भारतीय सूचना प्रौद्योगिकी, अभिकल्पन एवं विनिर्माण संस्थान जबलपुर

Indian Institute of Information Technology, Design and Manufacturing Jabalpur

Dumna Airport Road, P.O.: Khamaria, Jabalpur - 482 005, Madhya Pradesh, India
Tel: +91-761- 2794025, Fax: +91-761 2794094 E-Mail: registrar@iiitdmj.ac.in

Tender No.:
IIITDM/P&S/2019-20/04
Dt. 12/02/2020

LIBRARY

Tender Document for Library Management Software (KOHA) and Complete RFID System

PDPM-Indian Institute of Information Technology, Design and Manufacturing Jabalpur (PDPM-IIITDMJ), an Institute of National Importance, established by Ministry of Human Resource Development (MHRD), Government of India, invites interested agencies for **Library Management Software (KOHA) and Complete RFID System** for supplying the Software and Goods to the Institute library.

Interested agencies may download the application from the Institute website http://www.iiitdmj.ac.in and submit the sealed application with all supporting documents, mentioning "**Tender Document for Library Management Software (KOHA) and Complete RFID System**" at the top of the envelope and send to "**The Registrar, PDPM-IIITDM Jabalpur-482005** or dropped in the quotation box available in the Institute office.

Timeline of Tender	
Date of Upload on Institute Website	12 February 2020
Date of Pre-bid Meeting	24 February 2020 at 3:00 pm
Last date for submission of tender	19 March 2020 at 3:00 pm
Date of opening of technical bids	19 March 2020 at 4:00 pm
Date of opening of financial bids	To be announced later on Institute website
Tender Fee	1000/-

General Terms and Conditions

1. Suppliers shall submit Application form along with Technical Bids Annexure I (both I/A and I/B), Financial Bids Annexure-II (both II/A and II/B) and EMD of Rs. 50,000/- in separate sealed envelopes with mention that "Technical Bids" & "Financial Bids" on the envelope and then put all sealed envelopes in one big size envelope with superscription – *Tender Document for Library Management Software (KOHA) and Complete RFID System.*

2. Financial bid envelope will contain only financial bids Annexure-II (both II/A and II/B). If it is not in separate and sealed envelope, that application will automatically disqualified without any further processing.

3. The applications will be scrutinized and shortlisted based on their Technical bid and financial bid will be opened only for those agencies who will be technically fit.

4. A list of shortlisted agency will be uploaded on Institute website and opening date for financial bid will be announced on Institute website.

5. Qualified agency would be required to sign agreement on terms and conditions with the Institute on judicial stamp papers of Rs 100.00.(Rupees One Hundred Only)

6. In case of wrong or incomplete information and/or unavailability of necessary document, candidature of the agencies will be eliminated for further process.

7. The application form will not be accepted after the closing date and time.

8. If all column of technical bid are not filled properly then it will be summarily rejected and IIITDM Jabalpur reserves the right to offer no explanation to the bidder.

9. All agency shall submit an Earnest Money Deposit **(EMD) of Rs. 50,000/- (Rupees Fifty Thousand Only)** via demand draft, in favour of the Registrar, PDPM-IIITDM Jabalpur payable at Jabalpur. EMD will not carry any interest and the same will be refunded to the unsuccessful tenderer within 30 days from the date of tender opening or finalization of the tender whichever is later. Any Bid without EMD will be summarily rejected.

10. Agency will abide all the statutory terms and condition of the Government of India framed time to time released to software and goods.

11. For any dispute, arbitration matter will be in the Jurisdiction of Jabalpur High Court only.

12. The Institute reserves the right to change or modify or amend or substitute any clause in the terms and conditions that are listed above if required.

13. The offer submitted by Telegram/Fax/Email shall not be considered.

14. Time limit for completion of all the work related to the library automation will be two months from the date of agreement with PDPM-IIITDM Jabalpur.

15. It is mandatory for the selected agency to complete the installation work within stipulated time period. For this all the necessary equipment`s and material will be transported to PDPM-IIITDM Jabalpur by his own expenses. Institute will not provide any transportation charges as well other expenses.

16. During the agreement, agency is responsible for any up-gradation if required, and training must be provided to all library staff.

17. After completion of all work ownership of all software, database, key (if any) will be transferred to PDPM-IIITDM Jabalpur and this shall be the property of PDPM-IIITDM Jabalpur.

18. Agency will mention company address/email id and send intimation in case of any change.

19. No advance payment, in any case, would be made to the Firm/Agency.

20. The validity of the quotations will be 90 days from the date of opening of quotation.

Technical Specification for Supply, Installation, Data Import-Export, Customization and Training of Integrated Library Management Software (KOHA)

Library Management Software (Qty.: 1 No.)

Integrated Library Management Software consisting of following modules:

1. Acquisition
2. Cataloguing
3. Patrons Management
4. Circulation
5. Serial Control
6. Web OPAC
7. Authority/Budgetary control
8. Administration
9. Stock Management
10. Reports
11. Database
12. Digital Library
13. System Managements

1. SYSTEM REQUIREMENTS

For Library Management i.e. web centric Management of growing Library Activities, Standard Integrated Library Software is required. The software should have capability to process minimum 80000 - 100000 unique book titles, minimum 10 - 15 library professional users at a time and unlimited OPAC.

1.1. Customization: PDPM-IIITDM Jabalpur Library need to be customized according to local requirement of the library at the time of installation and during the period of customer support & service.

1.2. RFID Support: The system should have support for NCIP/SIP2 protocol for RFID.

1.3. Complete and comprehensible log should be provided to library administrator containing details of all type of actions and associated library staff and patrons (if any).

1.4. The system must be web-based. The application should not require any proprietary software licenses.

1.5. The client operations must be web-based (platform independent).

1.6. The customer support for various maintenance and up-gradation of the supplied software for first 5 years must be included in the quotation.

1.7. After 5 years completion, the customer support & service to be provided by the agency which cost should be quoted separately in Financial Bid (point no. 2).

1.8. All data should be migrated from existing library software to new installed software by the agency.

2 ACQUISITION

Selection and ordering of books and other library materials and their subsequent procurement including processing of bills for payment. It should also support budget & expenditure analysis. Should include:

2.1. **Ordering of titles** with option to accept bibliographic data downloaded from Network downloading or CD ROM or supplied by vendor.

2.1.1. Check for duplication of titles from an order, received and web OPAC, Recommendations of books.

2.2. **Approval Process** -printing of approval form and subsequent updation of status of each title as 'Approved' or 'Rejected'.

2.3. **Placing Order** - both for firm order and material received.

2.3.1. Purchase orders printing/emailing.

2.3.2. Amendment/Cancellation of order.

2.3.3. Incorporation of special delivery statements/conditions.

2.4. **Receiving** -simple procedure to record the details of items received against firm orders.

2.5. **Invoice Processing** - which should also include accessioning of items.

2.5.1. More than one invoice for an order.

2.5.2. Allows changes in unit price, discount, and exchange rate etc.

2.5.3. Accession number can either be generated automatically by the system or it can be a user defined number.

2.5.4. Generation of Barcode /Spine labels

2.6. **Payments Requisition** - provides effective procedure for getting sanctions from Competent Authority and making payments to vendors.

2.7. **Order Follow-up** - for a specific title on order or for an entire order.

2.8. **Record of Complimentary Collection** – List of collection received on gratis.

2.9. **Online Queries**: The acquisition related enquiries:

2.9.1. Titles in the process of acquisition.

2.9.2. Pending orders, overdue orders and for a specific order, details of titles ordered, titles received, pending titles, its invoices.

2.9.3. List of invoices with the Account section and for a specific invoice, details of items accessioned against it and payment details, if any.

2.9.4. Budget analysis of titles in the acquisition process and expenditure.

2.9.5. Maintain the statistical details of vendor(s)/Publishers.

2.9.6. Accept purchase suggestions and keep patrons notified as the item moves through the acquisitions process.

2.10. **Reports:** Various reports should include (downloadable)

2.10.1. Budget and expenditure analysis.

2.10.2. Accession register.

2.10.3. Bill register.

2.10.4. List of recent arrivals, etc.

3 **CATALOGUING**

Bibliographic database based on MARC21 format supporting different types of documents. Make available the various catalogues/indexes online for instant reference (Net Cataloguing that allows searching of catalogues of other libraries having Z39.50/SRU-SRW/OAI-PMH) and thus enable making searches on subjects and keywords. Data entry facility with option to accept data in standard machine-readable MARC21 format, thereby providing for import/export of bibliographic data. It must be possible to export the bibliographic records in standard MARC communications format ISO2709. It should include:

3.1. **Catalogue Production** -either by bibliographic data import or by entering data in well-designed screens and online help provide in-depth way.

3.1.1 Data import/export possible in standard exchange formats (MARC21) as well as non-standard formats as ASCI text file and excel file.

3.1.2 Images and multi-media files of a document can be integrated with search engine.

3.2. **Thesaurus Construction** -capabilities for developing relationships such as broad terms, narrow terms, related terms, used for term, etc. and its integration with searching.

3.3. **Authority Files** -interface to maintain authority files for authors, title and subject headings/keywords.

3.4. **Holdings Summary** -for user defined ranges of Call numbers with separate count of titles and volumes.

3.5. **Catalogue Cards** -printing of complete set of 3x5 cards as per AACR-2 and RDA standards rule and also downloadable.

3.6. **Current Awareness Services** - which could even be personalized based on members subject interests profile.

3.6.1 Special bibliographies

3.6.2 List of recent arrivals (downloadable)

3.6.3 SDI facility

4 CIRCULATIONS

The software should maintain up-to-date membership records and the latest status of collection meant for circulation. It should perform all the functions related to circulation providing suitable checks at every stage. It should take care of infrequent, but routine functions such as bindery record management, display of recent additions, and so on. Provide iPortal and Mobile interface. It should include functions like:

4.1. **Front Desk Operations** - which include issues, renewals, returns, reserves/holds and patrons can perform self-reservation and self-renewal

4.1.1 Issuance of receipts

4.1.2 Use of bar code and latest technology support i.e. RFID

4.1.3 Option to display photograph of the member (in-built image option)

4.1.4 Backdate issue/return/reissue

4.1.5 Special issue period

4.2. **Membership Records Keeping** - registration and membership record updates.

4.2.1 Issuance of duplicate membership cards

4.2.2 Delinquent records with user defined reasons

4.2.3 Bulk membership creations

4.3. **Collection Updates** -collection records meant for circulation created automatically while cataloguing.

4.3.1 Keeps track of lost, missing, damaged, written-off, withdrawn items

4.3.2 Monitoring of items on display and in bindery

4.4. **Overdue Follow-up and Recalls** -generates overdue reminders and makes possible recalling issued material before due date and options are available for instant SMS alerts and emails. Ability to waive off fine.

4.5. **Inter-library Loans** -for both inward and outward loans of accessioned material to other libraries and institutions.

4.6. **Stock Verification** -generating list of collection on shelf and also list of items which are currently issued, for stock verification purpose along with list of unaccountable material.3.7 **Reports** : system should provides for :

4.6.1 3.7.1 Overdue, collect, and recall notices

4.6.2 List of highly reserved titles and comparison with present No. of copies in collection for planning future acquisition

4.6.3 Circulating statistics yearly/monthly/hourly by subjects, borrower category and overall.

4.6.4 Stock verification list.

4.6.5 Statistics on No. of issues by specific title/borrower

5   SERIALS CONTROL

This system should control on journals/magazines subscription and subsequent monitoring of the scheduled arrival of individual issues. It should also handle serials, which may be on gratis or on exchange. Handling of online Journals to meet changing subscription pattern of the libraries. Options to scan the cover and contents page of physical journals for publishing in OPAC. It should have functions like:

5.1. **New Subscription**-New serials initiated, duplicate checking, goes through approval process and then ordering.

5.1.1 Prints approval lists updated of 'Approved' or 'Rejected' titles.

5.1.2 Prints purchase orders for single or package subscription.

5.1.3 Print purchase order by department/publisher/vendor wise.

5.2. **Subscription Renewal** - Initiates renewal approval process followed by ordering.

5.3. **Subscription Extension** -which may be as a result of claims on missing/untraced issues.

5.4. **Invoice Processing** - both for new subscription and subscription renewal.

5.5. **Receiving Issues** -performed in the easiest possible way with recording of issues by volume/issue number/period whichever applicable for the serial

5.6. **Claims Monitoring**- makes possible timely follow-up of 'not received', overdue and damaged/soiled issues.

5.7. **Bindery Management**-informs when to send a serial for binding and provides for their monitoring.

5.8. **Bound Volumes Recording**-allows updating complete serials collection of a library.

5.9. **Routing and Circulation** -User defined routing of issues registered, along with circulation of bound volumes.

5.10. **Online Queries and Reports:** like

5.10.1 New serials, renewed serials, current serials and subscribed serials giving their latest status.

5.10.2 By vendor; giving current serials, status of orders placed with the vendor and list of invoices received with their current status

5.10.3 Searches on titles and subjects

5.10.4 Titles in bindery

5.10.5 Recent arrivals

5.11. **Cataloguing:** Provision of catalogue generation for current journals and serials holdings according to MARC21,CCF, AACR-II and RDF.

5.12. **Reports**

5.12.1 List of Completed Volumes

5.12.2 Accession Register (for bound volume collection)

5.12.3 Budget Expenditure Analysis

5.12.4 List of Current Subscription-Alphabetical, Department Wise, Publisher Wise, Vendor Wise.

6 WEB OPAC (ONLINE PUBLIC ACCESS CATALOGUE)

Patrons in the library can search the bibliographic database and find specific information online and a contemporary and user friendly OPAC inspired by Web/Lib 2.0 philosophy that emphasizes on meeting the needs and aspirations of the Users rather than just feeding information. Like, a suggestion list assists the user in building a search strategy. Patrons get comprehensive information through Table of contents, Summary, Annotations, Authors Notes which can be further expanded through search links to ' Google', 'WorldCat', 'BookFinder' and 'Google Scholar etc.'.

6.1. **Online Catalogues**: Following catalogues should be available online –

6.1.1 Title Catalogue

6.1.2 Author Catalogue

6.1.3 Subject Catalogue

6.1.4 Classified Catalogue

6.1.5 KWIC Index

6.1.6 Publisher

6.1.7 Conference Place

6.1.8 Accession Number

6.2. **Searching**: Boolean searches on words from any of the bibliographic data. The use of the logical connectors 'OR', 'AND', and 'AND. The search results can either be viewed on screen or printed or down loaded. Provide advanced searching facility.

6.3. **Current Serials**: To provide online information on holdings of current journals including recent issues received.

6.4. **Recent Additions:** Make available new additions to the library.

6.5. **Electronic Mail:** Option for automatic generation of e-mail for various notices, SDI, circulars, etc.

6.6. **Multiple Databases**: support for defining multiple databases based on types of documents for searching in OPAC.

6.7. **Gateway to Internet**: interface to industry standard Internet Browsers to search other databases with Z39.50 compliance.

6.8. **Multi-media interface**: retrieval of Multi-media files of a document, Virtual shelf browser.

6.9. **Other services from OPAC**: Updating subject interest profile for SDI by users themselves; request for acquisition of a document; while browsing / searching various catalogues, facility to develop request online for putting a specific title on reserve, etc.

6.10. Federated Search

6.11. Personalized patron experience: Ability to place, suspend and cancel holds, list of current and past checkouts, account history (fines and payments), private lists, ability to register for a library card online, access to account information, subscribe/unsubscribe to/from library notices via e-mail, sms and/or phone, make purchase suggestions.

7. Utilities:

7.1. Backup - database on CD, external hard disk, etc. by library personnel.

7.2. Security- password based functional security

7.3. Data privacy, confidentiality and security

7.4. The system should support online import and conversion of records from legacy software. Import/Export facility in standard format

7.5. Provision for customization of reports

7.6. Hyper linking of books

7.7. Completely web/browser based (works on internet/intranet)

7.8. Supports Windows/Linux/Unix

7.9. The main OPAC interface for the users outside the library must be a web.

8. Reports

8.1. Complete access to all data stored in software.

8.2. Easily run any saved report at any time

8.3. Group reports by branch, category or any custom criteria

8.4. Enter filters on reports to run them on for specific item types, branches, patron categories, time frames and so much more.

8.5. Search reports for easy access.

General Terms and Conditions:

1. The agency should do Installation, configuration and implementation of latest and stable version of library software with training for library staff.

2. The Institute will provide necessary hardware for setting up the system for implementation of library software.

3. Training to the library staff must carried out at the library, PDPM-IIITDM Jabalpur.

4. The agency should install all modules available in the latest version. Each module must be configured, customized and onsite training should be provided within 2 months of receiving the purchase order.

5. The personal data accessed during the data migration purpose shall not be used for any other purpose by the agency.

6. The agency shall provide all necessary documentation/operational manuals/instructions required for optimum use of the software.

7. The agency should facilitate automatic and manual backup and restore facility.

8. Institute has all right to own both software and data and should be able to switch the agency at any time.

9. The customer support & service period shall be effective from the date of having completed successful installation, implementation, customization & training on the system at the Institute premises.

10. The agency must have online ticketing system for launching complaints and the uptime and downtime shall be counted which will have to be provided on monthly basis.

11. The agency should do necessary OPAC customization, based on preferred language, color, image and structure, as per requirement of the library during the installation and configuration.

12. The software should be access through desktop and smart mobile phone.

13. Configuration of sms, e-mail notifications through Gmail or any mailing server.

14. The agency should follow international standards (ISO, NISO or other) and should provide relevant certificate.

15. As and when required, the agency must arrange 4 onsite training after installation.

Authorized Signatory of the firm: _____
(with Firm's Seal)
Date: _____
Place: _____

TECHNICAL COMPLIANCE / TECHNICAL SPECIFICATIONS OF RFID

Sl. No.	SPECIFICATION	OEM Compliance (Yes/No) Please attach supporting documents	Certificate (Yes/No) Please attach supporting documents	Remarks (Clarification, if any)
1	**RFID TAGS**			
1.1	Compliant with ISO standard 18000–3, ISO 15693, ISO 28560 and range minimum 1 meter			
1.2	Capable to store not less than 2048 bits memory or more			
1.3	The RFID tags should Operate at Frequency of 13.56 MHz (HF). (Tag data sheet to be provided)			
1.4	Tags must provide security and inventory control functionality			
1.5	Operating range of temperature -0 ^{0}C to 50^{0}C (-13^{0}F to 158^{0}F) (Tag data sheet from the OEM to be provided)			
1.6	Tags must be enabled with anti- collision algorithm which doesn't limit the number of tags which can be simultaneously identified and read			
1.7	The tags must be re-writeable and should have lifetime warranty			
1.8	Self-adhesive and should be in proper format to paste on Books and CDs/DVDs. The RFID tag should be a customized sticker with PDPM-IIITDM Jabalpur Library.(Tag sample to be provided)			
.9	Bidder must demonstrate the data both in graphical and numerical formats (Test report require)			
1.10	Bidder must publish and provide the tag data format which will help PDPM-IIITDM Jabalpur Library in future expansion with an independent choice of bidders/products (Data format from the OEM)			
2	**SECURITY GATE**			
2.1	Gates must be attractive, contemporary and should have warranty of 5 years against any malfunctioning			
2.2	Include two theft detection pedestals, 2 antennas for large detection field range of 1 meter minimum (with wheelchair accessibility) which are independent of each other and also have an overlapping protection zones providing additional security.			
2.3	Operating frequency - 13.56 MHz must read multiple tags (>15) in all orientations			
2.4	Compliance with ISO standards 15693, ISO 18000-3 mode and ISO 28560-1			

2.5	Suitable various types of I/O ports for connecting external devices such as webcam, CCTV, Locking the doors etc.			
2.6	Gate must have an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read			
2.7	Capable of generating footfall statistics (in-out both) of library			
2.8	Security gates should have both sound and light based Security Alarms. The alarm system has flexible light in different colours.			
2.9	In order to save energy, the gates should have sleeping mode and use minimal energy when there are no people passing through it and the gate should automatically come to active mode if any movement is detected between the gates			
2.10	Gates must be capable of providing item security even when the ILM software or network is off-line or not functioning.			
2.11	Gates must trigger the alarms even if a user exits with unissued tagged item(s) along with laptop and mobile.			
2.12	Auto generated alerts on system failure should be communicated to the system administrator.			
2.13	When AFI alarm is used, should have the functionality to store details of items triggering alarm so that the library knows which items have left the premises without proper issue/check out. The items causing alarm along with details should also be able to be viewed on any one computer			
2.14	The RFID Gates should be having ETA (Equipment Type Approval) from Wireless Planning Commission) this is a mandatory requirement for both Indian and International Manufacturers			
3	**HANDHELD RFID READER**			
3.1	Reader must comply with internationally recognized standards for RFID			
3.2	Reader should weigh 1.25 kg maximum			
3.3	Capable enough to accommodate data collection of Shelf reading (inventory), identifying items from search lists			
3.4	Reader should have a flexible antenna on a rotation axis.			
3.5	Reader should have the capability to work off-line.			
3.6	Have Identification for both Bar Code & RFID Labels			
3.7	Reader should have facility to transfer data using USB, or Memory Card or Bluetooth or Wireless (WiFi).			
3.8	Reader must use an anti-collision algorithm that does not limit number of tags which can be simultaneously identified and read			

3.9	Reader should be capable of performing an instantaneous inventory of all on-shelf items by reading the RFID tagged items. Following an inventory, the reader should support uploading of the data to the ILM Software.			
3.10	Reader should be able to gather data into a file that should be imported into the ILM software for inventory. Reader should be able to import .txt, .xlsx and .csv or any searchable files to use as 'search' records.			
3.11	The device's touch screen minimum 3.5" panel should display information relating to the current task. It should support both audio and visual notifications. The device should allow the user to navigate through the onscreen menu. The device should allow the user adjustable LED backlight, Daylight readable, supplied with large clear & sharp colour display			
.12	Reader should be able numeric (alpha) keypad and keyboard backlight with individual control for each key. Reader should be able stored the minimum 4GB memory.			
3.13	Reader should provide an effective read range of upto 10-30 cm.			
3.14	Reader battery life must allow the user to work for at least 6 hours before charging or changing of batteries is required.			
3.15	Compliant with ISO standards 18000-3 , ISO 15693 and ISO 28560			
3.16	Performs stock-checking, re-shelving and also locates specific items, sorting and monitoring of library material on shelf along with locating misplaced documents, and data should be downloaded to PC.			
.17	Cordless portable reader preferred			
3.18	Warranty on Handheld Reader minimum 5 years			
4	**RFID STAFF STATION**			
4.1	It should consist of an RFID- antenna, a RFID reader and a barcode scanner/reader set up			
4.2	The RFID antenna should be fully shielded and should have a focused read area. It should only read items that are placed on it. It should not read items that are in the vicinity.			
4.3	The staff station should get directly integrated with the library management system through SIP2/NCIP protocol or using the OEM software / keyboard wedge. The integration should not be facilitated using any middleware application.			
4.4	Staff station must be compatible with ILM Software			
4.5	Station must have reader pad			
4.6	Staff station must have the capability to generate error / notifications for partially scanned or incorrectly			

	scanned barcodes.			
4.7	Compatible with Library's standard circulation desk computers, barcode readers and receipt printers.			
4.8	Staff station should be able to verify multiple RFID tags placed on the staff station			
4.9	Staff station should be able to read multiple books and must enabled with RFID read range of 10 inches for book tags			
4.10	Capable to write information and display the information contained on the tags, it should also capable to rewrite the information			
4.11	Staff station should allow issue/ return / renew of single and multiple RFID tagged items through SIP2/NCIP protocol			
4.12	Staff Station should extend facility to check dual authorization of users using RFID Smart Card with an option to Thumb Print validation.			
.13	Staff Station must use an anti- collision algorithm that does not limit number of tags which can be simultaneously identified and read.			
4.14	Staff station must be attractive and contemporary			
4.15	Staff station's power to be supplied from PC via USB cable.			
4.16	Staff station should be capable to generate notifications for the barcodes (books) which are marked for Reservations (Hold), not for issues etc.			
4.17	The staff station should allow programming of the tags for single accession number and for appendices i.e. with the accession number and parts of appendices i.e. ½, 2/2 etc.			
4.18	Compliant with ISO 28560, 15693-3, 18000-3			
4.19	Warranty on Staff Station minimum 5 years			
5	**KIOSK (SELF CHECK IN- / CHECK-OUT STATION)**			
5.1	The kiosk should be aesthetically designed and modular in nature.			
5.2	Kiosk must comply with internationally recognized standards for RFID based self-circulation system			
5.3	Kiosk must be integrated with ILM software through SIP2/NCIP protocol			
5.4	Kiosk must be capable to connect Ethernet network via RJ-45 connector and/or wireless network			
5.5	The kiosk must capable to manage circulation system with touch screen 22 inch monitor and auto navigation of cursor			
5.6	The kiosk must have facility to print transaction (Check-in and Check-out both) receipt. The format of receipt should be customizable. The printer should accept standard printer rolls. High speed Thermal kiosk printer.			

5.7	Kiosk must be capable to host circulation system to update the book status and turn the security status on/off			
5.8	Kiosk must use an anti-collision algorithm that does not limit number of tags which can be simultaneously identified and Read			
5.9	Kiosk must read RFID tags of books as well as smart cards of users under frequency of 13.56 MHz			
5.10	The kiosk must simultaneously process multiple RFID tagged items during Check-out and Check-in			
5.11	The software should enable users to check their account (items borrowed, due date for return, any fees / fines pending)			
5.12	When processing library items (issue, return or renewal) the status of each item should be displayed including setting of the security bit and type of item (i.e. books, CD / DVD"s,)			
5.13	Kiosk must comply with necessary Safety and Security standards			
5.14	The Kiosk interface should support various languages such as Indian languages and English.			
5.15	Kiosk must have the ability to maintain records of all the transactions when the ILM Software is offline and then upload transactions when the ILM Software is back to online. This will help library to continue circulation transactions when ILM Software is offline.			
5.16	Kiosk device must provide performance dashboard which can be accessed through the web / supporting software. Based on Data, statistic should be generated by Hour, Day, Week, Month etc. It should also provide number of transactions and number of successful and unsuccessful transactions.			
5.17	Kiosk should extend facility to check dual authorization of users using Bar coded cards and RFID Smart Card with an option to Thumb Print validation.			
5.18	The Kiosk should have Light- based user guidance system with a series of LEDs to highlight the next step in the transaction, helping users effortlessly navigate through the self-service process.			
5.19	Should be user friendly for physically challenged users, these users should use it while seating on wheel chair. The unit should be compliant to internationally accepted standards for use by disables.			
5.20	Compliant with ISO standards 18000-3 ISO 15693-3 and ISO 28560			
5.21	Warranty on Kiosk minimum 5 years			
6	**RFID SMART CARD SYSTEM**			
6.1	Supplier should have the ability to integrate with the existing I-card, biometric data of the users of PDPM-IIITDM Jabalpur Library			

6.2	Warranty on Smart Card minimum 5 years			
7	**TRAINING AND JOB WORK**			
7.1	Onsite training of all the equipment associated with RFID system is required			
7.2	Complete manual/guide/software for operating RFID equipment to be provided			
7.3	Training for handling of RFID tagging on documents and printing of smart ID cards.			
7.4	Troubleshooting training			
7.5	Training to be given to all library staff & library users.			
7.6	All training should be conducted by vendor at Institute premise. Three training programme will be provide by the vendor during the warranty period. The details of the training programme are: 1st training will be provide after complete the installation and configuration of the setup. 2nd training will be provide after 3 months of the installation. 3rd training will be provide if institute have required after 2nd training			
7.7	Training suppliers need to provide adequate at PDPM-IIITDM Jabalpur to the nominated person(s) of center at their cost. PDPM-IIITDM Jabalpur will bot bear any training or living expenditure in this regard. The supplier should arrange for regular visit to the PDPM-IIITDM Jabalpur campus by its technical team and assist in maintenance of the items/equipment's within warranty period. Assistance limited to locking companies with manufacturer will not be considered sufficient.			
8	**GENERAL**			
8.1	Software/ Hardware should allow real-time tracking of location of documents within different floors of library			
8.2	Integration with existing LMS to show location on real- time basis reflects in the WebOPAC.			
8.3	Timeline to complete the tagging of Books and other existing material in library and enabling existing I cards of users should be provided Number of Books & Other Materials: 20,000 (approximate)			
8.4	Goods for spine paper labels, adopting specific work process pasting labels on book spine and covering with transparent plastic overlay.			
8.5	Implementation using International Standards and Best RFID based Library practices recommended by NISO			
8.6	It would be required to physically verify each and every book detail with entry in ILMS software and validate the data during the RFID tagging job work.			

	The books which have errors are to be kept separately for making necessary corrections.			
8.7	The Maintenance support equipment required installing and maintain the RFID system shall be available in India always and provided by the vendor. Bidder/OEM shall demonstrate that the resources infrastructure exist which are required to provide robust pre and post-sales support to RFID project			
8.8	Warranty and service requirements apply to both Standard and Optional system components			
8.9	The Institute shall provide access to SIP2/NCIP from the ILMS. No access/passwords for admin or Database shall be shared to maintain sanctity of data under any circumstances			
8.10	The RFID equipment should support both protocols like SIP2/NCIP. The bidder will be fully responsible for standard integration using SIP2/NCIP protocol with ILMS and the performance of all components of the RFID equipment's and materials being supplied and installed and any malfunction/defective materials should be replaced free of cost during the warranty period			
8.11	It is preferably not be any middleware between RFID system to ILMS. 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 the middleware and library should be free to update its ILMS as and when upgrades are available without any effect on RFID			
8.12	It should be possible to install the software/middleware for tagging on any number of computers or laptops. The tagging process should be independent and we should be able to install the software on laptop/s to take the RFID station and laptop to stack area for ease of tagging			
8.13	The programmed accession number would need to be the same as the item accession number and this needs to be demonstrated on notepad/excel or word. The programming of accession number needs to be done in any open international standards			
8.14	All the software and hardware of RFID should be from a single manufacturer only			

Authorized Signatory of the firm: _____

(with Firm's Seal)

Date: _____

Place: _____

FINANCIAL BID for Library Management Software (KOHA)

Separate sealed envelope is must.

Discount: The following discount pattern should be filled:

Sl. No.	Item Description	QTY.	Basic Rate Per Unit	Discount	Custom Duty/any other charges	GST (%)	Total Cost
1.	Installation (Local server), configuration of the latest stable version of library management software. Configure and implement (online/offline) all the modules and other standard utilities available.	1					
2.	Customer Support & Service for 6-10 years	1					

Note: 1. Price of optional items and accessories shall be quoted separately.

Authorized Signatory of the firm:_____
(with Firm's Seal)

Date:_____

Place: _____

FINANCIAL BID for RFID

Separate sealed envelope is must.

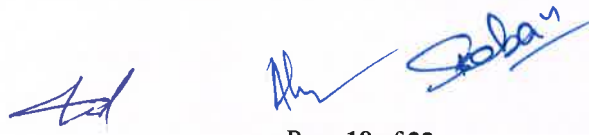## Discount: The following discount pattern should be filled:

Sl. No	Name of Item	Estimated Quantity	Basic Rate Per Unit	Discount	Custom Duty /any other charges	GST (%)	Total Cost
1	SECURITY GATE	01 (One pair)					
2	RFID TAGS	20,000					
3	RFID STAFF STATION	02					
	KIOSK (SELF CHECK IN-/ CHECK-OUT STATION)	02					
5	HANDHELD RFID READER	02					
6	SMART CARD	2,500					
	Total Amount (A)						
	Annual Maintenance Charge (AMC) for 6-10 years (B)						
	G. TOTAL(A+B)						

Note:
1. Price of optional items and accessories shall be quoted separately.

Authorized Signatory of the firm:_____
(with Firm's Seal)

Date:_____

Place: _____

APPLICATION FORM
(PLEASE READ THE "TERMS AND CONDITIONS OR TECHNICAL SPECIFICATION" CAREFULLY BEFORE FILLUP THE FORM)

(Strike off whichever is not applicable)

1. Name of Firm: _____

2. Date of establishment of the firm with documentary proof_____

3. Address of Head Office & Branches, if any: _____

_____

_____

_____

   a. Telephone No.:_____

   b. Fax No.:_____

   c. Email ID:_____

   d. Website:_____

4. Nature of Firm /Proprietorship:_____

_____

   a. Name and address of Directors / Managing Directors / Proprietor: _____

_____

_____

_____

   b. If partnership, name and address of partners: _____

_____

_____

_____

5. Please provide documentary proof of valid license/registration in the same business at least for last 5 years.

6. Please attach a copy of Income Tax returns certificate of last three consecutive financial years i.e. A.Y. 2019-2020, 2018-2019, 2018-2017.

7. Please provide a copy of PAN card of the firm/partners /owners.

8. Please provide details of your firm's GST number and firm registration and also attach copies of the certificate.

9. Minimum FIVE references (Work Order) of the Libraries of reputed Central/State/Government funded Institutes /Organizations which have approximately 1500 library user.

10. Please provide details of the annual turnover of the firm for the last three consecutive financial years (minimum Rs. 5 Crore PA) with documentary evidence certify by Charter/ Chartered Accountant (format mention below). The turn over exclusively for the business related to books.

Sl. No.	Financial Year	Amount (Rs.)	Remark
1.	2018-19		
2.	2017-18		
3.	2016-17		

11. Please provide an affidavit on a non-judicial stamp paper minimum of Rs. 100.00, (Rupees One Hundred Only) for not having been black-listed for last minimum three (03) years by any of the Institutes or Universities or Government organizations.

DECLARATION

1. I / We _____ (Names of proprietor(s) / partners or shareholders) do hereby declare that the information provided in this application form are true to the best of our knowledge and that we shall be bound by the acts of duly constituted attorney.

2. I / We also hereby declare that all matters related to PDPM-IIITDM JABALPUR shall be treated as confidential and no information shall be passed on to any unauthorized person without written permission of the Institute.

3. Mr./Mrs./Ms. _____ Whose signatures are appearing below, is an authorized representative(s) of this firm.

4. I / We also undertake the responsibility to communicate all subsequent changes in the constitution or working of firm, affecting the accuracy of the facts, stated above.

5. I / We have read and understood all the **"Terms and Conditions or Undertaking"** of PDPM-IIITDM Jabalpur as mentioned in this document and consciously agree to abide by them.

Name & Signature of Authorized Person of the firm: _____
(with Firm's Seal):

Date: _____

Place: _____

CHECK-LIST

Please fill up this Checklist and indicate the appropriate reference (Page Number) for following items to establish technical eligibility. Failing to fill up this sheet may lead to disqualification. Keep this sheet on top of all other documents, for easy evaluation.

Sl. No.	Particulars	Mention Yes/No	Mention Ref. No./Page No.
1	Name of Firm/Agency/Company (Attach certificates of registration with a brief profile of the Firm)		
2	Copy of Income Tax returns (last three consecutive financial years)		
3	Copy of PAN card		
4	Copy of registration under GST		
5	Copy of FIVE references of the Libraries of reputed Central/State/Government funded Institutes /Organizations (where you have provided the similar service)		
6	Copy of annual turnover of the firm for the last three consecutive financial years (minimum Rs. 5 Crore PA) with documentary evidence (Audited balance sheet)		
7	Original affidavit on a non-judicial stamp paper minimum of Rs. 100.00, (Rupees One Hundred Only)		
8	Undertaking (all pages) signed by supplier		
9	Filled-up application form		
10	Financial bid in separate envelope signed by supplier		
11	ISO Certificate if Available		