

NATIONAL INSURANCE ACADEMY, PUNE
Tender Document for “Implementation of RFID System in NIA Library”



*** e-TENDER***

FOR

“Implementation of RFID System in NIA Library”

Tender Number	NIA/Library/25-26/01
Tender Date	19.12.2025
Name of Work:	“Implementation of RFID System in NIA Library”
Pre-Bid Meeting	30.12.2025@ 1500 hrs.
Last date for pre-bid queries	31.12.2025@ 1500 hrs.
Last date and Time of Submission	19.01.2026@ 1500 hrs.
Date and opening of Technical Bids	20.01.2026@ 1500 hrs.
Opening of Commercial Bid (CB) of qualified bidders	To be informed later.
Cost of Tender Document	Rs. 500/- + GST (Non-Refundable)
Earnest Money Deposit	Rs. 1,00,000/-
Tender Processing Fee	As Applicable Online
Time for Completion of work	45 days from date of work order
Validity of Tender	120 days from the last date of submission of tenders

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NIA/Library/25-26/01

Date: 19.12.2025

NOTICE INVITING E-TENDER

The Director, NIA, invites E-tender for SITC of RFID system for NIA Library under Two-part Bid System containing Part-I (Technical Bid) & Part-II (Financial Bid) from the approved and eligible vendors and other bona-fide agencies.

Cost of Tender Rs. 500/- (Rupees Five Hundred only) + GST, NON-REFUNDABLE, should be transferred online through Debit Card/Credit Card/Net Banking. Tender without ‘Cost of Tender Document’ will be summarily rejected. Earnest Money Deposit (EMD) should be transferred online through Debit Card/Credit Card/Net Banking. Tender without requisite EMD will be summarily rejected. The Acknowledgment Slip of both the transfer i.e. cost of Tender and EMD should be submitted separately.

1. Brief Details of item(s)/material

Scope of work: Includes complete supply, installation, commissioning, successful implementation with 5 years warranty & onsite maintenance of RFID System for NIA Library. The supplied RFID-based library automation system must be compatible with Koha open-source library software.

The Detailed Technical Specifications of the material to be procured under this tender are given separately.

- All RFID Equipment (Tags, Readers & Gates) should be from One RFID Manufacturer. (Provide certificate from OEM)
- RFID vendors should have local technical and service support in Pune/Maharashtra.
- RFID vendors must have minimum 05 live sites (preferred Higher Education Institute IITs/IISERs/IISc/NITs/Central Universities/higher academic institutions etc.) where proposed RFID System integration in operation at least for last 3 years with KOHA. (Provide certificates from sites)

The tender document (consisting of specifications, the schedule of quantities of various types of items to be executed, the set of terms and conditions of the contract and other documents / drawings, if any) can be downloaded from the online Portal of TENDERWIZARD <https://tenderwizard.com/NIA> & Academy

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website <https://niapune.org.in/>. Corrigendum, if any, will be published after pre-bid meeting only on Academy Website and TENDERWIZARD Portal. The Academy shall not be responsible for any delay / difficulties / inaccessibility of downloading facility for any reason whatsoever. In case of any discrepancy between the tender documents downloaded from internet and the master copy available in this office, the latter shall prevail and will be binding on the tender(s). No claim on this account will be entertained. Rates quoted by the tenderer should be exclusive of GST/ all taxes. GST/ all taxes will be paid separately. Tender should be submitted as per the prescribed format within the specified date and time to the Director, NIA, Pune, failing which the offer shall be summarily rejected. Bid Validity period is 120 Days from submission date of bid. Bid will be opened by Purchase/Tender Committee, NIA, Pune. The academy reserves the right to reject any tender without assigning any reason thereof.

Director
NIA, Pune

INFORMATION & INSTRUCTIONS TO THE BIDDERS

FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS).

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/NIA> adopted by National Insurance Academy, Pune as given in the subsequent pages will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

Bidders are required to enrol for Bidder Registration on the NIA e-Procurement Tender wizard Portal (URL: <https://www.tenderwizard.com/NIA>) by clicking on the link “**Registration**” on the home page of e-Portal, which is chargeable. (Rs.1000/- + GST 18%, Non-Refundable) to be paid online through e-payment gateway).

Note: The e-Payment Gateway is available on e-Procurement Portal for making the Online Bidder Registration Payment.

Note: Information about e-Procurement Portal.

More useful information for submitting online bids on the NIA e-Procurement Tender wizard Portal may be obtained at: <https://www.tenderwizard.com/NIA>.

Bidders are requested to refer to the Bidder’s manual by downloading the Bidder’s Manual by visiting on home page of <https://www.tenderwizard.com/NIA> and following KEY INSTRUCTIONS for BIDDERS by clicking on “**Latest Circulars / Formats / Help Manuals / FAQs**”. The complete **Step by Step Bidder’s Help Manual For e-Procurement / e-Tendering Process, Bidder’s Registration Process, System Settings Requirements & JAVA Settings Manuals, e-Payment Guidelines & Digital Signature Certificate Process** are available on e-Auction Website regarding the e-Auction.

Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Dept. Officials. Online support will be provided through “Team viewer” or “Ammy Admin” Remote software only.

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For Downloading this software, the downloading software links are available on home page of e-Auction Website.

• **Registration of the Bidders / Bidders:** All the bidders intending to participate in the tenders floated online using Electronic Tendering System (ETS) are required to **get registered** on the e-Tender Portal (website) <http://www.tenderwizard.com/NIA>. After successful Registration on above mentioned portal, bidders will get a **User ID** and **Password** to access the website.

• **Viewing of Online Tenders:** The Bidders / Bidders can view tenders floated on online Electronic Tendering System (ETS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/NIA>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download the tender, they need to login on to the above portal and can download the tender documents of an e-Tender.

• **Key Dates:** The Bidder / Bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as “**Key Dates**” for all the tenders floated using the online electronic tendering system on above mentioned portal (Website) <http://www.tenderwizard.com/NIA>.

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular tender. The date and time will be binding on all the bidders. The Bidders are required to complete the stages within the stipulated time as per the schedule (Key Dates) to continue their participation in the tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined. The Bidder should ensure that the status of a particular stage should be shown as “Completed” before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the Bidder if the status of a particular stage is “Pending” till the expiry date and time of that stage, and he will not be able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any amendment in schedule due to any reason stated by the Department.

• **Obtaining a Digital Certificate and its Usage:** On e-Tendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the

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identity of the Bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e., Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text.

Note: Digital Signature Certificates: Class III Signing + Encryption Digital Signature Certificate is required for e-Tendering. (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

- The Bidders may obtain Class III digital certificate from any Certifying Authority or Sub certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. Or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic submission.

E-Tendering System (ETS):

E-Tender helpdesk

BSM Extension, Kengeri Satellite Town,

Bengaluru, Karnataka 560060

dscprocessingunit@yahoo.com

Help Desk Contact Details:

Tel: 080-40482000/121/133/140

Mobile: 9686115304/9686115323

E-mail: lokesh.hr@antaressystes.com

raghuprashanth@antaressystems.com

- The Bid (Online Offer) for a particular e-Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e., due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.

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- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no objection certificate / power of attorney to that User. The firm must authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for NIA Office Pune, as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an “Authorization Certificate” for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.
- The same procedure holds true for the authorized users in a Private / Public limited company. In this case, the authorization certificate will have to be signed by the Directors of the company.
- Bidders participating in e-tendering shall check his / her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/NIA>.

NOTE:

NIA AND TENDERWIZARD will not entertain any reasons / claims of Bidder on account of Net Connection Failure / Power Connection Failure and any issues during the submission of tender online. Bidder shall be solely responsible for all those facts and failure of Net Connectivity, Electricity Current Connectivity etc.

For Registration and for further details on e-tendering, please visit website above mentioned portal (website) or below mentioned address:

E-Procurement Helpdesk Officials details.

Office Address: E-Tender helpdesk,

BSM Extension, Kengeri Satellite Town,

Bengaluru, Karnataka -560060

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Help Desk Contact Details: -

1) Mr. Sanjay K. Chandak, (Pune & Mumbai Maharashtra)

(E-mail: sanjay.kc@antaressystems.com) or

sanjay.kc@etenderwizard.com

Ph: 9665721619.

2) NIA Library Dept. Official's No.

Mr. Shariyan Ahmed (Librarian),

Contact No.: 020-27204067 Mobile No. 7839151463

e-Mail Id : shariyan@niapune.org.in

GENERAL TERMS AND CONDITIONS TO THE TENDERER

1. The tenderer is directed to follow the conditions of tender and general conditions of contract of NIA Pune.
2. The tenderer shall visit and inspect the site and obtain all information on his own responsibility and at own cost, which may be necessary for the purpose of quoting and submitting the tender. No excuse or ignorance as to site conditions and local information shall be accepted after awarding of the contract.
3. The time for completion of work shall be as per tender document
4. The Earnest Money received shall be refunded without any interest, after the award of work order. The Earnest Money Deposit (EMD) of successful tenderer shall be retained and converted as a security deposit.
5. Earnest Money Deposit (EMD) will be forfeited in the following cases:
 - If the tenderer withdraws / modifies his tender during the period of Bid Validity.
 - If the tenderer does not accept the correction of arithmetical errors of his tender.
 - If the tenderer after award of work, does not start the work within the stipulated time-period as per Letter of Acceptance / Work Order.
6. **Eligibility Criteria**

Vendors/Agencies who fulfill the following requirements shall be considered as Eligible Tenderer. Vendors/Agencies should have satisfactorily completed work during the last 05 (Five) years:

 - All RFID Equipment (Tags, Readers & Gates) should be from a single RFID manufacturer. (Certificate from OEM to be submitted for each item).
 - Bidder/OEM should submit **Certificate of Authorization from the Principal Manufacturing Company and self-declaration in case of OEM Bidding to quote the Tender.** A dealer's sub resellers are not allowed to bid for the project. Letter of authorization from Original Equipment Manufacturer specific to this tender should be enclosed. The letter should mention OEM's contact numbers, email addresses and website with whom authenticity of letter can be cross-checked. To verify the authenticity of the items quoted in the tender, the RFID equipment should be available on OEM's website.
 - Bidder/OEM must have minimum **05 live sites** (Higher Education Institute IITs/IISERs/IISc/NITs/ Central Universities/higher academic institutions etc.) where proposed RFID System integration with

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KOHA Library Management Software is in operation at least for last 3 years. Provide certificates from sites.

- Bidder/OEM should have average annual turnover **of Rs. 3 Crore (Minimum)** in the last three financial years. The copies of Audited Accounts / Balance Sheet, Profit & Loss Account along with Income Tax Returns for the last three years shall be attached with the Tender
- Bidder/OEM should be a **company registered in** India with Director of Companies since at **least last 05 years.**
- The quoted RFID hardware must be in use in **at least five (05) or more Government and/or Academic Institution Libraries.**
- Bidder/OEM should have implemented RFID based library automation solution in at least 3 libraries having 25,000 books in each of the libraries with Koha Library Management Software, in India. RFID based Library Solutions should be working (operational) for at least 3 years with Koha LMS. Customer references and Purchase orders must be attached along with the Tender.

7. Submission of Bid

The bids shall be submitted **ONLINE** in **Two Bid System:**

I. Tender Fee and EMD will comprise of -

- Cost of Tender Paper Rs. 500/- (Rupees Five Hundred Only) + GST, NON-REFUNDABLE, payable through online transfer mode i.e. Debit Card/Credit Card/Net Banking. Tender without ‘Cost of Tender Document’ will be treated as cancelled.
- EMD of Rs 1,00,000/- (Rupees One Lakhs Only) payable through online transfer mode only i.e. Debit Card/Credit Card/Net Banking. Bid without EMD would be summarily rejected.

II. Technical Bid will comprise of -

- Self-certified copies of Credential documents fulfilling the minimum eligibility criteria as per the tender notice, i.e., Experience Certificates for completion of similar type of job within last five years.
- Original Tender Document – Part-I: Technical Bid duly Digitally Signed.
- Self-certified copies of Statutory documents like registration with state and central government bodies, Trade License, PAN, IT Returns for last 3 years and GST Registration details.
- All the documents should be submitted online.

III. Financial Bid will comprise of-

Original Tender Document – Part-II: Financial Bid should be submitted online and Form of Tender as an acceptance to the terms and conditions set in the tender (Digitally Signed).

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- All documents submitted as part of this e-tender shall be digitally signed by the authorized signatory of the bidder using a valid Digital Signature Certificate (DSC). As the tender is processed through the online e-tendering portal, physical signatures, initials on each page, or company rubber stamps are not required.
 - The tenderer shall have to submit certified copies of Valid Trade License, PAN, Income Tax Return for last 3 years, GST registration details, other statutory tax clearance certificates (if any) and credential documents fulfilling the minimum eligibility criteria along with this tender. The original copies of above documents will have to be produced when requested for verification by the Academy.
 - All Rates, Amounts, Percentages, & Sums shall have to be quoted in figures and words. If the rate/percentage quoted in words does not tally with the rate/percentage quoted in figures, then the rate/percentage given in words shall be considered.
 - No alteration shall be made by the tenderer in the tender, and no conditional tender will be entertained. Tender with split percentages will not be considered.
8. The Tender shall remain valid for a period of 120 Days from the date of opening of the Tender. If before expiry of the validity period or issue of work order, whichever is earlier, the tenderer amends / modifies / withdraws his bid, making it unacceptable to the Academy, and then the Earnest Money Deposit shall be liable to forfeiture at the option of the Academy.
9. The rates quoted by the tenderer should be exclusive of GST, (GST will be paid as per actual based on Government Notification) but inclusive of freight, cost for loading & unloading etc. and must hold good till the completion of work and shall not be subjected to escalation due to increase in local market rates of materials and labour. No claim on this account whatsoever shall be entertained at any stage including the extended period, if any.
10. Tenderer must submit the tender containing original priced offer in the prescribed format as detailed in Schedule of Quantities of the tender document duly signed. No condition / stipulation shall be provided in the priced offer (Part-II). In case of any deviation / stipulation found in the priced offer, the same shall be considered null and void, and the offer is liable to be rejected.
11. The right to reject all offer(s) or split up the total requirement and award the contract to one or more than one party if considered necessary or to cancel the Tender rests with the Academy.
12. The Intending tenderers will have to produce documentary evidence in original in support of their credentials. If any information furnished by the tenderer is found to be false / fabricated then his Tender

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will be rejected and treated as cancelled, even if the same is detected at any stage after signing the contract and would lead to termination of the contract besides forfeiture of Earnest Money Deposit (EMD) and liabilities towards prosecution under appropriate law. In such cases, the tenderer will be debarked from participation in future tendering process of the Academy for next 05 (Five) years.

13. The Academy reserves the right to accept or reject any or all of the offers including the lowest quote without assigning any reason.
14. The successful tenderer shall deposit an amount equal to 5% of the tendered and accepted value of the work as security deposit in the form of Demand Draft in favor of NIA PUNE. The time allowed for submission of the security deposit shall be 07 days of receiving “Letter of Acceptance” (LOA). If the tenderer fails to security deposit within the period, i.e. within 07th day of the issue of acceptance (LOA), his bid will be rejected and treated as cancelled and the entire Earnest Money Deposit shall be forfeited. After recording the completion certificate for the work by the competent authority, the security deposit shall be returned to the Vendor after 60 days, without any interest.
15. The bidder should provide a 5-year Standard Warranty for all hardware (equipment/spares/accessories/any item etc) for the complete RFID-based library automation system which includes free technical support and software/hardware maintenance obligations.
16. The Bidder/OEM must not be blacklisted and/or debarred from any govt./non-govt. institute of India in the last 5 years.
17. The RFID Gates should have ETA (Equipment Type Approval) from the Wireless Planning Commission.
18. The bidder might be required to show a demo of the products quoted at the time of technical evaluation if the committee required.
19. The Bidder shall have the single point responsibility for the complete Turnkey solution including supply, installation, testing & commissioning and maintenance.
20. The bidder should have the necessary ISO/BIS Certificates.
21. The Academy reserves the right at the time of award of the order to increase or decrease the quantity of the goods and services specified in the schedule of requirements without any change in the unit price of the ordered quantity and to exclude specific goods listed in the schedule of requirements from the order.
22. The Academy reserves the right to reject any or all the tenders without assigning any reason, and the decision of the Academy shall be final and binding.
23. The Academy reserves the right to call the bidders and conduct negotiations, if necessary and has the right to select more than one bidder, one bidder for one or more items at its discretion.

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24. Any deviation in specification, terms and conditions shall not be entertained. The institute reserves the right to add/delete/change/modify any of the specifications, terms and conditions of this tender call document if it is necessary during the process of execution of the work.
25. The Academy reserves the right to order all or part or none of the items and/or services given in this schedule. The Institute also reserves the right to order additional services based on the rates finalized as a result of this tender.
26. Middleware (if necessary) Warranty: Patches and service pack releases must be supplied at no additional charge to the library within the warranty period.
27. Any modification of software/software upgradation for the change in class of service and to provide the same additional facilities within the existing software provided in the system shall be covered under a warranty period of 5 years.
28. All training should be performed by the vendor at the Academy premises, and trained personnel should be placed in the institute for running and maintaining the hardware and software for the period of warranty.
29. All the RFID components chosen for the complete solution should conform to NISO guidelines for the use of RFID in Libraries and ISO 15693 / ISO 18000 - 3, ISO 14443A in accordance with equipment. All systems must be compatible with Global RFID ISO standards.
30. All repairs/replacement/servicing/fixing of the entire RFID system shall be carried out only by the contractor/Bidder. NIA Pune shall not permit or allow any party other than the authorized contractor/successful bidder to handle or deal with the equipment.
31. It may be noted that only the credentials required for accessing the SIP2 Protocol will be provided. Full or unrestricted access to the KOHA Library database will not be granted.
32. Vendor shall execute a Data Protection and Non-Disclosure Agreement. Vendor shall log and provide access logs on request. Full Koha DB credentials shall not be required or stored; only SIP2 credentials to be used and stored securely. Vendor to implement industry standard encryption for data in transit and at rest.
33. If middleware or integration module is proprietary, Vendor shall deposit source code, build instructions, and documentation in escrow with an agreed escrow agent. Escrow released to NIA if Vendor or OEM becomes insolvent, ceases business, or fails support obligations for 6 consecutive months. Vendor to assist transition on escrow release.
34. Vendors guarantee availability of critical spare parts for 7 years from commissioning at commercially reasonable prices. Vendor should notify NIA 12 months prior to planned discontinuation and provide a migration plan. If OEM discontinues product without acceptable replacement, Vendor shall propose compatible replacement at price not exceeding market rates plus 10%.

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35. All modifications / amendments / corrigenda related to this tender will be published only on the official NIA Pune website or the designated e-tender portal.
36. NIA may terminate the contract for cause with 30 days’ notice or for convenience with 60 days’ notice. On termination, the Vendor shall be paid for work done and materials delivered, subject to LDs, SLA penalties, and damages. Termination shall not affect NIA’s right to invoke the EMD for prior breaches.

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Minimum Technical Specification

Specification of RFID systems

The specifications mentioned herein are the minimum requirements; any equivalent or superior specifications shall also be acceptable. The list of approved makes provided below is indicative and not exhaustive, and equivalent or superior makes complying with the prescribed technical specifications shall be accepted.

▪ **List of Approved Makes**

Sl. No.	Description of item
1	SELF-ADHESIVE RFID BOOK TAGS: Bibliotheca, Rapid Radio, 2CQR or equivalent make of repute
2	RFID Staff Station: Bibliotheca, Rapid Radio, 2CQR or equivalent make of repute
3	RFID Security Gate: Bibliotheca, Rapid Radio, 2CQR or equivalent make of repute
4	RFID Kiosk: Bibliotheca, Rapid Radio, 2CQR or equivalent make of repute
5	RFID Book Drop Box: Bibliotheca, Rapid Radio, 2CQR or equivalent make of repute
6	RFID Handheld Portable Reader: Bibliotheca, Rapid Radio, 2CQR or equivalent make of repute
7	Interactive Library Touchscreen Kiosk (OPAC): Bibliotheca, Rapid Radio, 2CQR or equivalent make of repute

Please note that the RFID components should be of the same make. The bidder should mention the make, model and technical specification of each item to be supplied in the technical bid. Bid quoted for substandard products will not be considered and the offered quotations are liable for rejection.

Item No. 1: Library Staff Station			
Item Minimum Specifications	Qty.	Matched/Not Matched	Remarks (If any)
1. Compatible with KOHA LMS 2. Compatible with Library’s standard circulation desk computers, barcode readers, receipt printers, biometric face recognition and Biometric Fingerprint Scanners. 3. Enabled with RFID read range of 8 to 11 inches minimum for book tags 4. Capable to process RFID tags, biometric, smart cards or barcodes with the same circulation transaction 5. Capable of reading/processing at a time multiple RFID tagged items for check-in/out 6. Power to be supplied from PC via USB cable 7. Operating frequency of station and range of temperatures should be as per ISO Standards.	02		

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<p>8. Station hardware décor must be attractive and contemporary and be able to be integrated with library’s own furniture</p> <p>9. Client Software should support following features and is to be integrated with existing KOHA LMS.</p> <p>10. The programming/Tag station should interface with the Library Management Software using SIP2/NCIP V2.0 protocol</p> <p>11. Should be fully ISO/IEC 14443A, 15693 and ISO 18000:3 compliant</p>			
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Item No. 2: RFID Handheld Portable Reader			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<p>1. Compliant with internationally recognized standards for RFID based library self-services systems</p> <p>2. The handheld reader should be light in weight and dimension easy to handle by a single person while taking inventory in stacks.</p> <p>3. Battery life should be minimum 4-5 hours</p> <p>4. Facility to transfer data using USB</p> <p>5. Touch screen interface using stylus and keypad</p> <p>6. Capable to perform shelf reading, inventory, searching items, deducing records etc.</p> <p>7. Should have good read range, combined with a reasonable scanning rate of library stacks.</p> <p>8. Enabled with internal memory and external memory card</p> <p>9. Audible tone and visible indicators to verify item has been identified / checked for inventory</p> <p>10. Suitable operating system installed</p>	01		

Item No. 3: Two EAS Pedestals Library Security Gate (1.5meters approx.)			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<p>Security gate should include two theft detection pedestals, which are interdependent of each other and have an overlapping protection zone providing additional security. It is planned to install these pedestals at a single location in the library. The system should have suitable number of I/O ports for Standard electronic counter, web cam trigger, CCTV, locking gates etc. The offer must be complete in all respects with CCTV integration and must include all the components required for the functional of the system Library</p>	01		

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<p>security gate. It should also have multi line infrared motion sensors to detect library foot falls and in-out numbers.</p> <ol style="list-style-type: none"> 1. The proposed system must provide item security even when the library management system or network is off-line or not functioning. 2. When Alarm is used, it 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 /checkout. The items causing alarm along with details should also be able to be viewed on any one computer. 3. 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. 4. Suitable number of I/O ports which can manage Standard Electronic Counter, Web Cam Trigger, Gate buzzer and other necessary components which require functionally running the system. 5. Capability to read up to 8 or more tags per second in all orientations 6. Capable to generate footfalls (in-out both) statistics of library 7. Operating frequency of station and range of temperatures should be as per ISO Standards. 8. Enabled with Lights and buzzer inbuilt notification 9. Consistent with library furniture colour and décor. 10. Design should be contemporary and attractive 11. Supporting Transponders: ISO 15693-3, I Code 			
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Item No. 4: Self Check Out Kiosk Station with Barcode/ Biometric/Facial Detection			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<ol style="list-style-type: none"> 1. Compliant with internationally recognized standards for RFID based library self-services systems 2. High speed thermal Kiosk Printer with minimum noise disturbance 3. LED touch screen monitor (minimum 17”) and necessary rest CPU configuration 4. Connect through the library’s Ethernet network and secured wireless network 5. Client software should interface with KOHA LMS 6. Capability to perform check-in and check-out function using RFID tags and barcodes. It should be capable to update library inventory (material) status while committing transactions. 7. Integration with software through SIP2 for handling transaction of both RFID tagged materials and barcoded materials. This will give the library the advantage of starting self-check-in / check-out using 	01		

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<p>barcoded book until the time when all books are enabled with RFID tagged.</p> <ol style="list-style-type: none"> 8. Should be compliant with ISO 15693 and ISO 18000-3 9. Capable to communicate the host circulation system (LMS) to update the library inventory (material) status while committing transactions 10. Enabled with anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read up to 8 to 10 inches high 11. Capable to read members' RFID smart card for user identification 12. Should be capable to check dual authorization of users/patrons with RFID Card + Thumb Print 13. Capable to build into existing circulation desks, with touch screen monitor that display instructions for the users. 14. Capable to generate acknowledgement slip containing patron and transaction details, such slip should be customizable with Library name, logo etc. 15. Should have capability to renew the items, also renewals without item 16. Customize the transaction messages 17. Capable to display select information from patron record, such as number of items checked out, number of items on hold, outstanding fine information without compromising patron privacy. 18. Capable to display Patron's photograph 19. Perform offline transactions and maintain records of all barcodes checked out when the LMS is offline and then upload/update transactions when the LMS is back online. This will help to continue check-in / out even when LMS is offline / under maintenance. 20. Generate performance report in statistics. Data must be broken down by date, hour, number of transactions, type of transactions, and number of successful / unsuccessful transactions 21. Offer options to patron whether he/she wishes printed slip / email receipt 22. Consistent with library furniture colour and décor. 23. Design should be contemporary and attractive 24. Multi-protocol firmware ISO/IEC 14443A. 15693 and ISO 18000:3 compliant. 			
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Item No. 5: RFID Book Return /Drop-Box Station			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<ol style="list-style-type: none"> 24 hrs. operation should be possible Minimum 100 books bin to be provided Real time check-in should be processed High Speed Thermal Slip Printer 17” or higher LED Touch Screen Monitor using Capacitive Technology Small Form Factor CPU with latest configuration Drop Box should be upgradable in the future Drop Box should be easily integrated with web-based Application for remote as well as within campus monitoring of the performance of the system, alert for paper out of cartridge failure or any kind of failure, alerts etc. Return bin of the Drop box should have proper system to minimize the book damage. The System must automatically switch into store mode the check-in data when the system goes offline. The receiving Cart should have good quality wheels for easy movement. 	01		

Item No. 6: Self Adhesive RFID Tags (for Book)			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<ol style="list-style-type: none"> Compliant with ISO standards Self-adhesive and should be in proper format to paste on Books Rewriteable and lifetime warranty Operating Frequency RFID tags, data storage capacity, physical dimension RFID tags, and operating range of temperatures should be as per ISO Standards and Library requirements. Tags should be fully ISO 15693/18000-3 compliant 	28000		

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Item No. 7: Institution Labels			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<ol style="list-style-type: none"> 1. Good quality self-adhesive labels 2. Good quality smooth face 3. Label printed with Name and logo (design to be approved by NIA Library) 4. Size: Minimum half inch larger on all sides than the RFID tag 5. Strong permanent adhesive, which does not leach into the paper of the book 	28000		

Item No. 8: Integration Module / Middleware Features			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<ol style="list-style-type: none"> 1. Client Software should support following features and is to be Integrated with existing Integrated Library Management Software (ILMS) 2. Tagging / Re-tagging after proper online validation of the title / member records LMS database 3. Tag monitoring by accessing item record from ILMS database 4. Send SMS & Email for circulation and registration transactions which can be selected for specific users. 5. NCIP V2.0/SIP2 compliance 6. Retagging option for re-registration of books & patrons 7. Sorting by accessing Title record from ILMS 8. Check out /Check-in/Renewal 9. Provision to display reservations done by a member along with sequence and date of collection 10. Provision of enquiry of checkouts against a member and its due date 11. Provision for details of fine against a member 12. Provision of slip printing containing the details of a transaction 13. Reserved titles shall get highlighted while check-in 	01		

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Item No. 9: RFID Tagging Job Work (for Book)			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<ol style="list-style-type: none"> 1. RFID Tag & Sticker to be pasted in same process 2. ISO 28560 standard followed for tagging 3. Minimum 1000 books to be completed in a day 4. Registration of books to be done in single process 5. Retrieving the Book from the shelf and returning the same to the Specific shelf after processing as per Library standards for all Book entries. 	22000		

Item No. 10: Interactive Library Touchscreen Kiosk (OPAC)			
Item Minimum Specifications	Qty.	Matched/ Not Matched	Deviation, If any
<ol style="list-style-type: none"> 1. Features an inbuilt touchscreen keyboard along with a keyboard tray for easy accessibility. 2. Comes with a widescreen 17-inch monitor or more. 3. This comes with an attractive enclosure to suit and enhance the library's aesthetic. 4. Integrated with Library Management Software (LMS) 5. The software installed on the patron check-station must have a friendly interface and the software should integrate with the Library Management software installed in the library. 6. The software should have the option to be customized as per requirements of the library. 7. The patron check station computer system must have the following configuration: <ol style="list-style-type: none"> a. Operating System supported Windows 11 or higher b. Supports all relevant operating systems of Windows platforms. 8. It should have the facility to feed input from the library via Network from anywhere. 	01		

Note:- All items provided shall be equipped with the latest technology and shall strictly comply with the specified technical requirements. The tender shall also duly fill and submit the Technical Bid, clearly specifying the technical specifications of the items being offered. The quantity mentioned may be inclusive, not exhaustive. Institutes have the right to increase or decrease the quantity as per need.

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1. Instructions to Bidders:

- a) If the bid is submitted by authorized dealer/ distributor for branded makes, an authorization letter from principals clearly indicating that the vendor is the authorized to sell and provide services for the items mentioned in the scope of supply given in tender documents shall be produced.
- b) Purchase Orders if any, for identical equipment's supplied to other IISERs/IITs/Central Universities etc. for the preceding three years should be given together with the prices eventually or finally paid.
- c) Copy of GST/CST/VAT/TIN No. and PAN No. allotted by the concerned authorities should be enclosed.
- d) In case of foreign quote, the address of Principal's / Manufacturer's and their Banker's details should be furnished along with certificate.
- e) All tender documents shall be digitally signed by the authorized signatory of the bidder. Physical signatures or rubber stamps are not required.
- f) The make/brand and name and address of the manufacturer, Country of Origin, and currency in which rates are quoted are to be clearly mentioned.
- g) Period of delivery, Period of Warranty should be mentioned specifically.
- h) Training charges (if any) be quoted separately.

2. Other Terms and Conditions

1. **NIA, Pune reserves the right to accept or reject any bid in part or full without assigning any reason whatsoever.** The Academy will not hold any responsibility for postal loss or delay of any bid.
2. **Period of validity of bids:** Bids shall be valid for a minimum period of **120 days** from the date of opening of the Techno-Commercial Bid.
3. **Delivery Period:** The required quantities of material have to be delivered and installed within 45 days of the date of issue of the Purchase Order.
4. In case your quote is Ex-works basis estimated insurance coverage charges may please be indicated.
5. For imported items the agency commission payable to Indian Agent may be indicated. Agency commission will be paid in INR after satisfactory commissioning and acceptance of the item.
6. Bidder shall provide duly signed certificate as enclosed with Techno- Commercial Bid.
7. **Penalty for delayed supply and installation :** Time is the essence of the contract and the supplier shall pay or allow the Institute to realize the sum equivalent to 01(One) per cent of the total order value per week, subject to a maximum limit of 10% of the order value, as agreed compensation for

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delay for the period during which the supply and installation shall remain incomplete beyond the offered time of completion/execution or beyond the time duly extended in writing by the Institute. The Institute may deduct such damages from any money due to the supplier.

8. Payment Term:

1. 50% payment shall be made against satisfactory delivery of material at NIA campus in good condition as per the tender.
2. 40 % after installation & commissioning of entire set up in lively after successful completion and acceptance of the work by NIA Pune
3. Balance 10% will be paid 60 days after handover of the system to NIA.

9. Warranty: 5 Years Warranty and onsite maintenance period will start from the date of installation and satisfactory commissioning and acceptance. In case of any extended warranty period/AMC the payment will be released on pro-rata basis, subject to submission of Security deposit of 10%.

10. Jurisdiction: In the event of any dispute, the parties shall endeavor to resolve the matter amicably through mutual consultation. Failing such resolution, the courts at Pune shall have exclusive jurisdiction.

11. Clarification: Wherever the tender document refers to signing, stamping, or initialing of documents, the same shall be deemed to mean digital signing through the e-tendering portal only.

Special Conditions of Contract / Additional Terms

1. **Service Level Agreement (SLA):** The Vendor shall respond to complaints within 8 working hours and resolve them within 48 hours. Critical failures shall be resolved within 24 hours, failing which penalties may be imposed by National Insurance Academy (NIA), Pune. In case of failure to meet the SLA timelines, penalties shall be levied in accordance with the Liquidated Damages clause specified in this tender document.
2. **System Uptime:** The Radio Frequency Identification (RFID) system shall maintain a minimum 99% uptime on a quarterly basis, excluding approved scheduled maintenance. Any deviation shall be treated as SLA breach.
3. **Annual Maintenance Contract (AMC):** After completion of the five (5) years warranty, the Vendor shall offer AMC on mutually agreed terms. AMC charges shall not exceed ten percent (10%) of the contract value per annum.
4. **Data Ownership and Exit:** All data generated through the RFID System, Middleware, and Koha Integrated Library Management System (ILMS) shall remain the exclusive property of NIA Pune.

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On expiry or termination of the contract, complete data export shall be provided in standard, non-proprietary formats without any lock-in.

5. **Cyber Security and Compliance:** The Vendor shall comply with Computer Emergency Response Team – India (CERT-In) guidelines. No hard-coded passwords or unauthorized remote access shall be allowed, and all data transmission shall be encrypted using industry-standard protocols.
6. **Acceptance Testing:** Final acceptance and Go-Live of the system shall be subject to successful Site Acceptance Testing (SAT) and written approval by NIA Pune.
7. **Training:** The Vendor shall provide onsite training to library staff of NIA Pune, along with user manuals and technical documentation, at no additional cost. One refresher training shall be provided annually during the warranty period.
8. **Manpower Support:** The Vendor shall deploy qualified technical personnel and provide a support escalation matrix throughout the warranty and AMC period.
9. **Insurance and Risk Coverage:** The Vendor shall bear all transit, installation, and risk insurance for the equipment until final acceptance by NIA Pune.
10. **Force Majeure:** Delays caused by Force Majeure events such as natural calamities, government actions, or other events beyond reasonable control shall entitle time extension without financial implications.
11. **SLA Enforcement:** In the event of repeated breaches of the Service Level Agreement (SLA), NIA Pune reserves the right to impose penalties, invoke the Performance Security, or terminate the contract. For each instance of SLA violation, a penalty equivalent to 0.5% of the quarterly contract value per incident shall be levied, subject to a maximum cap of 10% of the annual contract value.
12. Any **amendment / addendum / corrigendum** to this tender shall be **published only on the official website of National Insurance Academy (NIA), Pune and the designated e-tender portal**. No separate communication in this regard shall be issued. Bidders are advised to regularly visit the NIA official website for updates.

Director

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Annexure I - CERTIFICATE & DECLARATION

It has been certified that all information provided in tender form is true and correct to the best of knowledge and belief. No forged / tampered document(s) are produced with tender form for gaining unlawful advantage. We understand that NIA Pune is authorized to make enquiries to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD/SD and or any penal action and other damages including withdrawal of all work / purchase orders being executed by us. Further NIA Pune is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.

I / We assure the Academy that neither I / We nor any of my / our workers will do any act/s which are improper / illegal during the execution in case the tender is awarded to us.

Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the Institute.

Our Firm/ Company/ Agency is not blacklisted or banned by any Govt. Department, PSU, Institute, Autonomous Institute or Any other Govt. Organization.

This certificate and declaration are digitally signed by the authorized signatory using a valid Digital Signature Certificate

Date

Signature of the Tenderer

Place

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Annexure - II

REF TENDER NO.

NAME OF WORK: _____

NAME OF AGENCY: _____

To,

Director,
National Insurance Academy
Balewadi, Pune

Sirs,

With reference to the Inviting Tender notice, I/We have gone through the tender documents issued to us. I/We have also gone through the general conditions of the contract of NIA. I/We hereby confirm that I/We shall abide by terms and conditions of General conditions of the contract including form of tender, Invitation to Tender etc. I/We hereby declare that I/We have visited, inspected and examined the site and its surroundings and aware about the prevailing site conditions. I / we have satisfied ourselves before submitting this tender; obtained information about the nature of work and facilities that may be required and obtained necessary information about working conditions, risk contingencies etc., which may influence this tender. We hereby offer to execute & maintain the work during the defective liability period in conformity with the tender conditions at the respective rates quoted by us.

Signature of the vendor(s)

Name of Agency with complete address & email ID

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Annexure – III

FORM OF TENDER

(To be filled by the Tenderer with sign & stamp and submitted within the Financial Bid)

To, Director, NIA, Balewadi, Pune

I/We, _____ Son/Daughter of Sri _____
Proprietor/Partner/CEO/MD/Director of M/s. _____ of (Address) _____
_____ having examined the site of works, carefully read and understood the Specifications, General Conditions of Contract and Additional Conditions of the Tender, hereby tender and undertake to execute and complete all the works required to be performed in accordance with the Specifications, Bill of Quantities, General Conditions of Contract, the rates and prices set out in the annexed Bill of Quantities within _____ days / weeks / months from the seventh day of the date of receiving work order.

I agree to complete the work at **45, Forty-Five days**, ABOVE / BELOW / AT PAR the Departmental Estimated Rates.

I/We have deposited online payment having Transaction No. _____ dated _____ in favour of Director, NIA, PUNE for Rs. _____ Rupees _____) with the tender as Cost of Tender Document.

I/We have deposited online payment having Transaction No. _____ dated _____ in favour of Director, NIA PUNE for Rs. _____ (Rupees _____) with the tender as Earnest Money Deposit.

I also declare that the information / documents furnished along with the application and tender are true and authentic to the best of my knowledge and belief. I am well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender / termination of contract at any stage besides liabilities towards prosecution under appropriate law. All tender documents and papers submitted by my Company are digitally signed by the authorized signatory and authenticated through the e-tendering portal. and I take full responsibility for the entire documents submitted with this tender.

I agree that the period for which the tender shall remain open for acceptance shall not be less than 120 Days from date of opening of tender.

Signature of the Tenderer / Authorized person

(Seal of the Tenderer) Name of the Tenderer (In Block letters)


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Address: _____

Annexure – IV

PRICE BID FORMAT

Tender No. NIA/Library/25-26/01 Supply of: _____

	NATIONAL INSURANCE ACADEMY BALEWADI, PUNE 411045.						
Annexure – IV PRICE BID FORMAT							
Tender No.			NIA/Library/25-26/01				
Name of Work			“Implementation of RFID System in NIA Library”				
NAME OF FIRM							
Sr. No	Item	QTY	Item Code /Model / Specification	Manufacturer /Brand Name	Basic unit Cost	Total Unit Cost	
1	RFID Tags for Books	28,000				0.00	
2	RFID Staff Station	2				0.00	
3	RFID Handheld Portable Reader	1				0.00	
4	Two EAS Pedestals Library Security Gate (1.5meters approx.)	1				0.00	
5	Self-Check Out Kiosk Station with Barcode/ Biometric/Facial Detection	1				0.00	
6	RFID Book Return Drop-Box Station	1				0.00	
7	Institution Labels	28000				0.00	
8	RFID Tagging Job Work (for Book)	22000				0.00	
9	Interactive Library Touchscreen Kiosk (OPAC)	1				0.00	
10	Integration module/middleware	1				0.00	
Total Unit Cost In Rs.						0.00	
11	GST (in %)						
12	Total Amount including GST						0.00
Note : The Academy, i.e. National Insurance Academy Pune, shall not be responsible for any delay in submitting online Bids. The Academy reserves the right to accept or reject any bid and cancel the Tender without assigning any reason thereof. No correspondence in this regard will be entertained.							

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Annexure V– Technical Evaluation Checklist

Tender No.: NIA/Library/25-26/01

Name of Work: Implementation of Radio Frequency Identification (RFID) System in NIA Library

Name of Bidder: _____ **Date:** _____

A. Eligibility & Statutory Compliance

Sr. No.	Technical / Eligibility Requirement	Documents to be Verified	Complied (Yes / No)
1	Bidder / Original Equipment Manufacturer (OEM) registered in India for minimum 05 years	Certificate of Incorporation / ROC	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	Average annual turnover of minimum Rs. 3 Crore during last 3 financial years	Audited Balance Sheets & P&L Statements	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Bidder / OEM not blacklisted or debarred in last 5 years	Self-Declaration	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	Valid Goods and Services Tax (GST) registration	GST Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	Valid Permanent Account Number (PAN)	PAN Copy	<input type="checkbox"/> Yes <input type="checkbox"/> No

B. OEM Authorization & Make Compliance

Sr. No.	Requirement	Documents to be Verified	Complied (Yes / No)
6	All RFID equipment quoted from a single OEM	OEM Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	OEM Authorization Letter specific to this tender	Authorization Letter	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Quoted RFID products listed on OEM official website	Website Link / Brochure	<input type="checkbox"/> Yes <input type="checkbox"/> No

C. Experience & Past Performance

Sr. No.	Requirement	Documents to be Verified	Complied (Yes / No)
9	Minimum 5 live RFID sites integrated with Koha ILMS, operational for 3 years	Client Certificates	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	RFID implemented in at least 3 libraries having 25,000+ books each using Koha	Purchase Orders / Completion Certificates	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Sr. No.	Requirement	Documents to be Verified	Complied (Yes / No)
11	RFID hardware deployed in 05 or more Government / Academic libraries	Client List / Certificates	<input type="checkbox"/> Yes <input type="checkbox"/> No

D. Technical & Standards Compliance

Sr. No.	Requirement	Documents to be Verified	Complied (Yes / No)
12	Compliance with ISO 15693 / ISO 18000-3 / ISO 14443A standards	Technical Datasheets	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	RFID Security Gates approved by WPC with ETA	ETA Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No
14	Compatibility with Koha ILMS using SIP2 / NCIP v2.0	Technical Declaration	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Compliance with NISO RFID Guidelines for Libraries	Manufacturer Declaration	<input type="checkbox"/> Yes <input type="checkbox"/> No

E. Warranty, Support & Security

Sr. No.	Requirement	Documents to be Verified	Complied (Yes / No)
16	Minimum 5 years comprehensive warranty with onsite support	Warranty Undertaking	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	Availability of local technical support in Pune / Maharashtra	Support Details	<input type="checkbox"/> Yes <input type="checkbox"/> No
18	Compliance with CERT-In cyber security guidelines	Self-Declaration	<input type="checkbox"/> Yes <input type="checkbox"/> No
19	Acceptance of Service Level Agreement (SLA)	SLA Acceptance	<input type="checkbox"/> Yes <input type="checkbox"/> No

F. Training & Documentation

Sr. No.	Requirement	Documents to be Verified	Complied (Yes / No)
20	Onsite training for Library staff	Training Plan	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	Submission of escalation matrix & support contact details	Escalation Matrix	<input type="checkbox"/> Yes <input type="checkbox"/> No

G. Mandatory Tender Compliance

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Sr. No.	Requirement	Documents to be Verified	Complied (Yes / No)
22	Tender document duly digitally signed	Signed Tender Document	<input type="checkbox"/> Yes <input type="checkbox"/> No
23	Acceptance of all tender terms & conditions	Signed Declaration	<input type="checkbox"/> Yes <input type="checkbox"/> No

H. Technical Evaluation Result

Result	Tick (✓)
Technically Qualified	<input type="checkbox"/>
Technically Disqualified	<input type="checkbox"/>

Remarks (if any): _____

Name & Signature of Technical Committee Member: _____

Designation: _____

Date: _____