine transaction. Catalogueuing will include a global editor. It will be possible to globally edit any field within the MARC record.
- f) The system will allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.
- g) The system will display "see" and "see also" references, scope notes, reference notes, and general information notes in Library Public Access Catalogue and staff displays.
- h) The system will support customized label printing of spine call numbers, property stamps, and other appropriate labels. It should also support printing of Catalogue cards (Main Card, Added entries) directly or in batch mode.
- i) The real-time update of Cataloguing records that are imported throughout the rest of the subsystems and modules. **Field(s) filtering is required.**
- j) The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN.
- k) It will be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.
- l) The Cataloguing module will have the abilities to create and edit by:
 - A full screen MARC edits view.
 - The use of templates in MARC format that contain required and recommended bibliographic fields.
 - An interface for staff members unfamiliar with MARC. The data from this interface will be stored in MARC format allowing it to be retrieved, indexed, and searched the same as full MARC records.
 - Ability to change record formats (e.g. Book to sound recording).

- 10 and 13 digit ISBN searching.
- Indexing of 505 subfield codes.
- URL checker for 856 tags
- Ability to edit item records regardless of circulation status (e.g. Checked out, on hold...)

Public Access Catalogue and User Portal Requirements

- a) The general functions of the Public Access Catalogue (PAC) are:
- The portal will be custom designed by the vendor based on the specifications of library staff. It is desirable for the vendor to offer a template or templates, but not to limit the library to templates only.
 - Patrons will be able to what type of search strategy they want to use
 - Patrons will be able to limit search by format, language, call number, and publication date
 - PAC will interact with the circulation system in real time
 - Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue.
 - If no cover art image is available the system will display a “generic” cover art image as an option.
 - It will be possible to link directly from an item to a MAP of the library.
 - It will be possible to configure a MAP of the library to highlight holdings by using call number range or collection(s).
 - It will be possible to highlight various call number ranges or collection(s) on a MAP with differing colours and shapes.
 - The System will offer a federated search option to include at a minimum: Library Catalogue, Remote Resources including news feeds & websites, and Subscription Databases all in ONE search.
 - The Web-based OPAC should have the capability to be accessible from Phone / PDA /other mobile devices with necessary graceful degradations.
 - PAC will provide in English.
- b) The Library Public Access Catalogue will permit remote patrons to authenticate themselves once for their entire session in order to access third party databases that are made available by the library or perform other activities that require authentication. Web portal will allow authenticated patrons access to licensed databases from locations outside of the library.
- c) User portals will allow users to renew their checked out items, place hold(s) unless restrictions have been placed on either the material, such as holds for someone else or on their borrower privileges. They should be able to cancel the specific hold.
- d) User portals will allow users to view their circulation accounts for items checked out, fines and fees owed, and other relevant information
- e) The system will allow users to use their account to keep a history of materials they have previously checked out and therefore will be interactive with circulation.
- f) The Library Public Access Catalogue will include an online tutorial accessible from any session of the Library Public Access Catalogue.

- g) The system will allow librarians to define whether or not selected items such as lost, in transit, or withdrawn be displayed to users.
- h) Library Public Access Catalogue which may include number, type, duration, response times, unsuccessful, help requests, prints, downloads, e-mails and other relevant information.
- i) Hardware and software standards for the PAC are:
 - System will be able to function on a standard keyboard
 - System will be fully compliant with MARC21 and Z39.50 standards
 - System's public Catalogue interface will be accessible from any type of client running a Web browser
- j) The display of the PAC will include the total number of records found along with brief bibliographic information, circulation status for an item. It should provide hyperlinked author, class number and subject fields.
- k) Ability to see logs/report of unsuccessful searches (no hits).
- l) Ability for virtual shelf browse (limit by format, Dewey number).
- m) Support a tag cloud display.
- n) Ability to print or export to email or save, a bibliography displaying brief or full bibliographic records

Circulation, Inventory, Holds, Fines, and Fee Requirements: General Functions

- a) Circulation will manage all basic Circulation operations of the library -- check-out, check-in, renewal, fine and fee processing, managing holds and recording statistical usage of library collection and borrowers.
- b) Circulation will allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines, maximum fines and fees.
- c) An offline circulation product will be available to enable the check out and check in of materials on a circulation workstation or portable device and to be able to load these transactions to the online system at a later time and within the circulation interface.
- d) At the time of new borrower registration, the system will perform a duplicate check to determine if there are existing records that meet the criteria being entered.
- e) Borrower records will contain at least name, borrower id, permanent address and telephone, secondary address and telephone, cell telephone number, e-mail address (es), and will be searchable by all of these fields.
- f) Circulation will support a calendar function to define closed days and automatically adjust check-in times accordingly.
- g) The module will not confuse patron barcode number with material barcode numbers.
- h) An automatic update in the Catalogue of item status when it is checked in or checked out etc.

Checkouts

- a) System will be able to check out items when the borrower's barcode card is not present.
- b) The system will treat each checkout as a separate transaction but be able to list all checkouts for each person on one receipt.

- c) The system will check all items for outstanding holds, charges, and circulation restrictions before allowing them to be checked out.
- d) The system will allow for ephemeral records to be created to check out and count statistics, but not create an inventory trail, for items such as periodicals, brochures, and other library defined materials.
- e) Circulation will support expiration dates for borrower privileges and will automatically message library staff when that date is approaching and not check out items beyond that date.
- f) Circulation will support extension of expiration dates with a simple keystroke at the time of checkout or access to the user's record.
- g) If a claims returned, missing, or lost items are scanned during inventory, in library use, or at check-in or check-out, the status will automatically revert to on shelf or checked out status without requiring staff intervention.
- h) Circulation will restrict checking out of materials designated as non-circulating and allow library staff intervention to proceed with a single keystroke
- i) The system will display at least the following on the checkout screen: Patron name,
- j) Borrowing category, Patron barcode number, Lending status, Item identification number, Short title, Call number, Due date, Outstanding blocks (if any), Comment field on Patron's record.
- k) The system will alert (audio and text) staff if the item being checked out is already checked out to another patron. Staff will also have the ability to override the alert and checkout the item.
- l) Staff will be able to check out items by barcode, or title.
- m) Support backdate of check out.
- n) Support in house check out/in to track materials used within the Library.

Check-ins

- a) Circulation will allow manual reset of check-in date to accommodate book drop check-in and unexpected closures.
- b) Circulation will support a batch check-in that does not message and require action for each fine transaction calculated during check-in.
- c) The system will support retention of the last two borrowers for each item in order to manage problems such as damages, at the library's option.
- d) If an item is deemed to be damaged, the system will allow the operator to identify the responsible borrower and invoke a message to be sent through standard notification parameters.
- e) Staff will be able to check in items by barcode, or title.
- f) The system will display at least the following on the checkout screen Patron name, Patron barcode, Title, Due date, Shelving location, Overdue alert (if any).
- g) During check-in the system will alert (audio and text) staff if an item is on hold and give the option to print a hold slip

Blocks

- a) The block functions of the circulation module are: The system will provide automatic restriction of borrower privileges for Library-defined criteria, That blocks can be overridden by staff, That blocks alerts will be audio and/or visual, Fines will be able to be paid easily from the same window, System will block patrons with overdue materials and unpaid fines from placing holds, borrowing, or renewing items.
- b) The system will automatically block borrowers from continued privileges based on library defined parameters such as over dues, fines, claims returned, and lost books with a display message with the entire reason for the block without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.
- c) The system will allow library staff to quickly and easily place manual blocks with explanation note ("need address update," etc.) with a display message with the entire reason for the block without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.
- d) Authorized library staff will be able to override restrictions on borrowers or on materials by using one keystroke without leaving the transaction in progress

Holds, Renewals

- a) The holds and renewal functions of the circulation module are: That it will generate email/sms notifications when items become available, System will block the placing of holds on lost, missing items, available item, or non-circulating items, System will allow staff view and alter the sequence of holds in a queue, System will automatically activate the next hold in the queue when a hold is removed and generate a hold notice to the next patron in the queue, System will monitor the length of time that an item sits on the hold shelf, System will automatically print hold slips when items on hold are checked in, System will allow the Library to restrict the number of renewals
- b) Circulation will allow for a library defined number of renewals, for renewals in person, via telephone software, via access to the user's record from any location and the calculation of the new due date when items are renewed.
- c) The system will allow for renewal of all items or individual items for a borrower with a single command.
- d) The system will allow library defined blocks of renewals if the patron is delinquent, the title has a hold registered against it, the renewal limit has been reached, or an item is restricted in some other way.
- e) Circulation will allow library staff to place holds from staff workstations or borrowers to place holds as part of the User Portal from any library or remote location if no restrictions are on the material or the user.
- f) Circulation will alert the operator when placing holds that a borrower is blocked, their privileges have expired, or if materials have restrictions against holds and

allow the operator to proceed with a single keystroke.

- g) The system will allow librarians to define individual copies and/or titles that may not have holds placed on them so they always go to the shelf, available for borrowers who prefer to browse shelves.
- h) The system should allow library staff to remove a hold by a simple straightforward action.
- i) Librarians will have the ability to move a copy up or down in the hold list and define a priority for filling holds
- j) The system will support holds for "on shelf" items
- k) The system will allow staff to initiate a recall for specific titles or copies with a recall message notice produced and managed with standard notice procedures.
- l) Support ability for the Library to specify limits on the total number of hold requests any patron may have at any given time; limits to be set by each patron type.
- m) Ability to automatically delete all cancelled, unfilled or expired hold requests after a library specified period of time.

Fines, Overdues

- a) The fines and overdue functions of the circulation module are:
 - That it will generate e-mail/sms notifications of overdue notices. System will allow the Library to set the parameters for overdue and bill notices. Fines will be calculated at the time of check-in, renewal, or checkout. System will allow full or partial payment of fines with receipts. Staff will have the capability to exempt fees and fines. System will automatically cancel the lost status when an item is returned. System will keep a history of patron fine and fee payments.
 - Circulation will support library defined fines and fees with automatic calculation of fines when items are checked in late and calculation of estimated fines due if overdue books were returned today by borrower.
 - The system will be able to accept debit, or credit card payments for fines and fees and other costs.
 - The system will support a cash register function and print receipts for collections of fines, fees, *lost* books, and miscellaneous fees assessed such as photocopies and printing.
 - The system will produce an overdue notice for the hold shelf so library staff can manage those items not retrieved by borrowers in a timely manner with library defined parameters.
 - Alert staff of overdue fines on incoming items, allowing staff to pay, waives or charge such fines to the patron's account.
 - Support ability to account for closed days and holidays or grace periods in the calculation of overdue fines; grace periods being defined by library.
 - Support ability to manually add a charge to a patron record and for staff to be able to select a reason for the added charges from a list originating from the Library.
 - Keep all completed account transactions in a patron account history for a library- determined length of time.
 - Store and display a history of overdue notices and invoices sent to the patron

for all items currently overdue or billed, and include an item's title, date of notice sent and method sent (telephone, email, mail or text message).

Notifications (Print/Email/SMS)

- a) Circulation will support printing of date due slips, fine and fee payments, hold flags, or other system alerts to an assigned printer that prints formats (such as a cash register type format).
- b) Circulation will produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.
- c) Circulation will support communicating channels of notification to registered library users through e-mail, phone notification, and printed notices and the ability to define a hierarchy of notices to be sent, i.e. e-mail notices sent first, if e-mail addresses are contained in borrower's record, then phone notification (SMS), and if not an adequate result, a printed notice to be mailed.
- d) The library will have the ability to create a mailing list from the borrower's file and to create its own message for notification to users.
- e) Borrower records are managed by library defined profiles which link to and display at least the following information when accessed: name, id, borrowing restrictions, patron type code, fines and fees owed, outstanding materials, hold requests, last activity date, expiration date, notes field, and personal identification number.
- f) Support and permit customization, but not be limited to, each of the following notices and be able to exclude from notices certain patron groups (staff): Alert (issued prior to an item's due date), overdue, fine, hold pickup, hold cancellation, registration to expire in 30 days, non-use of library card in specified period of time, holiday/closure notices

Inventory Control

- a) Circulation will support item status of *missing* with library staff action invoking status of *missing*.
- b) Circulation will support item status of *lost*, which is automatically invoked after a library defined period of time of being overdue, or can be invoked by library staff, at which time the borrower is sent a bill for lost item.
- c) Library staff will have the ability to define whether or not *lost* items are displayed in the Library Public Access Catalogue.
- d) When copies are flagged as *missing*, *claims returned*, or *lost*, a report will be automatically routed to the technical services staff defined by the library.
- e) When items in the *lost*, *claims returned*, or *missing* status are withdrawn from the system, any fines and fees owed and the associated titles should be retained in the patron's history until they are paid.

Reports and Notices Requirements

- a) Circulation will provide reports of the number and type of transactions on a variety of library defined criteria, such as daily, weekly, monthly, annually, time, location, workstation, user type, material type, classifications, reciprocal borrowers, and all reports will be sorted by library defined parameters.
- b) The system will retain circulation history of individual items but not of individual borrower's information to protect the privacy of patrons.
- c) Circulation will compile a list of overdue, missing, claims returned and lost items

- for searching shelves, which can be printed, downloaded, or e-mailed
- d) The system will allow reports to be generated by any authorized library or computer staff.
 - e) Libraries will be able to design report and notice formats.
 - f) The system will allow for a variety of library defined notices to be generated for notification using mail, e-mail, or SMS.
 - g) The system will support customizable report generation and production functions that will allow library and computer staff to prepare customized reports as necessary.
 - h) The system will support a variety of standard reports and notices for users based on library defined parameters such as over dues, fines and fees, lost books.
 - i) The system will support the ability to send user notifications by email, SMS, and print through mail and will allow librarians to define a hierarchy to send e-mail notices first (if e-mail is in the user record), phone notices second, and print notices as the last resort.
 - j) Circulation will send an alert message at check-out, renewal, or check-in, or any other transaction that accesses the borrower records that items are available on the holds shelf and accumulated fines etc.

Acquisitions Requirements

- a) The Acquisitions program will manage the entire Acquisitions process including duplicate check, preparation of approval list, selection lists, purchase orders, receiving, claiming, processing invoices, fund accounting, **accessioning** and payments.
- b) Selection lists will be able to be converted to purchase orders or imported into the purchase order format.
- c) Acquisitions will allow for adequate security and password features so that authorized staff has rights to perform only those functions for which they are authorized.
- d) Acquisitions will detect duplication and perform de-duplication of records in the library local Acquisitions orders database with options to create a new order record, not add the record, or attach a new order to the existing bibliographic record
- e) The module will allow for MARC record downloads into the acquisitions module directly.
- f) Field(s) filtering is required.
- g) F-12 should be mapped in such a way that it will accept prefix of the Accession Series and will show last accession number.
- h) Acquisitions will support viewing of effects on the fund before, during, and after an order is sent.
- i) Acquisitions will support entry of brief title records that will be overlaid by full MARC records when each title is received and Catalogued.
- j) Acquisitions will be integrated with the library Public Access Catalogue and, at the library's discretion, display title-specific on order status information so holds may be placed.
- k) The ability to print barcode labels by individual accession numbers and/or range of accession numbers.
- l) The library should have the option to display items in the OPAC automatically when the order is released, transmitted, received, approved, or not at all.

- m) It should support different order types including firm orders, subscriptions, and gifts.
- n) Ability to support multiple overlapping fiscal periods in fund accounting structure.
- o) Ability to create, manipulate, and order/receive in multiple fiscal years.
- p) Capability to produce fund summary reports that include fund allocations, amount encumbered and expended, and remaining percentage free for a given fiscal year.
- q) Ability to adjust amount encumbered and expended in a fund, and ability to transfer monies between funds.
- r) Ability to search orders/requests, approvals, main Catalogue, Cataloguing working file.
- s) Ability to retrieve last/previous order worked on.
- t) Ability to track an item through processing.
- u) Ability to place orders using overspent funds.
- v) Ability to receive items not ordered via acquisitions module (e.g. local purchases).
- w) Ability to receive and pay for incomplete orders.
- x) Ability to edit amounts and funds when paying, which automatically adjust encumbrances.
- y) Ability to receive a partial order.
- z) Ability to receive items without purchase order.
- aa) Ability to suppress on-order items and on-order bibliographic records from displaying in PAC depending on order type.
- bb) Ability to detect duplicate orders and provide alert of duplication at the time order is created.
- cc) Acquisition status report that include encumbrances, expenditures, and funds available (e.g. outstanding orders).
- dd) Monthly reports: generation, verification, payment.
- ee) Year-end reports: year-end process, fund summary, year-end carry forward Process.
- ff) Ability to delete items from order or re-order with different vendor.
- gg) Ability to add new title to existing p.o. or change quantities
- hh) Ability to deal with duplicate invoice #'s.
- ii) Ability to transfer outstanding item from previous years to new year.

Serials Control Requirements

- a) The Serials module will notify staff when a subscription is about to expire.
- b) The Serials module will support prediction patterns and notify staff automatically if a new prediction pattern, based on the check in, is needed.
- c) The Serials module will support claiming from a list or individual claims.
- d) The Serials module will support binding.
- e) The Serials Control module will include a fully integrated database with check-in tracking of all periodically published materials.
- f) Serials Control will support access to serials information by using standard searches that are available in other programs.
- g) Serials Control will keep complete check-in history files of all issues received and automatically update without the need for staff to enter data.
- h) Serials Control will keep complete check-in history files of all missing or claimed items and automatically produce notifications for staff review without the need for staff to enter data.

- i) Check-in history will be sorted and displayed in issue date order so that issues checked in out-of-order do not skew the receipt history.
- j) The system will produce claiming notices and allow claiming of missing and late issues.
- k) Serials Control will provide a "notes" option to track claims and subscription extensions.
- l) Serials Control will automatically create a summary holdings statement to be displayed in the Library Public Access Catalogue with
- m) Ability to check in items by scanning the SICI (Serial item and contribution identifier)
- n) The user to override the predicted number if the received issue is not the expected issue but does conform to the prediction pattern.
- o) Ability to combine issues that arrive unexpectedly as a combined issue.
- p) Ability to undo the check-in of issues erroneously checked in.
- q) Ability to manage subscriptions (additions, renewals, cancellations).
- r) Ability to view a subscription list, indicating all subscriptions eligible to be renewed.
- s) Ability to cancel or reopen a subscription.
- t) Allow automatic claiming or mediated claiming.
- u) Claim notices will be available in print and electronic format
- v) Claiming data will include: supplier information, subscription ID, claim response, claim reason, notes, claim history, issue claimed, number of issues claimed.
- w) Ability for staff to claim issues from a list of pending claims.
- x) Ability to show missing volume/issues along with bound volume data.

Training, Documentation and Technical Supports

- a) Describe and provide a copy of its training plan.
- b) Provide a minimum of three five-hour, consecutive days of onsite training in the use of the system modules, features, and administration.
- c) Provide a minimum of two eight-hour day of on-site assistance when the system goes live
- d) Provide documentation updates and release notes electronically
- e) Describe any routine or preventive maintenance activities and how often these activities may occur and if there is downtime.
- f) Load and index, without added cost, at least one added "gap" files containing additional records created by the Library during the interval between the initial data transfer and completion of system installation and training.
- g) Will train the Library and system administration staff to manage and operate the system on a day to day basis including:
 - Start-up and shutdown
 - Monitor system performance and perform routine management tasks
 - Handle emergencies
 - Troubleshoot and resolve routine problems
 - Load bibliographic and patron records
 - Perform backups, restoration, recommended preventive maintenance, and
 - security measures

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TECHNICAL BID

The technical bid shall contain following information in a sealed cover super scribed “**Technical Bid for Supply, installation, testing and implementing of RFID System at Ambedkar University Delhi**”. It shall consist of the following documents/ information:

1. Name & Postal address of Agency:

Telephones Nos.:

E-mail:

Fax Nos.

Mobile Nos:

2. Name & address of Owners/ Partners/ Directors :

3. Nature of Agency (Sole/ Partnership/ otherwise) :

4. If Registered, Regn No with validity of registration with appropriate authority:

5. Sales/ Service Tax Regn No. (Attach copy):

6. PAN No. (Attach copy):

7. TIN/ VAT No. (Attach copy):

8. Details of turnover in the last three financial years (**indicate year-wise and attach audited document**) :

9. Manufacturer’s catalogue (Attach copy):

10. One purchase order with completion certificate given by Library of a reputed Educational Institution in each of the last three years (Attach copies).

11. Has your organization been placed in defaulter category by any Govt. Department/ PSU? If not, please submit a self attested certificate to this effect.

12. The tender document should be **duly signed on each page**.

Check list

S. No.	Check list of documents/ Undertakings ?	YES/NO	Remarks (Give explanation if answer is No)
1.	Is EMD demand draft/ banker's cheque for Rs 58,000/- attached?		
2.	Is the bidder original equipment manufacturer (OEM)/authorised dealer?		
3.	If authorised dealer, certificate to this effect from OEM, attached or not?		
4.	Is copy of Sales/ Service Tax Regn certificate attached?		
5.	Is copy of PAN No. attached?		
6.	Is copy of TIN/ VAT No. attached?		
7.	Is audited accounts statement of the last three financial years attached?		
8.	Is one purchase order given by Library of a reputed Educational Institution in each of the last three years attached?		
9.	Is one completion certificate given by Library of a reputed Educational Institution in each of the last three years attached?		
10.	Is undertaking certifying that the firm is not black listed signed as per Appx E?		
11.	Whether training to the Library Staff without any charges offered.		
12.	Do the items/ equipment comply with all the specifications given at Appx B?		
13.	Whether minimum one year comprehensive onsite warranty offered?		

Place :

Signature of the Proprietor/ Authorized Signatory

Date :

Rubber Seal indicating complete address

FINANCIAL BID

I/We.....
of

..... hereby agree, subject to acceptance of this tender by AUD to supply, installation, testing and implementing RFID System items in accordance with the specifications, terms and conditions of the contract as stated in the tender document at the rates and prices given below:

Ser. No	Nomenclature	Quantity	Basic Price (Rs)	Taxes (Rs)	Unit Price (Rs)	Total Cost (Rs)
1	Installation of KOHA and Data migration from Existing LMS	01				
2	RFID Tags for books	32,000				
3	RFID Tags for CDs	200				
4	RFID-Library Staff Station (Multi-purpose)	01				
5	RFID Security Gates (2EAS pedestals)	01 set				
6	Integrated Self Check in check out Station	01				
7	Portable Shelf Management Reader / Inventory System/ Handheld reader	01				
8	RFID Book Return Station/trolley/Intelligent Shelves for check in of Books	01				
9	Smart Card for IDs	2000				
10	Smart Card Printer	01				
11	Tagging Job Work	32000				
12	Project Management (Installation/Customization of RFID) including Hands-on-Training (On-Site) with Manuals/Guide					
13	TOTAL BID VALUE					
14	3 years comprehensive					

	AMC after Warranty Period for RFID System					
15	3 years comprehensive AMC after Warranty Period for KOHA					
	Grand Total					

In words

.....

Details of other items/other accessories

offered.....

Signature :
Name & Designation :
Name of the Agency :
Seal of tenderer :
Date :

UNDERTAKING (To be submitted with Technical Bid)

It is certified that my firm/agency/company has **never been black listed** by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or reputed private institutions and no criminal case is pending against the said firm/ agency as on _____.

Signature of the Tenderer _____

Name of the Signatory _____

Name of the Firm/agency _____

Seal of the Firm/Agency _____

Place:

Date: _____