

National Law University, Delhi

Sector-14, Dwarka, New Delhi-110078 India

BID No: -Advt. No: NLUD/LIB/KIOSK/2025

Dated 04.03.2025

**APPOINTMENT OF AGENCY FOR PROVIDING OPAC KIOSKS SYSTEM TOWARDS
SUPPLY AND DEPLOYMENT OF OPAC(Online Public Access Catalogue) KIOSKS SYSTEMS
INCLUDING THE SYSTEM INTEGRATION, SOFTWARE SYSTEMS, OTHER HARDWARE
SYSTEM AND PERIPHERALS ALONG WITH MAINTENANCE AGREEMENTS WORKING WITH
THE EXISTING HYBRID (RFID+EM) SYSTEM**

INVITATION FOR BIDS

APPOINTMENT OF AGENCY FOR PROVIDING TURNKEY SOLUTION TOWARDS SUPPLY AND DEPLOYMENT OF OPAC KIOSKS HARDWARE SYSTEMS INCLUDING THE SYSTEM INTEGRATION, SOFTWARE SYSTEMS, OTHER HARDWARE SYSTEM AND PERIPHERALS ALONG WITH MAINTENANCE AGREEMENTS WORKING WITH THE EXISTING HYBRID (RFID+EM) SYSTEM

BID Reference No
NLUD/LIB/KIOSK/2025

Date of Publishing of Notice
Inviting Tenders
04.03.2025

Date of commencement of
availability of Bid Document
04.03.2025

Last date and time of receipt of
bids
15.03.2025

Bid Security

Rs. 50,000/- In a form of Demand Draft issued in favour of "THE REGISTRAR, NATIONAL LAW UNIVERSITY DELHI" which will be refundable to unsuccessful bidder within 180 days from the date of opening of the Prequalification bid. Exemption for MSME and Start-up organizations.

Validity period of Bid Security /
EMD

180 Days

Proposal validity period

For a period of "SIX MONTHS" and for a further period of "ONE MONTH" as an exigency for any unforeseen delay in evaluation and award of contract to the successful Bidder, from the date for submission of the bids

Place of submission of bids

Main Reception, Academic Block, National Law University Delhi, Sector-14, Dwarka, New Delhi-110078

Address for Communication

**To, The Registrar
National Law University Delhi
Sector-14, Dwarka, New Delhi-110078**

Tender can be downloaded from

www.nludelhi.ac.in

Note:

1. Prospective bidders are encouraged to undertake a preliminary study of the site, at their own cost.
2. The University reserves the right to reject any or all the bids in whole or in part at any time without mentioning the reason thereof.
3. Technical and financial bid should be submitted separately.

INTRODUCTION & SCOPE OF WORK

1. In its endeavor to automate the security functionality of the working of Justice T.P.S. Chawla Library of National Law University Delhi intends to secure its library in its campus situated at Dwarka, Delhi.
2. University is already using a hybrid system with the required hardware pertaining to Dialog ID Firm. The proposed system must work with this existing system.
3. The process is intended to:
 - a. Provide a robust, efficient, and user-friendly system for student/staff service.
 - b. Promote tighter monitoring and control of all the processes at the library.
 - c. Evolve into a self-service portal for all stakeholders to obtain information promptly and serve as an effective management tool for Institute library officials.
4. This project requires the selected bidders to provide services speedily and with Certainty to the University. The successful bidder will have to provide hardware and software which is compatible to the existing Library Hardware and Software Systems.
5. The successful Bidders (vendor) will be responsible for:
 - a. Initial site survey for installation and deployment.
 - b. Supply of Hardware and Software systems in accordance with the specifications laid out in this document. The selected bidder shall be responsible to supply, install, test, integrate and commission, operate & maintain all the hardware, allied accessories and software required for the project for the entire project duration and as per the minimum bill of material/ technical specifications described in this bid document.
 - c. Coordination with library Officials for smooth deployment and installation of the system.
 - d. Documentation of the new systems.
 - e. Training of the Library and IT staff in installation and troubleshooting of the deployed solution.
 - f. Vendor shall ensure that product being supplied is supported by the OEM during the entire contract period and the OEM has not declared End of life of the product at the time of supply.

BILL OF MATERIAL

S.No	Item	Quantity
1	OPAC KIOSK — with Digital signage software and an application to open web URL. Note there has to be an app which will be supplied to open OPAC URL, opening the URL simply in any web browser will not be accepted.	2

Note: The quantity mentioned above may vary for certain items at the time of implementation, as per the requirement of the department. The decision of competent authority in this behalf will be final. For any increase or decrease of items, the unit rate shall determine the actual payable amount. The quantity mentioned above for the respective phases or in totality may vary as per the requirement and payment will be made as per actual.

TECHNICAL BID

SECTION – 1 - ELIGIBILITY CRITERIA

SECTION – 2 – GENERAL REQUIREMENTS

SECTION – 3 – TECHNICAL SPECIFICATIONS

SECTION – 1 - ELIGIBILITY CRITERIA

Sr. No	Description	Document Required	Doc. Supplied (Y/N)
1	Please provide the name, address, and the other details of the OEM.	Valid certificates	
2	Please provide full details of factory/manufacturing units for each item for which the bid is invited.	OEM Certificates	
3	OEM/Bidder must be a ISO 9000/9001/9002 certified company consistently	Valid certificates	
4	OEM/BIDDER must be a experienced Library Automation supplier having an installation base of more than 100 libraries	Valid certificates	
5	OEM/BIDDER must have 15+ years of experience supplying and servicing products in libraries	Valid certificates	
6	OEM/BIDDER must have a turnover of at least Rs. 5 crores in business in India/Globally for past 3 financial years	Annual reports	
7	Bidder must provide evidence that at least 5 libraries having used the OEM's/BIDDER system. Third party certificate will not be acceptable.	PO COPIES	
8	Bidder must show evidence that OEM's systems are working on industry standard platforms and not any OEM specific hardware / software.	Certificates	
9	The bidder must be an Original Equipment Manufacturer (OEM) of OPAC hardware components or an Authorized Distributor of OEM of OPAC hardware components or a System Integrator having experience in Library Solutions. Company registration details in terms of PAN Card and OEM certificate to be provided with the BID.	PAN Card Company, Incorporation Certificate, Company GST Certificate, OEM Certificate if applicable	
10	The complete solution proposed by the bidder must include supply and installation of hardware components, development and operation of software components. Integration should be possible directly through an application of kiosk not using any web browser.	Bidder Declaration	
11	The bidder must have a prior experience of working with a Government Institution / Department.	Provide a list customers with contact details	
12	Bidder should provide a list of minimum 20 libraries within India which have been using OEM/Bidder Systems.	Valid List	
13	In order to showcase its expertise in library automations systems in libraries, the bidder shall provide a copy of Purchase Order and completion certificate from any of its library installations, which is at least 10 years older.	PO and completion certificates	
14	<p>Bid may be rejected at any stage of the evaluation if it is found that the company:</p> <ol style="list-style-type: none"> Has provided misleading information Has been banned / blacklisted by a central or state government Has indulged in any malpractice/ unethical practice Has not honored contractual obligation elsewhere 	Self-Declaration Certificate by the bidder	

SECTION – 2 – GENERAL REQUIREMENTS

Sr. No	Description	Document Required	Doc. Supplied (Y/N)	Provide bid page no
1	All system components must be work on standard protocols.	OEM /Bidder Certification		
2	The proposed system must provide application-specific software to incorporate all OPAC related features in the OPAC Application. Such functionalities are required in the system so as to keep future upgrades possible	OEM/Bidder Certification		
3	The proposed system must not interfere with other equipment that may be nearby. The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network.	OEM/Bidder Certification		
4	All the hardware components and software's proposed in the system should be responsibility of the bidder/OEM, to ensure seamless compatibility and single source for supply and support.	OEM/Bidder Certification		
5	It is important that the bidders points out clearly in its bid, any deviation in the software and hardware specification (if any). If any deviation if found later on and is not specified in the bid, it will result in complete rejection of the bids.	Bidder Certification		
6	Bidder has to provide an affidavit stating that products or major sub-components being proposed by the bidder are not manufactured or supplied by Chinese companies.	Bidder Certification		
7	The bidder has to provide and be responsible for the complete solution and partial bids or conditional bids shall not be acceptable	Bidder Certification		
8	Should work with NLU's Firm	Proofs		
9	IMPORTANT: The library is already using an HYBIRD system. The bidder is supposed to visit the library and check its compatibility with their systems. Library will not accept or be responsible for supply of any systems or components which are not compatible with the existing system. The bidder should provide an undertaking stating the compliance with the existing system.	Bidder Undertaking		

SECTION – 3 – TECHNICAL SPECIFICATIONS
One Kiosk two Solutions (OPAC & Digital Signage Solutions)

No	Description	Compliance (Y/N)
1	The OPAC Kiosk shall be in a Metallic Kiosk of 1.6mm thickness form which should be in compliant to the library décor	
2	System should have a touch screen interface with minimum 22 inch screen	
3	System height should be around 5 ft	
4	The system shall have minimum 2 USB connectors for service & maintenance	
5	The system shall have an easily accessible metal housing that can be locked	
6	The system should be in a single kiosk and peripherals should all be inside the kiosk. Only LAN cable and power cable should be output from the system	
7	The system should provide a feature so that connectivity with the LMS is checked and if it is not there then a message is prompted on the screen	
8	The system should support latest windows machine specifications for smooth functioning.	
9	The system should be able to display OPAC from LMS software directly.	
10	<p>OPAC system should support a bootable app which will automatically run at the time of start-up and connect to the LMS system to showcase OPAC in real time. Opening of an URL directly in web browser will not be accepted.</p> <p>This helps to control users from browsing anything else instead of the library OPAC</p>	
11	The OPAC system should also be able to run digital signage software when the OPAC kiosk is not in use.	
12	<p>The software shall have a possibility to display/promote Library activities with an inbuilt Digital Signage System whenever the system is in idle mode</p> <p>It should be possible to create a playlist of the various items to be displayed on the screen remotely through centralized software.</p> <p>It should be possible to display automated content on the system through automated cloud based contents like “Thought of the day”, “This day in History”, “Latest News”, “Word of the Day” etc.</p> <p>It should be possible to display audio, video, text etc. on the display screen in idle mode through Digital Signage.</p> <p>The system should support latest windows 11 or higher machine specifications for smooth functioning.</p>	

FINANCIAL BID

BILL OF MATERIAL

Sr. No.	Description	Cost Offered per unit	Itemize Costing
1.	OPAC KIOSK — with Digital signage software and an application to open web URL. Note there must be an app which will be supplied to open OPAC URL, opening the URL simply in any web browser will not be accepted.		

Quantities above may vary for certain items at the time of implementation, as per the requirement of the department. The decision of competent authority in this behalf will be final. For any increase or decrease of items, the unit rate shall determine the actual payable amount. The quantity mentioned above for the respective phases or in totality may vary as per the requirement and payment will be made as per actual.