



भौतिकी संस्थान
भुवनेश्वर
Institute of Physics

Bhubaneswar - 751005, India

(परमाणु ऊर्जा विभाग, भारत सरकार का एक स्वायत्त अनुसंधान संस्थान)
(An Autonomous Research Institute of Department of Atomic Energy, Govt. of India)

No. IOP/LIB/2017/ 3364

Date: 28.3.18

To,

Speed Post
RapidRadio Solutions Pvt Ltd
B-404, Satyamev I
Opp Gujarat High Court
SG Highway, Ahmedabad-60

Sub: Purchase order for Supply and Installation of RFID based Library Automation Services through open source software KOHA for Library, Institute of Physics, Bhubaneswar.

Ref: e-Tender Notice No. 31/2017-18 dated 23-11-2017 and extended up to 27-12-2017

Dear Sir,

With reference to the above-mentioned subject, we are pleased to place the purchase order for supply, installation, commissioning and maintenance of the items as per the details mentioned in **Annexure - A** for and on behalf of Library, Institute of Physics, Bhubaneswar to your firm in accordance to the terms and conditions of our e-tender and mentioned overleaf:

Sl. No.	Name of the Item	Quantity	Total Amount in INR
1	Supply and Installation of RFID based Library Automation Services through open source software KOHA	Complete Set* (As per the detailed quantity mentioned in Technical Speciation of e-Tender document)	18,54,960/-
Total FOR, IOP Site including GST (as applicable) In words: Rupees eighteen lakh fiftyfour thousand and nine hundred sixty only			18,54,960/- ✓

Terms & Conditions:

- Prices are inclusive of all taxes (GST as applicable), freight, excise duties, forwarding, transit insurance and installation charges.
- If your quoted Item is not available in the market, you have to supply the Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of Institute of Physics, Bhubaneswar – 751005.
- Delivery and installation:** Within **two months** from the date of receipt of the purchase order.
- Warranty and Maintenance service:**
 - Warranty:** Comprehensive onsite warranty for **two years** from the date of installation. Necessary warranty certificate in this regard should be furnished after completion of installation.
 - If any equipment and related components give continuous trouble, during the warranty period, the bidder shall replace the same with new without any additional cost to the Institute.
 - Maintenance service:** Free maintenance services shall be provided by the Bidder during the **warranty period**.
 - The maximum response time for maintenance complaint from any of the destinations specified in the Schedule of Requirements/Purchase order(s) (i.e. the time required for bidders maintenance engineer to report at the installation after a request call/telegram is made or letter is written) shall not exceed 24 hrs.
 - Coordination with the software vendor (in this case **M/s Aviar Technologies Pvt. Ltd.,** Kolkata for KOHA installation, maintenance, support and data migration from Libsys) and/ or

to do liaisoning with other service providers (if any) to achieve the end-to-end connectivity should be done by your firm. The bidder should provide a dedicated **SPOC** (Single Point of Contact) for receiving the complains/issues (if any) for IOP Library for proper co-ordination and resolving the issues. After receiving the issues/complains, the SPOC should pass the message to the technical support team either of **Rapid Radio Solutions** or **Aviar Technologies** as per the merit of the query and revert back to Librarian, IOP with a solution/service level indicator (SLI).

- The AMC will be made with the bidder as per the quote in the financial bid during the bidding process reckoning after the completion of the warranty period.

5. Payment: Payment for Goods and Services shall be made by Institute of Physics as follows:

- No advance payment will be made.
- 90% payment will be made after 100% delivery and installation of the material/software (as the case may be) on submission of original invoices and delivery challans duly signed and stamped by the authorized representative of IOP along with 10% Performance Bank Guarantee. Balance 10% payment will be released on successfully testing, training, commissioning and warranty certificate duly signed and stamped by the authorized representative of the user department.

6. Penalty Clause:

- If the bidder fails to deliver and install the requisite hardware and software within 2 months of the acceptance of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.
- Delay in excess of 2 or 4 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.
- In case, the bidder does not supply the ordered items for any reason thereof, the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which indenter department has to pay to the next or other selected bidder for purpose of the said items.

7. All other terms and conditions remain same as per NIT vide e-Tender No. 31/2017-18.

- 8.** The bidder is requested to furnish the acceptance of this P.O. duly signed and stamped along with order confirmation within 7 working days from the receipt of purchase order to the undersigned.
- 9.** The bidder is advised to arrange for the delivery and installation of the materials in consultation with the Library and purchase department along with other supporting documents like performance security, proforma invoice to the undersigned.
- 10.** In case of any issues arising out of this contract the same shall be referred to the Institute and the decision of the Director of this Institute shall be final.

Thanking you,

Yours faithfully,


REGISTRAR

Encl: Annexure – I

Copy to:

1. Accounts Officer
2. Office File.