CENTRAL LIBRARY

GURU GHASIDAS VISHWAVIDYALAYA, BILASPUR (CG)

(A central university established by the central universities act, 2009 no.25 of 2009)

Phone No. 07752-260041   e-mail-uns_ggu@yahoo.in   website- www.ggu.ac.in

Ref: Lib/2012/811   31st March 2012

Expression of Interest for RFID

Sealed EOI is invited from the reputed Manufacturers, Authorized Distributers, Suppliers, Vendors for installation, training and warranty of Radio Frequency Identification System (RFID System) for our Central Library along with a non refundable DD of Rs. 1000/ issued in the favour of Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur (CG), payable at Bilaspur on or before 23rd April 2012 up to 4.00pm by registered/speed post/ Couriers. The received applications will be opened on the same day by a committee in the central library building. Details may be downloaded from the university website www.ggu.ac.in.

Librarian

<u>Tender Notice for RFID Based Automation Solution for Library Management System</u>

Guru Ghasidas Vishwavidyalaya, Bilaspur (CG), invites sealed bids from eligible bidders for SUPPLY, TESTING, INSTALLATION, Training and Warranty of Radio Frequency Identification System (RFID System) and Integration of RFID System with Library Management Software SOULV2.0 (All The RFID components chosen for complete solution must conform to NISO guide lines for use of RFID in Libraries ISO 28560, ISO 15693 / ISO 18000 - 3, ISO14443A – Mi fare) in accordance with equipments listed below as per the technical specifications in Annexure –I.

- Integration Module (Middleware)
- RFID Tags.
- Institution Labels/ Anti-theft Stickers
- Staff Station Reader
- 2 Pedestals EAS Security Gates
- Handheld Reader
- Book Drop Station
- Implementation

Original Equipment Manufacturer, Authorized Distributors, Suppliers, Vendors are requested to submit their sealed quotations, super scribing " Quotation for Radio Frequency Identification System (RFID System) " along with Tender Notice No and Date to the undersigned latest by 4.00 PM on or before 23rd April 2012.

The Institute reserves the right to reject any or whole bid without assigning any reasons thereof and does not bind itself to accept the lowest quotations whatsoever.

ANNEXURE - I

TECHNICAL SPECIFICATIONS

SL No.	Specifications of RFID Equipment's	To be filled-in by the Bidder	
		Offered Make/Model No. & Country of origin	Specification Complied Yes/No (if No, submit deviation statement point wise)
1	**RFID Device Client Software (Middleware Application):(Quantity: 1 No.)** 1) The Software should be able to perform the following necessary actions: (i) Tagging, Retagging and Untagging of the books. (ii) Check out, check in, and renewal of multiple books/CD's/loose issues/journals. (iii) Monitoring information on tag. (iv) Locating a book (v) Shelving a book. (vi) Stock Verification. 2) The software should be able to generate tagging, check out, check in, renewal stock verification reports etc. 3) Software should provide functional security with individual Login rights as per user defined policy. 4) The System should also have the following provisions: (a) Periodical Stock checking -The system should be able to run inventory scan at a specified time and the ability to generate reports on schedule after every scan. (b) Access:-One Administrator level access should be given, Librarian level access to update the required information in the system for Issue/Receipt /Renewal of Books etc. and Users level access as required for reports and queries etc.		

2.	(c) The software shall be compatible with Windows and Linux.
	(d)The software should have inbuilt keyboard functionality.
	(e) Auto e-mail, sms alert and slip printing facility.
	
	Self Adhesive RFID Passive Tags & Anti-Theft Stickers
	(**Quantity: ………… each**)
	A. The RFID chip used in the tag should have been designed specifically for Library use with lockable, re-write and multi-read features.
	B. Operating Frequency: 13.56 MHz
	C. Tag size should be 80mm x 50 mm with at least 1024 bits memory, multi-read and inbuilt antitheft bit.
	D. Tag size should be appropriate for books, CDs, DVDs, loose periodicals /magazines etc.
	E. Distance for detection from pedestal should be minimum of 1mtrs (approx).
	F. Tags should be fully ISO 15693/18000-3 compliant.
	G. Detection rate of the systems should be above 95% consistently regardless of the number of items that are in the field.
	H. Warranty of Tags: Minimum 10 years for logic circuits and replacement of defective tags if found during the first time tagging.
	I. RFID Tags Mechanical Dimension
	  (i) Transponder coil size 76 x 47 mm # 9.5mm
	J. RFID Tags Electrical characteristics
	  (i) Integrated Circuit (IC):Philips I-Code-SL1, SL21CS20
	  (ii) IC's protocol/anti-collision: ISO15693 /1800-3
	  (iii) Memory: 1024 bits R/WEEPROM
	K. General characteristics of transponder
	  (i) Bending diameter (D) :>50 mm, tension less than 10N.
	  (ii) Static pressure (P):> 10MPa (10N/mm2).
	
	Anti-theft Stickers(**Quantity: ………… each**)
	L.
	  (i) Good quality smooth face
	  (ii) Label printed with Name and logo
	  (iii)Size: Minimum half inch larger on all sides than the RFID tag
	  (iv)Strong permanent adhesive, which does not leach into the paper of the book		

3	**Library Staff Station Reader (Quantity: 1 No.)** Library staff station with the following specifications A. Preferably should be a single unit consisting of reader &		

	antenna and immune to metallic desks and electronic interferences.
	B. Read/Write/Anti-theft programming should be done in one single operation.
	C. Read/Write distance of around 25 cm and programming time of 1 second.
	D. Should be fully compliant to ISO/IEC14443A, ISO 15693 and ISO 18000-3 standards.
	E. The programming station should interface with the existing Integrated Library Management Software & standard 1Kb Mi fare smart cards.
	F. The proposed system must be able to mount in, on, or under the work surface of library's circulation counter.
	G. The proposed system readers must be able to process entry of new tags, issue & return of books and display the information thereon.
	H. The proposed system must simultaneously process multiple RFID-tagged items for check-in/out.
	I. 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).
	J. 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.
	K. NCIP compliance software interface/integrated with integrated library management software for all operations like patron card personalization, check-in, checkout, renew, reserve, etc. of library circulation
	L. Reader Specifications
	    1. General Purpose Input/Output (IO):1 input and 1output
	    2. Power Supply: 5/12 Volts. DC
	    3. Operating Frequency Reader Compatibility: 13.56 MHz
	    4. RF Input Power: 1-1.2W
	    5. Operative Temperature: 0 to 55C
	    6. Storage Temperature: 25 to +60C
	M. Client Software should support following features and is to be integrated with Integrated Library Management Software (ILMS).
	  (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 along with fine receiving functionality. (vii) Provision of sending sms, email, slip printing containing the details of a transaction.		

4	**Two EAS Pedestal Library Security Gate(Quantity: One Set)**
	Security gate should include two theft detectionpedestals, which are interdependent of each other and also have an overlapping protection zones providing additional security. It is planned to install thesepedestals 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 respectsand must include all the components required for thefunctional of the system. Library security gate withfollowing specifications.
	    A. Can be configured to detect different chiptype simultaneously.
	    B. Specific version include Ethernet interface, (No need to be linked to the library database) If EAS on detected, chip type, ID number,date and time are stored.
	    C. A pedestal including 1 antenna set (2antennas) for large detection field withelectronic counter to count people with 1electronic unit (controller) integrated into thepedestals bottom.
	    D. Lights and buzzer located at the top of thepedestals.
	    E. Powerful DSP (Digital Signal Processor)
	    F. Chip Compatibility:ISO15693-3/ISO18000-3
	    G. Detection and Security corridors must be incompliance with relevant ADA requirementsfor wheel chair clearance and reach rangestandards.
	    H. Detection Range: Upto 1 mtr (approx)between two pedestals (applicationdependent)
	    I. Security Modes Alarms: EAS & AFI lights and buzzer located at the top of the pedestal.
	    J. People Counter: Counts in/out traffic located at the bottom of the pedestal.
	    K. Communication interface: RS232/RS422/RS485 or Ethernet
	    L. Casing: High quality plastic
	    M. Operating Temperature: 0º to 55ºC Required Features:
	▪ The proposed system should read the tag in all three orientations between the gates i.e. for EAS bit, AFI bit & LMS database with ALL or ANY as configurable option.
	▪ The proposed system must use 13.56 MHz ISO 15693-3/ISO 18000-3 mode1 RFID technology.
	▪ Tags with theft or security bits that are "on"must immediately trigger an alarm.
	▪ The proposed system must provide item security even when		

	the Library Management System or network is off-line or not functioning. ▪ The proposed system must be aesthetically suited to current library décor.		
5	**Portable Shelf Management Reader / Inventory System (Quantity: 1 No. with PDA)** A. Ergonomically designed Cordless PDA based Wi-Fi Handheld Inventory Reader + external Antenna integrated with chargeable battery (minimum 4 Hours life). B. The proposed system shall be fully compliant with ISO 15693/ISO 18000-3 Mode-1 standards & supplied tags. C. Software Components: Client software for PDA. Also supply of compatible software for laptop & PC. D. Features: Long lightweight handheld; performs stock-checking, re-shelving, and also locates specific items, sorting and monitoring of library material on shelf along with locating misplaced documents. To locate items those are out place on the shelves.		

6	**Tagging Job Work (Quantity: Approx. …………… Library Documents to be tagged)**
	Job involves the following steps
	   A. Co-ordinating with library for tagging of books.
	   B. Removing the documents from Shelves.
	   C. Verifications of following Bibliographic datafrom ILMS database and physical documents
	      (i) Accession Number
	      (ii) Class Number
	      (iii) Location
	   D. Tagging of RFID tags with the followingparameters using ILMS database
	      (i) Primary data as Accession numbermentioned on the books.
	      (ii) Associated data to be fetched usingILMS like Class No. Location,Library Code, date of entry, etc.
	   E. Fixing of self-adhesive RFID tag& anti theft stickers at the designated place of in the documents.
	   F. Verification of data stored in the RFID Tags
	   G. Re-shelving of Documents in desired order atthesamelocation.
	Note: Payment of this job work will be calculated onthe basis of actual number of document tagged.		

7	**Self Check-Out Check-In Kiosks Stations(Quantity: One)**
	It should consist of:
	   A. Integrated Long range RFID Reader and Antenna withmultiple Read/Write facility.
	   B. High Speed Thermal Slip Printer
	   C. LCD Touch Screen Monitor (CapacitiveTechnology)		

	D. Branded Small Factor CPU E. Receiving Cart for 100 Books F. Slide for Check in G. Multi protocol firmware ISO/IEC 14443A,15693 and ISO 18000 compliant H. Communication interface – USB I. The Self Checkout station client softwareshould interface with existing ILMS Software givingfollowing features: (i) Check out / Check in / Renewal (ii) Transaction status (iii)Transaction Printout, sms & email provision. (iv)Read/Write operation on PatronCards J. Intelligent system for automatic judgment ofnature of transaction K. Provision for display of member photographalong with welcome message beforeperforming any transactions. L. Provision of enquiry of checkouts against auser and its due date. M. Provision for enquiry of fines against users. N. Customized wood enclosure with 12 mmtoughened float glass top finishes withinternational standard kiosks dimensions. O. Customized color or choice from variousmodels/features/dimensions. Elegant, state-of-the-art and sleek look withproper combination of color and materials.		
8.	**<u>Book Drop Station (Quantity: One)</u>** It should consist of: a)Integrated Long range RFID Reader and Antenna with multiple Read/Write facility. High Speed Thermal Slip Printer LCD Touch Screen Monitor (Capacitive Technology) Branded Small Factor CPU Light weight internal receiving Cart with wheels for up to 100 Books.6. Multi protocol firmware ISO/IEC 14443A, 15693 and ISO 18000 compliant		

	Communication interface – USB, Ethernet The Book Drop station client software should interface with existing ILMS Software giving following features: Transaction status Transaction Printout, sms & email provision. Intelligent system for automatic judgment of nature of transaction Provision for display of member photograph along with welcome message before performing any transactions. Provision of enquiry of checkouts against a user and its due date. Customized wood enclosure with 12 mm toughened float glass top finishes with international standard kiosks dimensions.		

…………………………………………….
Name, Designation & Signature of Bidder

ANNEXURE – II

DETAILS OF BIDDER

Sr. no.	Required Details	
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Contact No.	
4.	Fax No.	
5.	Mobile No.	
6.	Email	
7.	Name of Authorized Signatory	
8.	Sales Tax /CST No.	
9.	Income Tax No. /PAN/ GIR No.	
10.	Yearly Turnover for Last Two Years	
11.	Year of Establishment	
12.	Name and address of Banker	
13.	List of clients in Libraries	

Dated: Name

& Signature of Bidder

ANNEXURE – III

Prices should be quoted as per below tabular form only

Sl No	Item	Unit Cost			Qty	Total Cost
		Basic Cost	Taxes, Levies/Duties etc (Please specify)	Total Unit Cost		
1	RFID Tags					
2	Institution Labels/Anti Theft Stickers					
3	Staff Station Reader					
4	Security Gate Antenna System					
5	Handheld Reader					
6	Integration Module/Middleware					
7	Job Work of Tagging					
8	Self Check-Out Check-In Kiosks Stations					
9	Book Drop Station					
10	Installation, Training & Service Requirements					
11	Warranty for 1st Year ,2nd Year ,3rd Year					

Dated: Name & Signature of Bidder

ELIGIBILITY CRITERIA FOR PARTICIPATING IN THE TENDER
(Valid & Up to date Documentary Evidence to be enclosed point wise)

1. The bidder must be an Original Equipment Manufacturer (OEM) of RFID hardware components or an Authorized Distributor of OEM of RFID hardware components or a System Integrator having experience in RFID Solutions. Bidder shall submit certificate of Authorization from the Principal Manufacturing Company and self declaration incase OEM is bidding for the tender.

2. The Bidder should be a National Level IT Organization with experience in the field of application software conceptualization, design, development, deployment, Customization and maintenance in the Higher Education Industry since the last 8 years. It should have at least Rs.25 Crores of Turnover as on 31st March, 2011.

3. Bidder must be ISO 9001: 2000 certified Company.

4. The Bidder should have IT Technical support qualified work force of at least 60 Employees.

5. Bidders shall ensure that proposed RFID system are compatible with ISO 28560, ISO15693, ISO 14443A (Misfire standards) for smart card integration including future standards.

6. Principal Manufacturer /Bidder shall ensure that the proposed RFID System is compatible and should integrate with Integrated Library Management System, Institute Management System, material management/delivery automated system and surveillance/security system using CCTV/Webcams to ensure possibility of expansion/modification in the operating environment in future.

7. Principal Manufacturer /Bidder shall integrate the Middleware with existing ILMS using NISO recommende NCIP V2.0 protocol.

8. The Principal Manufacturer/ Bidder must have supplied, installed, implemented, integrated and commissioned a complete RFID based library automation solution minimum in 10 academic libraries in India or abroad. The complete solution provided by the bidder must include supply and installation of RFID components, integration, development and operationalization of hardware &software components and RFID consumables in an integrated manner. Copies of Purchase Orders/Documentaries evidences to be provided.

9. The bidder shall agree towards local customization and personalization on allaspects of the proposed system during the implementation and warranty periodto ensure a smooth functioning and user friendly environment.

10. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulentpractices by the Bank / Recognized Government Body.

11. Copy of latest Income Tax Clearance Certificate and PAN Card should also be enclosed.

12. The registration number of the bidder along with the CST Number & TINN umber allotted by the Sales Tax Authorities must be given in the tender bid.(Enclose necessary documents).

13. Principal Manufacturer shall have a minimum of 3 years of business history, and shall produce evidence of workforce stability with experience of supplying and servicing similar products in libraries.

14. Principal Manufacturer shall be the manufacturer of all components and be present in India for at least a minimum of 3 years.

15. Principal Manufacturer shall provide evidence of relevant technical experience and qualification as single supplier and manufacturer for RFID Systems.

16. Bidder shall initially provide onsite RFID technical support personnel those are fully trained, factory authorized and certified by the manufacturer to reduce downtime. Remote support via email/fax/phone etc. should also be available as and when required free of cost.

17. Bidder/Principal Manufacturer must show evidence on participation amongst U.S. NISO working group of library RFID standards.

18. All Equipment must be FCC/CE Compliant. Certificate from OEM Should be provided to that effect at the time of submission of Tender.

TERMS AND CONDITIONS

1. All expenses of packing, forwarding, freight, insurance in connection with delivery, repairs and replacement made within the warranty period should be borne by the vendor.

2. Wherever packing cases are received in damaged condition, the vendor shall be responsible for any loss, damage, breakage etc. in transit and shortages.

3. Unloading of the items, un-skilled labor, which may be required at the time of installation of the items, should be borne by the vendor free of cost.

4. Installation, Integration, Implementation, Commissioning & Training of the proposed system shall be undertaken immediately by the vendor within 30days of receiving of firm order.

5. The warranty period shall be effective from the date of having completed successful Installation, Integration, Implementation, & Training on the system at the Institute premises.

6. Rates shall be quoted for comprehensive 3 years warranty on supplied hardware& software including spares and AMC charges for software & hardware upgrades.

7. Bidder will be fully responsible for the performance of all components of the RFID materials and any malfunction/defective materials should be replaced free of cost during the warranty period.

8. Successful bidder shall fine tune all the components and overall RFID system during the warranty period with modularity, expandability and upgradeability in the overall system configuration without additional charge/cost. Free replacement of defective components during warranty period.

9. Interested bidder shall clearly specify their service options during the warranty & maintenance contract period to ensure that the functioning of the proposed RFID system is not interrupted after installation.

10. Proposal for comprehensive AMC of the system including Hardware and software upgrades after 3 years warranty period should be quoted. The Institute shall have the liberty to terminate/discontinue the AMC with the successful bidder at any point of time if not satisfied with the performance or are able to handle the system with own manpower/staff. However, bidder shall be willing to const antlywork & support the library to resolve any RFID&ILMS functionality and integration problems if any.

11. Successful bidder shall be responsible for coordination & integration of the proposed system with existing library management system and resolve any RFID & ILMS functionality problems with support from existing ILMS provider.

12. The quantity of the above items may defer subject to the Institutes actual requirements.

13. All systems shall be compatible with ISO28560 standards & NISO recommendations adopted globally meant for implementation of RFID systems in libraries.

14. Overall system configuration shall be open in terms of Modularity, Expandability and Upgradeability for future expansion/requirements.

15. The proposed system shall offer web-based remote monitoring and diagnostics which must include instant email notification, monitoring of check-in and out rates, web-based troubleshooting, and the ability to obtain statistics for each machine from any location.

16. All equipment required to be install/replace and maintain for smooth operation of the RFID System shall be available in India when required and shall be supplied by the vendor.

17. Supplied hardware shall have provision to upgrade their firmware online.

18. Bidders shall demonstrate that the resources (infrastructure) which are required to provide robust pre and post-sales support to RFID Materials Flow Management System are available locally.

19. Bidder shall clearly mention the responsibility and requirements if any from Library side.

20. Bidder should recommend an overall installation plan in co-ordination with the Library related with placement of hardware, accommodating network infrastructure, power and ventilation requirements, building restrictions, etc., so as to maximize the workflow and minimizing disruption of user's services including staff related daily work activities.

21. Bidders shall respond to Technical Specifications in the prescribed format only as mentioned in Annexure-I of Tender Document.

22. Bidders shall quote in the prescribed format only as mentioned in **Annexure-II** &**Annexure-III** of Tender Document.

23. The tender is liable to be ignored if complete information is not given therein or if the particulars and date (if any) asked for in the terms and conditions is not given.

24. All the pages of the bid should be signed along with company's seal.

25. The Institute reserves the right to reject any or whole quotations without assigning any reasons thereof and does not bind itself to accept the lowest quotations whatsoever.

26. The bidder shall have to practically demonstrate integration of proposed solution before the order is placed.

27. The rates quoted should preferably be net, inclusive of all taxes and duties, packing, forwarding, freight, Insurance and all other incidental charges. In case these charges are quoted extra in addition to the quoted rates, the amount there of or advolerum rate must be specified.

28. The Bidders are requested to give detailed tender in their own forms in two Bid system.
    Part - I Technical Bid.
    Part - II Financial Bid.

29. Only Bidders qualifying in Technical evaluation will be eligible for Financial bid evaluation.

30. Bids should be valid for a minimum period of 180 days after the due date.

31. Approved bidder has to deposit refundable EMD amount as per the GGV tender rules.

32. Judicial jurisdiction will be at Bilaspur (CG) only.

33. Envelope should bear the inscription:-
    - "Quotation for Library Management Software and Radio Frequency Identification System (RFID System) "
    - Tender Enquiry No. :
    - Due Date & Time:
    - Due Date & Time for Opening of Bids: