Government eProcurement System

eProcurement System Government of India

Tender Details

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Basic Details

Organisation Chain	Indian Institute of Technology Ropar
Tender Reference Number	1968-24

Tender ID	2024_IITRP_826818_1	**Withdrawal Allowed**	Yes
Tender Type	Open Tender	**Form of contract**	Works
Tender Category	Services	**No. of Covers**	2
General Technical Evaluation Allowed	No	**ItemWise Technical Evaluation Allowed**	No
Payment Mode	Offline	**Is Multi Currency Allowed For BOQ**	No
Is Multi Currency Allowed For Fee	No	**Allow Two Stage Bidding**	No

Payment Instruments

Offline	S.No	Instrument Type
	1	R-T-G-S
	2	NEFT

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Tender for AMC of RFID Equipments Gate etc.
2	Finance	.xls	Tender for AMC of RFID Equipments Gate etc.

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	**Fee Payable At**	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	10,000	**EMD Exemption Allowed**	Yes
EMD Fee Type	fixed	**EMD Percentage**	NA
EMD Payable To	IIT Ropar Ravenue Account	**EMD Payable At**	Ropar

Work /Item(s)

Title	Tender for AMC of RFID Equipments Gate etc.
Work Description	Tender for AMC of RFID Equipments Gate etc.
Pre Qualification Details	Please refer Tender documents.
Independent External Monitor/Remarks	NA

Tender Value in ₹	NA	**Product Category**	AMC/ Maintenance Contracts	**Sub category**	NA
Contract Type	Tender	**Bid Validity(Days)**	180	**Period Of Work(Days)**	30
Location	M Visvesvaraya Block	**Pincode**	140001	**Pre Bid Meeting Place**	M Visvesvaraya Block

Pre Bid Meeting Address	M Visvesvaraya Block, IIT Ropar	Pre Bid Meeting Date	26-Sep-2024 11:00 AM	Bid Opening Place	M Visvesvaraya Block
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	19-Sep-2024 05:30 PM	Bid Opening Date	10-Oct-2024 03:30 PM
Document Download / Sale Start Date	19-Sep-2024 05:30 PM	Document Download / Sale End Date	10-Oct-2024 03:00 PM
Clarification Start Date	19-Sep-2024 05:30 PM	Clarification End Date	26-Sep-2024 11:00 AM
Bid Submission Start Date	19-Sep-2024 05:30 PM	Bid Submission End Date	10-Oct-2024 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Tender for AMC of RFID Equipments Gate etc.	1588.64

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	UPLOADAMCLIBRARY.pdf	Tender for AMC of RFID Equipments etc.	1573.36
	2	BOQ	BOQ_868845.xls	BOQ for quoting rates	269.00

Tender Inviting Authority

Name	Assistant Registrar
Address	Room no. 220, M Visvesvaraya Block, IIT Ropar

File No. 1968-24/AD-Lib/PS/   Dated 19/09/2024

भारतीय प्रौद्योगिकी संस्थान रोपड़ निम्नलिखित मदों की खरीद की प्रक्रिया में है।
Indian Institute of Technology Ropar is in the process of purchasing following item(s) as per details as given as:-

मद का विवरण **Details of the item**	**Tender for Annual Support/Development/Update/Maintenance Contract (AMC) including preventive as well as corrective maintenance of RFID-based LMS-Koha Software, RFID Staff Stations, RFID Gate (Security System), and RFID Hand-held Reader.**
बयाना जमा करने के लिए जमा राशि **Earnest Money Deposit to be submitted**	**Rs. 10,000/-**
वितरणसमय-सारणी **Delivery Schedule**	**NA**

निविदा दस्तावेज केंद्रीय सार्वजनिक खरीद पोर्टल http://eprocure.gov.in/eprocure/app से डाउनलोड हो सकते हैं। ई-प्रोक्योरमेंट में पंजीकृत नहीं होने वाले इच्छु बोलीदाताओं को वेबसाइट http://eprocure.gov.in/eprocure/app के माध्यम से भाग लेने से पहले पंजीकरण करना चाहिए। पोर्टल नामांकन मुफ्त है बोलीदाताओं को सलाह दी जाती है 'आनलाइन बोली के निर्देश' पर दिए गए निर्देशों के माध्यम से जाने की सलाह दी जाए।

Tender Documents may be downloaded from Central Public Procurement Portal http://eprocure.gov.in/eprocure/app.Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website http://eprocure.gov.in/eprocure/app. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission'.

निविदाकर्ता वेबसाइट पर निविदा दस्तावेज का उपयोग कर सकते हैं (एनआईसी साइट में खोज के लिए, कृपया निविदा खोज विकल्प और 'आईआईटी' टाइप करें। उसके बाद, सभी आईआईटी रोपड़ निविदाओं को देखने के लिए "गो" बटन पर क्लिक करें) उपयुक्त निविदा का चयन करें और उन्हें सभी प्रासंगिक सूचनाओं से भरें और वेबसाइट पर http://eprocure.gov.in/eprocure/app पूरा निविदा दस्तावेज अगले पृष्ठ में दिए गए कार्यक्रम के अनुसार आनलाइन जमा करें।

Tenderers can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type 'IIT'. Thereafter, Click on "GO" button to view all IIT Ropar tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website http://eprocure.gov.in/eprocure/app as per the schedule given in the next page.

कोई मैन्युअल बोली स्वीकार नहीं की जाएगी। सभी कोटेशन (दरसूची) (तकनीकी और वित्तीय दोनों को ई-प्रोक्योरमेंट पोर्टल में जमा करनी चाहिए)।
No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

(कुलसचिव /Registrar)

SCHEDULE	
Name of Organization	Indian Institute of Technology Ropar
Tender Type (Open/Limited/EOI/Auction/Single/Global)	Open
Tender Category (Services/Goods/works)	AMC of Library Management System Koha
Type/Form of Contract (Work/Supply/Service/Buy/Empanelment)	Buy
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems/Lab Equipment)	AMC
Date of Issue/Publishing	19/09/2024 (17:30Hrs)
Document Download/Sale Start Date	19/09/2024 (17:30Hrs)
Pre-Bid meeting	26/09/2024 (11:00Hrs)
Reply of all queries (on website) raised during pre-bid meeting	03 days after Pre-Bid meeting (11:00Hrs)
Document Download/Sale End Date	10/10/2024(15:00 Hrs)
Last Date and Time for Uploading of Bids	10/10/2024 (15:00 Hrs)
Date and Time of Opening of Technical Bids	10/10/2024 (15:30 Hrs)
Tender Fee/EMD	Rs.___NIL_____/- (For Tender Fee) **Rs. 10,000/- (For EMD)**

	(To be paid through RTGS/NEFT/BG). IIT Ropar Revenue Account Bank details are as under:	
	Name of the Bank A/C	: IIT Ropar Revenue Account
	SBI A/C No.	: 37360100716
	Name of the Bank	: State Bank of India
	IFSC Code	: SBIN0013181
	MICR Code	: 140002008

	(This is mandatory that UTR Number is provided in the on- line quotation/bid. Vendors can use their bank's format for the BG. Ensure that the original BG reaches the specified *address before the tender due date.)
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	180 days (From last date of opening of tender)
*Address for Communication	Assistant Registrar, Store & Purchase, Room no 220, M. Visvesvaraya Block, Indian Institute of Technology Ropar, Rupnagar – 140001
Contact No.	01881-231284, 85, 88, 89
Email Address	Office-snp-2@iitrpr.ac.in , js.snp@iitrpr.ac.in, ar.sp@iitrpr.ac.in

Registrar

आनलाइन बोली (बिड) के लिए निर्देश / **Instructions for Online Bid Submission:**

व्यय विभाग के निर्देशों के अनुसार, यह निविदा दस्तावेज केंद्रीय सार्वजनिक प्रापण पोर्टल (यूआरएल:URL:http://eprocure.gov.in/eprocure/app) पर प्रकाशित किया गया है। बोलीदाताओं को मान्य डिजीटल हस्ताक्षर प्रमाणपत्र का उपयोग करते हुए सीपीपी पोर्टल पर इलेक्ट्रॉनिक रुप से अपनी बोलियों की सॉफ्ट प्रतियां जमा करना आवश्यक है। सीपीपी पोर्टल पर पंजीकरण करने के लिए निविदाकर्ताओं की सहायता करने के लिए नीचे दिए गए निर्देशों तात्पर्य है, सीपीपी पोर्टल पर आवश्यकताओं के अनुसार अपनी बोलियां तैयार करें और अपनी बोलियां आनलाइन जमा करें।

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:http://eprocure.gov.in/eprocure/app). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

अधिक जानकारी सीपीपी पोर्टल पर आनलाइन बोलियां जमा करने के लिए उपयोगी हो सकती है।

More information useful for submitting online bids on the CPP Portal may be obtained at:

http://eprocure.gov.in/eprocure/app

पंजीकरण / **REGISTRATION**

1) बोलिदाताओं को "नामांकन के लिए यहां क्लिक करें" लिंक पर क्लिक करके सेंट्रल पब्लिक प्रोक्युरमेंट पोर्टल (यूआरएल: :http://eprocure.gov.in/eprocure/app) के ई-प्रोक्योरमेंट मोड्युल पर भर्ती करना आवश्यक है। सीपीपी पोर्टल पर नामांकन निःशुल्क है।

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:http://eprocure.gov.in/eprocure/app) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.

2) नामांकन प्रक्रिया के भाग के रुप में, बोलीदाताओं को अपने खाते के लिए एक अद्वितीय उपयोगकर्ता नाम चुनना होगा और एक पासवर्ड प्रदान करना होगा।

As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) बोलीदाताओं को सलाह दी जाती है कि पंजीकरण प्रक्रिया के भाग के रुप में अपना वैध ईमेल पता और मोबाइल नंबर पंजीकृत करें। इनका उपयोग सीपीपी पोर्टल से किसी भी संचार के लिप किया जाएगा।

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) नामांकन पर, बोलीदाताओं को सीसीए इंडिया द्वारा मान्यता प्राप्त किसी प्रमाणन प्राधिकरण द्वारा जारी किए गए अपने मान्य डिजीटल हस्ताक्षर प्रमाण पत्र (कक्षा द्वितीय या कक्षा IIIप्रमाण पत्र के साथ महत्वपूर्ण उपयोग पर हस्ताक्षर करने) की आवश्यकता होगी। (जैसे सीफी/टीसीएस/एनकोड/ई-मुद्रा आदि), इनके प्रोफाइल के साथ

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

5) केवल एक मान्य डीएससी एक बोलीदाता द्वारा पंजीकृत होना चाहिए। कृपया ध्यान दें कि निविदाकर्ता यह सुनिश्चित करने के लिए जिम्मेदार है कि वे अपने डीएससी को दूसरों को उधार नहीं देते हैं जिससे दुरुपयोग हो सकता है।

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

6) बोलीदाता फिर अपने यूजर आईडी / पासवर्ड और डीएससी/ईटीकेन के पासवर्ड को दर्ज करके सुरक्षित लॉग-इन के माध्यम से साइट पर लॉग आन करता है।

Bidder then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

निविदा दस्तावेजों के लिए खोजना / **SEARCHING FOR TENDER DOCUMENTS/**

1) सीपीपी पोर्टल में निर्मित विभिन्न खोज विकल्प है, ताकि बोलीदाओं को कई मापदंड़ों से सक्रिय निविदाएं खोज सकें। इन मापदंड़ों में निविदा आईडी, संगठन का नाम, स्थान, तिथि, मूल्य आदि शामिल हो सकते हैं। निविदाओं के लिए उन्नत खोज का एक विकल्प भी है, जिसमें बोलीदाता कई नामों को जोड़ सकते हैं जैसे संगठन का नाम, अनुबंध का स्थान, स्थान, सीपीपी पोर्टल पर प्रकाशित निविदा की खखोज के लिए तारीख, अन्य कीवर्ड आदि।

There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

2) बोलीदाताओं ने एक बार निविदाएं चुनी हैं जिसमें वें रुचि रखेत हैं, उसका वे आवश्यक दस्तावेज / निविदा कार्यक्रम डाउनलोड कर सकते हैं। ये निविदाएं "मेरी निविदाएं" फोल्डर में ले जाई जा सकती हैं। इससे सीपीपी पोर्टल को बोलीदाताओं को एसएमएस / ई-मेल के माध्यम से सूचित किया जा सकता है, यदि निविदा दस्तावेज में कोई शुद्धि जारी की गई है।

Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) बोलीदाता को प्रत्येक निविदा को निर्दिष्ट अद्वितीय निविदा आईडी का नोट बनाना चाहिए, अगर वे हेल्पडेस्क से कोई स्पष्टीकरण / सहायता प्राप्त करना चाहते है।

The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

बोली की तैयारी / **PREPARATION OF BIDS**

1) बोलीदाता को अपनी बोलियां जमा करने से पहले निविदा दस्तावेज पर प्रकाशित किसी भी शुद्धि को ध्यान में रखना चाहिए।

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) कृपया बोली के भाग के रुप में जमा किए जाने वाले दस्तावेजों को समझन के लिए निविदा विज्ञापन और निविदा दस्तावेज ध्यान से देखें। कृपया उन अंकों की संख्या पर ध्यान दें जिन में बोली दस्तावेज जमा करना है, दस्तावेजों की संख्या- जिसमें प्रत्येक दस्तावेज के नाम और सामग्री शामिल हैं, जिन्हें प्रस्तुत करने की आवश्यकता है। इनमें से कोई भी विचलन बोली को अस्वीकार कर सकता है।

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) बोलीदाता, अग्रिम में, निविदा दस्तावेज/ अनुसूची में बताए अनुसार प्रस्तुत करने क लिए बोली दस्तावेज तैयार करना चाहिए और आम तौर पर, वे पीडीएफ/एक्सएलएस/आरएआर/डीडब्ल्यूएफ स्वरुपों में हो सकते हैं। बोली दस्तावेजों को 100 डीपीआई के साथ काले और सफेद विकल्प स्कैन किया जा सकता है।

Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

4) मानक दस्तावेजों के एक ही सेट को अपलोड करने के लिए आवश्यक समय और प्रयास से बचने के लिए जो प्रत्येक बोली के भाग के रुप में जमा करने के लिए आवश्यक हैं, ऐसे मानक दस्तावेज अपलोड करने का प्रावधान (जैसे पैन कार्ड कॉपी, वार्षिक रिपोर्ट, लेखा परीक्षक प्रमाणपत्र आदि) बोलीदाताओं को प्रदान किया गया है। ऐसे दस्तावेजों को अपलोड करने के लिए बोलीकर्ता उनके लिए उपलब्ध "मेरा स्पेस" क्षेत्र उपयोग कर सकते हैं। बोली जमा करते समय ये दस्तावेज सीधे "मेरा स्पेस" क्षेत्र में जमा किए जा सकते हैं, और उन्हें बार-बार अपलोड करने की आवश्यकता नहीं है इससे बोली जमा प्रक्रिया के लिए आवश्यक समय में कमी आएगी।

To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

बोली जमा करना / SUBMISSION OF BIDS

1) बोलीदाता को बोली प्रस्तुति के लिए अच्छी तरह से साइट पर लॉग इन रना चाहिए ताकि वह समय पर बोली अपलोड कर सके अथवा फिर बोली प्रस्तुत करने के समय से पहले। अन्य मुद्दों के कारण किसी भी देरी के लिए बोलीदाता जिम्मेदार होगा।

Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) बोलीदाता को निविदा दस्तावेज में दर्शाए अनुसार एक-एक करके आवश्यक बोली दस्तावेजों को डिजीटल हस्ताक्षर और अपलोड करना होगा।

The bidder has to digitally sign the bid document and upload the required bid documents one by one as indicated in the tender document.

3) बोलीदाता को निविदा शुल्क/ ईएमडी को भुगतान के लिए "आन लाइन" के रुप में भुगतान विकल्प चुनना होगा और उपकरण का विवरण दर्ज करना होगा। जब भी, ईएमडी / निविदा शुल्क की मांग की जाती है, बोलीदाताओं को टेंडर शुल्क और ईएमडी अलग-अलग आरटीजीएस के माध्यम से आन लाइन पर भुगतान करने की आवश्यकता होती है।

Bidder has to select the payment option as "on-line" to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever, an EMD / Tender fee is sought, bidders need to pay the tender fee and EMD separately on-line through RTGS.

4) एक मानक BoQ प्रारुप को सभी बोलीदाताओं द्वारा भरने के लिए निविदा दस्तावेज प्रदान किया गया है। बोलीदाताओं को इस बात का ध्यान रखना चाहिए कि उन्हें आवश्यक प्रारुप में अपनी वित्तीय बोली जमा करनी चाहिए और कोई अन्य प्रारुप स्वीकार्य नहीं है। बोलीकर्ताओं को BoQ फाइल को डाउनलोड करने, इसे खोलने और अपने संबंधित वित्तीय उद्धरण और अन्य विवरण (जैसे बोलीदाता का नाम) के साथ सफेद रंगीन (असुरक्षित) कोशिकाओं को पूरा करना आवश्यक है। कोई भी अन्य कक्ष नहीं बदला जाना चाहिए। एक बार विवरण पूरा हो जाने पर, बोलीदाता को इसे सहेजना होगा और इसे आनलाइन जमा करना होगा, बिना फाइल नाम बदले। यदि BoQ फाइल को बोलीदाता द्वारा संशोधित किया गया है, तो बोली को खारिज कर दिया जाएगा।

A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

5) सर्वर का समय (जो बोलीदाताओं के डैशबोर्ड पर प्रदर्शित होता है) बोलीदाताओं द्वारा बोलियों को खोलने के लिए समय सीमा को संदर्भित करने के लिए मानक समय के रुप में माना जाएगा। बोलीदाताओं को खोलना आदि। बोलीदाताओं को बोली प्रस्तुत करने के दौरान इस समय का पालन करना चाहिए।

The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

6) बोलीदाताओं द्वारा प्रस्तुत सभी दस्तावेज पीकेआई एन्क्रिप्शन तकनीकों का उपयोग करके एन्क्रिष्ट किया जाएगा जिससे डेटा की गोपनीयता सुनिश्चित हो सके। दर्ज किए गए डेटा को अनाधिकृत व्यक्तियों द्वारा बोली खोलने के समय तक नहीं देखा जा सकता है। बोलियों की गोपनीयता को सुरक्षित सॉकेट लेयर 128 बिट एन्क्रिप्शन तकनीक का उपयोग कर रखा जाता है। संवेदनशील क्षेत्रों का डेटा संग्रहण एन्क्रिप्शन किया जाता है।

All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

7) अपलोड किए गए निविदा दस्तावेज केवल अधिकृत बोलीदाता द्वारा निविदा खोलने के बाद ही पठनीय हो सकते हैं।

The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) बोलियों के सफल और समय पर जमा होने पर, पोर्टल सभी प्रासंगिक विवरणों के साथ बोली संख्या, बोली जमा करने की तारीख और समय के साथ बोली सफलतापूर्वक जमा करने का संदेश एवं बोली सारांश प्रदर्शित करेगा।

Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

9) कृपया अनुपालन पत्रक की एक पीडीएफ फाइल में सभी प्रासंगिक दस्तावेजों के स्कैन किए गए पीडीएफ को जोड़ दें।

Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

बोलीदाताओं को सहायता / **ASSISTANCE TO BIDDERS**

1) निविदा दस्तावेज से संबंधित कोई भी प्रश्न और इसमें निहित नियमों और शर्तों को निविता आमंत्रण प्राधिकरण को निविदा के लिए अथवा निविदा में वर्णित प्रासंगिक संपर्क व्यक्ति से संबोधित किया जाना चाहिए।

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) आनलाइन बोली प्रस्तुत करने अथवा सामान्य में सीपीपी पोर्टल से संबंधित प्रश्नों की प्रक्रिया से संबंधित कोई भी प्रश्न 24x7 सीपीपी पोर्टल हैल्पडेस्क पर निर्देशित किया जा सकता है। हेल्पडेस्क के लिए संपर्क संख्या 1800 233 7315 हैं।

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

बोलीदाताओं के लिए सामान्य निर्देश / **General Instructions to the Bidders**

1) निविदाएं पोर्टल<u>http://eprocure.gov.in/eprocure/app</u>के माध्यम से आनलाइन प्राप्त होगी। तकनीकी बोलियों में, बोलीदाताओं को सभी दस्तावेजों को पीडीएफ प्रारुप में अपलोड करना होगा।

   The tenders will be received online through portal http://eprocure.gov.in/eprocure/app In the Technical Bids, the bidders are required to upload all the documents in .pdf format.

2) कंपनी के नाम में स्मार्ट कार्ड/ई-टोकन के रुप में मान्य क्लास II/IIIडिजिटल हस्ताक्षर प्रमाणपत्र (डीएससी) के पंजीकरण के लिए एक शर्त है और <u>https://eprocure.gov.in/eprocure/app</u>के माध्यम से बोली प्रस्तु करने की गतिविधियों में भाग ले सकते है। डिजिटल हस्ताक्षर प्रमाणपत्र पर अधिकृत प्रमाणित एजेंसियों से प्राप्त की जा सकती है, जिनमें से जानकारी ''डीएससी के बारे में सूचना''लिंक के तहत वेब साइट <u>https://eprocure.gov.in/eprocure/app</u>पर उपलब्ध है।

   Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through https://eprocure.gov.in/eprocure/app. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site https://eprocure.gov.in/eprocure/app under the link "Information about DSC".

3) निविदाकर्ता को सलाह दी जाती है कि https://eprocure.gov.in/eprocure/app.पर ई-प्रोक्योरमेंट के लिए सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल माध्यम से आनलाइन बोली के जमा करते समय निविदाकार हेतु निर्देशों में उपलब्ध निर्देशों का अनुगमन करें।

   Tenderer are advised to follow the instructions provided in the 'Instructions to the Tenderer the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at https://eprocure.gov.in/eprocure/app.

4) सभी संभावित बोलीदाताओं या इच्छुक पार्टियों को बोली-पूर्व बैठक में अवश्य भाग लेना चाहिए और अपने प्रश्न (यदि कोई हों) केवल निम्नलिखित प्रारूप में प्रस्तुत कर सकते हैं। उचित शुद्धिपत्र के साथ इन प्रश्नों के उत्तर केवल आईआईटी रोपड़ की वेबसाइट पर प्रकाशित किए जाएंगे। प्रश्नों से संबंधित संचार के किसी अन्य माध्यम पर विचार नहीं किया जाएगा। हालाँकि, संस्थान के पास उठाए गए किसी भी/सभी प्रश्नों या मांगे गए स्पष्टीकरणों का जवाब न देने का अधिकार सुरक्षित है, यदि उनकी राय में और उनके विवेक पर, वे मानते हैं कि ऐसा करना उचित होगा या इसमें कोई योग्यता नहीं मिलती है।

   All the prospective Bidder or interest parties MUST attend pre-bid meeting and can submit their queries (if any) in the following format only. The response to these queries along with the appropriate corrigendum will be publish on the Website of IIT Ropar only. No other mode of communication related to queries will be entertained. However, Institute reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it shall be in appropriate to do so or do not find any merit in it.

   ध्यान देंप्रश्नों पर संबंधित समिति द्वारा उच/सुझाव/बोलीदाताओं द्वारा प्रस्तुत इनपुट :ि:त विचार किया जाएगा, हालांकि आईआईटी रोपड़ को बोलीदाता द्वारा किए गए किसी भी सबमिशन को स्वीकार करने के लिए बाध्य नहीं किया गया है और न ही बोली लगाने वाले को उनके सबमिशन पर कोई लिखित प्रतिक्रिया दी जाएगी। यदि किसी इनपुट को समिति द्वारा वैध माना जाता है तो उसे स्वीकार किया जाएगा और शुद्धिपत्र के हिस्से के रूप में शामिल किया जाएगा।

   Note: Inputs/ suggestions/ queries submitted by bidders will be given due consideration by the concerned committee, however IIT Ropar is not mandated to accept any submission made by the bidder and nor the bidder will be given any written response to their submissions. If an input is considered valid by the committee the same will be accepted and incorporated as part of the corrigendum.

प्रश्न प्रस्तुत करने का प्रारूप:

Format for Query submission:

1. Name of Organization:
2. Mobile No. of authorized person:
3. Email ID of the authorized person:

S. No.	Page No.	Clause No.	Reference/Subject	Clarification Sought

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Tender No.: 1968-24/AD-Lib/PS/   Date: 19/09/2024

Subject: **Notice Inviting Tender for Annual Support/Development/Update/Maintenance Contract (AMC) including preventive as well as corrective maintenance of RFID-based LMS-Koha Software, RFID Staff Stations, RFID Gate (Security System), and RFID Hand-held Reader.**

Indian Institute of Technology Ropar invites online Tenders from the firm dealing in computer software and services with credentials, and income tax clearance for **Annual Support/Development/Update/Maintenance Contract (AMC) including preventive as well as corrective maintenance of RFID-based LMS-Koha Software, RFID Staff Stations, RFID Gate (Security System), and RFID Hand-held Reader.**

Registrar

Tender/Quotation for Annual Support/Development/Update/Maintenance Contract (AMC) including preventive as well as corrective maintenance of RFID-based LMS-Koha Software, RFID Staff Stations, RFID Gate (Security System), and RFID Hand-held Reader.

IIT Ropar invites online tender/quotation from experienced firm for Annual Support/Development/Update/Maintenance Contract (AMC) including preventive as well as corrective maintenance of RFID-based LMS-Koha Software, RFID Staff Stations, RFID Gate (Security System), and RFID Hand-held Reader under two-bid system (Technical bid and Financial bid).

Technical Bid:
   a) The Technical bid, having details of the Firm along with the EMD, should be submitted in the form given at Annexure I.
   b) Copies of necessary certificates will be enclosed with the technical bid.
   c) The vendor should also submit an undertaking as given in Annexure-Ill with the technical bid.

Financial Bid:
   a) The Financial Bid should be submitted in the form given at Annexure II.
   b) The consolidated price quoted shall be firm and final and payable for the Goods/service delivered, installed and commissioned in the Library.
   c) As applicable, the quoted rates shall include all GST/taxes, duties, etc., and no extras shall be payable to this account.
   d) TDS as per rule shall be deducted. The tenderer must enclose copy of the Firm's PAN No supported by copy of PAN Card of the company.
   e) The rates will be valid for a period of one year.
   f) Rates and amount should be written in figure and words cleanly for each item.

Pre-Bid Meeting:
A pre-bid meeting with the intending bidders shall be held on,   /   /2024 from 03:00 PM at IIT Ropar. Intending bidders will be allowed to seek clarification on specifications, Terms & Conditions of contract, etc. in writing to IIT Ropar within 48 hours after the pre-bid meeting.

The Specifications, Terms and Conditions

1. Annual Maintenance Contract (AMC) of RFID-based LMS-Koha Software, RFID Staff Stations, RFID Gate (Security System), and RFID Hand-held Reader:

1.1   The Annual Support/Development/Update/Maintenance Contract (AMC) including preventive as well as corrective maintenance of RFID-based LMS-Koha Software, RFID Staff Stations, RFID Gate (Security System), and RFID Hand-held Reader. AMC shall cover for keeping the systems active & free from any defects/disturbances, any unscheduled call for corrective and/or preventive maintenance service.

1.2   The Service Provider shall depute one well qualified & experience service engineer (s) for attending maintenance related complaints.

2. Scope:

Maintenance service shall consist of preventive and corrective maintenance of the hardware / software mentioned below:

Sl. No.	Brief Detail of the items covered in AMC
1.	AMC for LMS-KOHA Software
2.	Support for two RFID staff stations fixed with self-service kiosks (Model and Make: TAGSYS, commissioned in 2016). The Self-Check-in/out Kiosks are equipped with Epson Thermals Printers, Model- M244A.
3.	RFID Electronic Security Gate system- having single pedestal with two bars (Model and Make: TAGSYS, commissioned in 2016).
4.	RFID Hand-held-reader- NordicID Merlin (Manufactured by NordicID (Brady Co., Finland), Model No. DTC805 purchased in 2016).

Other Description:

Sl. No.	Other Description
1.	Inhouse-developed Middleware for KOHA (LMS) Software and RFID is available.
2.	A collection of around 25,000 documents including Books, PhD Theses bearing RFID Tags (The RFID Tags work on HF protocol, ISO 15693/18000-3 standards).
3.	Average daily issue/return is around 150 documents.
4.	Average daily footfall is around 500 users.

In case of any breakdown of any of the above particulars, all efforts shall be made by the Service Provider to rectify and make the equipment operational at the earliest.

2.1 Preventive Maintenance (PM): Preventive maintenance will be carried in two blocks on half yearly basis each at the beginning of the block. Preventive maintenance shall be clubbed together if the corrective maintenance complaint received by the Service Provider coincides with preventive maintenance schedule. PM will be done in a planned manner and the Service Provider will inform the Institute in advance (Except holiday/Saturday and Sunday).

2.2 Breakdown Maintenance: Breakdown Maintenance will be carried out in the event of malfunction, which prevents the operation of the system, and it includes faultfinding, repair of functional checking. The system shall be set right by the Service Provider within 4 (four) working days, barring holidays, bandh, road blockades etc., from the date of complaint received by the Service Provider for a complete breakdown.

2.3 The Service Provider shall ensure to abide by the copyright, intellectual property rights & other laws as may be applicable for providing any replacements for any malfunctioning of the components/items/software. Any violation of any legal requirement by the Service Provider shall lead to the termination of the contract forthwith & forfeiture of security money.

2.4 Service Provider will supply all the new releases / new versions/updates of software free of cost.

2.5 In case an item is proprietary, the Service Provider should enclose a certificate & other documents as proof in this context.

3. Validity:

3.1 The contract will be initially for one year from the date of award and may be renewed for two more years, at the discretion of the Institute and based on satisfactory services provided by the Service Provider.

3.2 The AMC may also be terminated by the Institute forthwith if at any time the Service Provider fails to rectify major pending complaints that have become due, and such failure continues for a period of thirty days.

4. Payment terms:

The payment shall be paid as follows:

4.1 100% of AMC payment is to be released by the Institute in advance at the beginning of AMC Period against the presentation of full set of proper bills/invoices in duplicate. Bank Guarantee of equivalent amount shall be provided by Service Provider in favour of the Institute (The Registrar, Indian Institute of Technology Ropar) for releasing the full payment in advance. The bank guarantee shall remain valid up to three months from the date of completion of the AMC period.

OR

4.2 50% of AMC payment is to be released by the Institute after the completion of six months of AMC Period of one year contract period against the presentation of full set of proper bills/invoices in duplicate. Balance 50% of AMC payment is to be released by the customer after initial six months of one year contract period against the presentation of full set of proper bills/invoices duplicate along with the documents pertaining to satisfactory maintenance services of the systems in the initial six months.

4.3 TDS under GST and any other applicable taxes as per prevailing rates will be deducted before making the payment.

5. Other general Terms & Conditions for the Vendors:

5.1 The Vendor must be registered under Companies Act and also registered with EPF and ESI Department (Enclose Proof).

5.2 The Vendor must have experience in implementing and automating RFID-based KOHA software at least in 05 libraries out of which 02 libraries should be of higher educational institutions (HEIs) having a collection of more than 20,000 books in India out of which 1 must be in North-West. Kindly attach valid Purchase order or Completion certificate/s.

5.3 The Vendor should have an annual turnover of Rs. 50 Lakhs in the last three years. The copies of Audited Accounts / Balance Sheet, Profit & Loss Account should be attached with the Tender.

5.4 The vendor should provide Income Tax Returns (ITRs) for the last three years.

5.5 The vendor should have an established office for Koha support in Delhi/Tricity.

5.6 The software installed under the AMC must follow MARC 21 compatibility with the required metadata tags therein.

5.7 Total software solution should be Free and Open Source Software (FOSS) based.

5.8 The source code for all the solution components to be used/integrated for the proposed deployment must be freely available under an open-source license.

5.9 It must follow the Z39.50 international protocol standards.

5.10 The AMC also supports the security of the LMS-Koha and RFID software at the Administrative and sub-modular levels.

5.14 Must be able to perform Automatic Indexing.

5.15 It must enable Flexible reporting & Faceted Search.

5.16 It should provide an offline circulation facility.

5.17 The software support must be user-friendly.

5.18 The system must support software integration with email alerts.

5.19 Other customizations are as per the standard library module and as per requirement from time to time.

6. Agreement:
The selected Service Provider shall have to sign an agreement in two sets on non- judicial stamp papers of Rs.100.00 (One hundred) each only containing details of terms & conditions after the issue of PO/LOI to begin AMC. One set will be retained by the Institute and other set is to be retained by the Service Provider.

7. Penalty for Failure:
7.1 The Service Provider will ensure 90% uptime in respect of service. The uptime will be completed on calendar month basis in a non-cumulative manner.

7.2 The down time penalty charges if not rectified within 4 days Rs. 500/- per day penalty shall be imposed & deducted from the bill.

8. Performance Security Deposit:
8.1 As a guarantee towards due performance and compliance of the contract work (including Taxes), the successful bidder (Service Provider) will deposit performance security equivalent to 3% of total contract value and should be kept valid for a period of 60 days beyond completion of all contractual obligation, in the shape of Bank Draft in favour of "Registrar, Indian Institute of Technology Ropar, Bara Phool, Rupnagar- 140001" at the time of signing the AMC agreement. The EMD shall be released to successful Service Provider(s) after receipt of performance security.

9. Termination of contract and delisting of vendor:
The contract may be terminated/cancelled at any time in case of any of the following occurrence:
9.1 In case of breach of any terms of agreement, or unsatisfactory/inefficient working on the part of the vendor.
9.2 If at any time, found that the information provided by the vendor in any form about services and related matters are incorrect and result in loss to the Institute in any form.

In such case(s), the institute will be at liberty to cancel the contract without giving any prior notice to the vendor, and the Institute reserves the right to forfeit the security deposit, and further delisting of the vendor.
9.3 All disputes will be under Rupnagar jurisdiction only.

Registrar

Technical Bid

1.	Name of the Firm/Contracter	
	Compleete Postal Address of the firm	
	Telephone No./Mobile No.	
	Email	
2.	Name of the authorized person to whom all references shall be made	
3.	Name and address of the Owner/Partner/Directors	
4.	If registered, Regn. No with validity of registration with appropriate authority	
5.	GST/TIN/PAN No. (Attach copy)	
6.	At least one work order issues by IIT/IIM/any Govt. Organization/PSUs/Autonomous boies/reputed HEIs in each of the last three years for similar nature of work done (Attach PO copies)	
7.	List of 3 reputed clients, with at least one client belonging to GOI/State Govt. Dept./PSU with telephone No.	
8.	Total year of experience in the field	
9.	Minimum 3 proofs of satisfactory completion of work should be submitted	
10.	EMD (refundable) Amount: ……………… Provide UTR: …………….	
11.	Cost of Tender (Non refundable) Amount: …………… Provide UTR: ……………….	

Place:

Date: **Signature of Authorized signatory with seal**

Annexure-II

Financial Bid

Firms must clearly indicate in their offers, the GST, and duties which they propose to charge extra mentioning clearly the present rate(s) thereof.

Sl. No.	Description	Amount			Remarks
		1st Year	2nd Year	3rd Year	
1.	AMC of RFID-based LMS-Koha Software, RFID-based self-service Staff Stations (2 Nos.), RFID Gate (Security System), and RFID Hand-held Reader				

We agree to execute the above project in accordance with' the above specifications for a total contract price for Rs................... (in figure) (Rupees ....) (in words) for the period specified in the tender documents.

We also confirm that the normal Support Service of................. months shall apply to the offered service.

(Bidder)
Name: _____
Signature: _____
Date: /   /
Address: _____
　　　　　　 _____
　　　　　　 _____
　　　　　　 _____

Annexure-III

Undertaking

It is certified that I/ my Firm/ agency/ company has never been **black listed** by any of the Departments/ Autonomous Institutions/ Reputed Educational Institution/ Public Sector Undertakings of the Government of India or Government of Punjab or any other State Government 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: /   /

ON THE COMPANY/FIRM LETTER HEAD

To,
The Registrar,
Indian Institute of Technology Ropar,
Punjab-140001

SUBJECT: Submission of RTGS/NEFT details

Sir,

As per your instructions, the detail of RTGS/NEFT in respect of M/s_____ is as follows:

BENEFICIARY NAME :-	
BANK NAME:-	
BRANCH NAME:-	
BRANCH CODE:-	
BANK ADDRESS:-	
TYPE OF A/C.:-	
BANK A/C.NO.:-	
IFS CODE:-	
MICR NO:-	
PAN OF BENEFICIARY:-	
SERVICE TAX NO.:-	
TIN NO.:-	
NAME OF CONTACT PERSON:-	
TELEPHONE/MOBILE NO.:-	
EMAIL ID:-	

Certified that above mentioned details are true and correct.

For M/s_____

(Authorised signatory)

FOR BANK USE ONLY

Verified the above mentioned detail and signature as per the records maintained by _____ (bank name).

Signature (with bank seal)

Code_____

DECLARATION SHEET

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification. This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty. The prices quoted in the financial bids are subsidized due to academic discount given to IIT Ropar

We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking.	NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent
1	Phone	
2	Fax	
3	E-mail	
4	Contact Person Name	
5	Mobile Number	
6	GST Number	
7	PAN Number	

(Signature of the Tenderer)

Name: _____

Seal of the Company

ANNEXURE-VI
(For Goods/ Services Contracts)

<CERTIFICATE>

Tender No. :- …………………………………   Date:- …………..

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that this bidder is not from such a country.

OR (whichever is applicable)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that this bidder is from _____(Name of Country) and has been registered with the Competent Authority. I also certify that this bidder fulfills all the requirements in this regard and is eligible to be considered.

(Copy/ evidence of valid registration by the Competent Authority is to be attached)

Signature of Bidder/ Agent
Name: _____
Designation: _____
Organization Name: _____
Contact No. : _____

ANNEXURE-VII
(For Works Contracts, including Turnkey contracts)

<CERTIFICATE>

Tender No. :- …………………………… Date:- …………..

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries and hereby certify that this bidder is not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

OR (whichever is applicable)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries and hereby certify that this bidder is from _____(Name of Country) and has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I also certify that this bidder fulfills all the requirements in this regard and is eligible to be considered.

(Copy/ evidence of valid registration by the Competent Authority is to be attached)

Signature of Bidder/ Agent
Name: _____
Designation: _____
Organization Name: _____
Contact No. : _____

DECLARATION OF LOCAL CONTENT
(To be given on Company Letter Head – For tender value below Rs.10 Crores)
(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for tender value above Rs.10 Crores)

To,
The Registrar,
Indian Institute of Technology Ropar,
Rupnagar, Punjab - 140001

Subject: - Declaration of Local Content

Tender Reference No:

Name of Tender/ Work:

1. We hereby declare that items offered has _____% local content (DPIIT OM No. P-45021/2/2017-PP (BE-II) dated 16.09.2020) & (DPIIT OM No. P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04.03.2021)

2. Class of Supplier:

☐ Class - I

☐ Class - II

"Local Content" means the amount of value added in India which shall, be the total value of the item being offered minus the value of the imported content in the item (including all customs duties) as a proportion of the total value, in percent.

The bidders cannot claim services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc as local value addition.

"*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law."

Yours faithfully,

(Signature of the bidder, with Official Seal)

\<TO BE PROVIDED BY OEM ON LETTERHEAD\>
DECLARATION OF COUNTRY OF ORIGIN
(To be given on Company Letter Head – For tender value below Rs.10 Crores)
(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for tender value above Rs.10 Crores)

To,
The Registrar,
Indian Institute of Technology Ropar,
Rupnagar, Punjab - 140001

Subject: - Declaration of Country of Origin

Tender Reference No:

Name of Tender/ Work:

1. Country of Origin of Goods being offered:_____(OM No. 6/18/2019-PPD dated 23.07.2020)

"*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law."

Yours faithfully,

(Signature of the bidder, with Official Seal)