

E- Tender Document
for
**KOHA-Technical Support in
Central Library, AIIMS Bhopal**



All India Institute of Medical Sciences, Bhopal

Website: www.aiimsbhopal.edu.in

Schedule of Tender

Tender no:	39 /2018-19/Library/AIIMS Bhopal/8/001
Issue Date:	05/06/2019
Last Date of Submission :	25/06/2019 at 11:00 AM
Date of Technical Bid Opening:	27/06/2019 at 3:00 PM, Board Room 1st Floor Medical College.
Financial bid Opening date:	Eligible bidder will be intimated after qualification of technical criteria

Issued By

**Chairman-Library Committee
Central Library, AIIMS Bhopal (M.P.)**

Email: amit.library@aiimsbhopal.edu.in
centrallibrary@aiimsbhopal.edu.in
Phone: 0755-2672344/2672326

Notice Inviting e-Tender

E Tender No. 39 /2018-19/Library/AIIMS Bhopal/8/001

On behalf of **Director, AIIMS Bhopal**, invites **open E-Bids** in the **Two Bid System (i.e. Pre-qualification Bid, Technical Bid and Financial Price Bid)** from eligible /Firms/Companies/ Distributors/ Dealers on line through **E-procurement solution portal of AIIMS Bhopal (<https://www.tenderwizard.com/AIIMSBHOPAL>)** on mutually agreed terms and conditions and satisfactory performance for full KOHA-Technical Support on cloud server i.e. Cloud hosting, Installation, Customization, Data Migration, Training, Support Services for 5 years basis for Central Library AIIMS Bhopal, Saket Nagar, Bhopal-462 020 (MP), India.

Important: The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. The bid should not be conditional. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

The Bidder shall bear all costs associated with the preparation and submission of its bid and Client will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

e-Tender Schedule

E-Tender for KOHA Technical support in Central Library, AIIMS Bhopal, AIIMS Bhopal.

	Critical Dates	Date (DD/MM/YYYY)	Time (Hrs. Mins)
1	Tender Publishing date	05.06.2019	11.00
2	Document download start date	05.06.2019	11.00
3	Document download end date	25.06.2019	11.00
4	Pre-Bid Meeting	10.06.2019	15.00
5	Seek Clarification end date	14.06.2019	17.00
6	Bid Submission start date	05.06.2019	11.00
7	Bid Submission end date	25.06.2019	17.00
8	Bid opening date	27.06.2019	15.00

Earnest Money Deposit (EMD) as below :-

EMD should be as per below mentioned Table No. 1 in the form of FDR/Bank Guarantee drawn from any scheduled Nationalized/Commercial Bank in favour of "Director, AIIMS Bhopal", payable at Bhopal accompany with Pre-Qualification Bid Envelope for the period of Six Month (i.e. 180 Days). The AIIMS Bhopal will not pay any interest on any EMD Amount to any Tenderer.

Table No. 1 : EMD Amount

Tender Item No.	Brief Descriptions of Item (Complete technical Specification given on Annexure-I of this Tender Document)	Qty. (in No)	EMD (in Rs.)
1	Full KOHA-Technical Support on cloud server i.e. Cloud space, Installation, Customization, Data Migration, Training, Support Services for 5 years basis	1	15,000.00

Clarification on Bidding Documents

The prospective Bidder requiring any clarification about bidding documents may seek clarification in writing on the tender document during pre-bid meeting which shall be held at **3:00 PM onward on scheduled Date as mentioned in the e-procurement portal**. The clarification of the queries would be uploaded on the website for Bidders information. Bidders are required to consider all the clarifications/amendments while preparing their bid proposals.

Therefore, Bidders are requested to visit the said website on regular basis for checking necessary updates. These changes can be incorporated until 7 days before the last date of bid submission.

Amendments in Bidding Documents

At any time till **7 days** before the deadline for submission of bids, the Client may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be posted on the website regularly. Client shall not be responsible to notify the amendments to individual bidders. All amendments by the client till 7 days before the deadline for submission of bids, shall be binding on the participatory bidders.

CHAPTER- 1

INSTRUCTIONS TO BIDDERS FOR ON LINE SUBMISSION OF BID

The bidders are required to submit soft copies of their bids electronically on the tenderwizard.com/AIIMSBHOPAL Portal, using valid Digital Signature Certificates. The Instruction given below are meant to assist the bidders in registering on the tenderwizard.com/AIIMSBHOPAL Portal, prepare their bids in accordance with the requirements and submitting their bids online on the tenderwizard.com/AIIMSBHOPAL Portal.

More Information useful for submitting online bids on the tenderwizard.com/AIIMSBHOPAL Portal may be obtained at: www.tenderwizard.com/AIIMSBHOPAL

1. Tender Bidding Methodology: Two Stage Online Bidding

2. Broad outline of activities from prospective Bidders:

Procure a Class III Digital Signature Certificate (DSC)

Register on the e-Procurement portal www.tenderwizard.com/AIIMSBHOPAL

Create Users on the above portal

View Notice Inviting Tender (NIT) on the above portal

Download Official Copy of Tender Documents from the above portal

Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS, BHOPAL

Bid-Submission on the above portal.

Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Technical Part

Post-TOE Clarification on the above portal (Optional) – Respond to AIIMS BHOPAL's Post-TOE queries.

Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Financial Part (Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the above portal.

1. Digital Certificates:

For integrity of data and authenticity / non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), Also referred to as Digital Signature Certificate (DSC), of Class III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

2. Registration :

To use the Electronic Tender portal www.tenderwizard.com/AIIMSBHOPAL, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons vis-à-vis Authorized Signatory who will be the main person coordinating for the e-tendering activities. In the above portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

Note: After successful submission of Registration details and Annual Registration fee, please contact to the Helpdesk of the portal to get your registration accepted/activated.

The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.

6. Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
7. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.
8. The Financial part may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don't change the file names & total size of documents (Preferably below 5 MB per document) may be checked.

9. **Bid submission**

The entire bid-submission would be online on the Tender wizard portal i.e.

<https://www.tenderwizard.com/AIIMSBHOPAL>

Broad outline of submissions are as follows:

Submission of Bid Parts (Technical & Financial)

Submission of information pertaining to Bid Security/ EMD.

Submission of signed copy of Tender Documents/Addendums.

- a. The TECHNICAL PART shall consist of Electronic Form of Technical Main Bid and Bid Annexure. Scanned/Electronic copies of the various documents to be submitted under the Eligibility Conditions, offline submissions, instructions to bidders and documents required establishing compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded.
- b. The FINANCIAL PART shall consist of Electronic Form of Financial Main Bid and Financial Bid Annexure, if any. Scanned copy of duly filled price schedule as **Annexure – IV** are to be uploaded.

II. **Offline Submissions of documents:**

The bidder is requested to submit the following documents offline in a Sealed Envelope to **The Sr. Procurement-cum Store Officer, AIIMS, Bhopal (MP) – 462020** on or before the date & time of submission of bid specified in covering letter of this tender document. The envelope shall bear (name of the work), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

13. EMD-Bid Security in Original, in shape of DD/BG only in favour of Director, AIIMS, Bhopal, valid for a period 180 days.

1. Criminal Liability undertaking on Non-judicial Stamp paper of Rs.100/-

2. **Public Online Tender Opening Event (TOE)**

The e-Procurement portal offers a unique facility for 'Public Online Tender Opening Event (TOE). Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

3. For this purpose, representatives of bidders (i.e. Supplier organization) duly authorized. Every legal requirement for a transparent and secure 'Public Online Tender Opening Event

(TOE)' has been implemented on the portal. As soon as a Bid is decrypted, the salient points of the Bids are simultaneously made available for downloading by all participating bidders. The medium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'. The portal a unique facility of 'Online Comparison Statement' which is dynamically updated as each online bid is opened. The format of the Statement is based on inputs provided by the Buyer for each Tender. The information in the Comparison Statement is based on the data submitted by the Bidders. A detailed Technical and or Financial Comparison Statement enhance Transparency. Detailed instructions are given on relevant screens. The portal has a unique facility of a detailed report titled 'Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/Downloading'. There are many more facilities and features on the portal. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

8. **Important Note:** In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-procurement / e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of AIIMS BHOPAL by the bidders in time, then AIIMS BHOPAL will promptly reschedule the affected event(s).

9. **Other Instructions**

For further instructions, the vendor should visit the home-page of the portal. The complete help manual is available in the portal for Users intending to Register / First-Time Users, Logged-in users of Supplier organizations. Various links are also provided in the home page.

1. **Important Note:** It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups and minimize teething problems during the use of the said portal.

20. **The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:**

Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.

Register your organization on the portal well in advance of your first tender submission deadline on the portal

Get your organization's concerned executives trained on the portal well in advance of your first tender submission deadline on the portal

Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc.)

11. While the first three instructions mentioned above are especially relevant to first-time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above. Digital Certificate(s) Vendors Training Program Necessary training to each and every registered bidder under this portal shall be impacted by the ASP, M/s. ITI, Bhopal, if required, before participation in the online tendering.

19. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
20. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
21. In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected.
22. The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
23. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
24. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.

For any further assistance, please contact Representative of ITI Limited (Bhopal) at email: twhelpdesk674@gmail.com, Mob: 09981783170, 9039006656, AIIMS Bhopal Email: spso@aiimsbhopal.edu.in, 0755-2835238

Chapter-II

BIDDER'S ELIGIBILITY CRITERIA:

- 1. Experience:** The Firm must have installed, configured and commissioned KOHA in at least 10 National Importance Institutions. The Firm must also have successfully completed at least 3 similar worked on during last 3 years in Government/Medical Institution to confirm stable business. Minimum 3 proofs of satisfactory completion of work should be submitted.
- 2. GST and PAN:** The Firm must have valid PAN & GST registration preferably Bhopal, M.P.
- 3. Annual Turnover:** Annual Turnover of the firm should be Rs.50 Lakh or more during last 3 financial years i.e FY 2015-16,2016-17,2017-18 (CA Certified turnover certificate should an essential enclosure in the technical bid).
- 4. KOHA community:** The Firm must have submitted/ accepted KOHA software patches, bug resolution and new development codes to the KOHA community. Produce web link verification in this regards.
- 5. Manpower:** The Firm must have efficient manpower group working for KOHA technical team. Mention the no. of technical people working for KOHA team.
- 6. Standards:** Firm should follow International Standards (ISO. NISO or other) and should provide relevant certificate.
- 7. Firm should submit EMD worth Rs 15,000/- (Rs. Fifteen Thousand Only)** in the form of FDR/Bank Guarantee from a scheduled nationalized bank in India drawn in favour of Director AIIMS Bhopal" payable at Bhopal. This EMD should be submitted in sealed envelope super-scribed as EMD & Tender No. 39 /2018-19/Library/AIIMS Bhopal/8/001. The bidders should enclose a pre-receipted bill for the EMD to enable us to return the EMD of unsuccessful bidders. **Failure to deposit Earnest Money will lead to rejection of tender.** In the event of the awardees bidder backing out, EMD of that bidder will be forfeited. **EMD of successful bidder will be adjusted against Security Deposit and will remain with the Institute. It will be refunded only after two months of expiry of contract duration.**
- 8. The firm should not have been blacklisted by any Government or any other organization due to any malpractice or non-completion of project. *An affidavit in original (on non-judicial stamp paper duly notarized) to this effect shall be given by the firm along with EMD.***

Special Note to bidder:

The bidders in their own interest at their cost are advised to visit, inspect and examine the existing and new site and its surroundings and satisfy themselves before submitting their bid.

INSTRUCTION FOR PREPARATION & SUBMISSION OF BIDS:

1. Technical & Financial Bids should be submitted in PDF format.
2. The firm is required to digitally sign and upload the required bid documents one by one as indicated in the tender document. They can be in PDF formats in a single PDF file or Zip file. Bid documents may be scanned with 100 dpi with black and white option. They must be neat and readable.
3. Each bidder should be marked with the following reference on the top bids submitted online:
File no. with date
4. The earnest money of unsuccessful bidders will be returned to them without any interest within 30 working days after awarding the contract.

EMD EXEMPTION:

The MSME / NSIC registered firms are exempted for deposition of EMD. Certificate must be enclosed with technical bid for EMD

Chapter-III

TECHNICAL BID, UPLOAD THE FOLLOWING DOCUMENTS IN THE TECHNICAL BID :-

- b) Copy of Earnest Money Deposit (EMD)
 - c) Scanned copy of **NSIC/MSME** Certificate on account of Tender Fees and EMD.
 - d) Bidder's General Information **Annexure-1** along with the documentary proof.
 - e) Bidder's Eligibility Criteria **Annexure-2** along with the documentary proof.
 - f) No Deviation Confirmation as per **Annexure-3**.
 - g) Declaration on the Company letter head stating acceptance of the terms and Conditions mentioned in the tender documents.
 - h) Additional documents, if any.
 - h) (COVER 2) FINANCIAL / PRICE BID
- Financial offer should be submitted online as per the format. **Annexure – 4**.

SELECTION CRITERIA

- a) **Technical bid (Cover 1):** Evaluation will be done as per the submitted documents in respect to the Minimum Eligibility Criteria.
- b) **Financial bid (Cover 2):** The price bid will be opened only for those vendors who will qualify in First Stage.

The tenderer will be at liberty to be present either in person or through an authorized representative at the time of opening of the bid.

The competent authority on behalf of the Institute does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable for rejection.

The bid for the works shall remain open for acceptance for a period If any bidder withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the institute, then AIIMS Bhopal shall, without prejudice to any other right or remedy, be at liberty to forfeit **100% of the said earnest money as aforesaid**. Further the bidders shall not be allowed to participate in the rebidding process of the work.

JJ. **VALIDITY OF BID:** Bid submitted by Bidder shall remain valid for acceptance for a period of **180 days** from the date of opening of the BID. Bidders shall not be entitled during the said ninety days' period to revoke or cancel the BID or to vary the same or any term thereof without the consent in writing to the AIIMS, Bhopal.

Chapter-IV

Schedule of Requirement

SCOPE OF WORK AND TERMS AND CONDITIONS OF TENDER:

The terms, conditions and important instruction in respect of this tender are as follows:

2. Online bids on behalf of Director, AIIMS, Bhopal are invited for **5 year full technical support** for installation of latest stable/tested customized version of KOHA-open source Library Management System on cloud server with **cloud space for unlimited bibliographic record and unlimited patrons/users**.

3. Data migration from KOHA to KOHA with around 8000 Bibliographic catalogued data, Membership data and Publishers/Firms data.

4. Configuration and implementation of all the KOHA supported modules as per default capability of KOHA such as Acquisition, Circulation, Cataloguing any type of resources including e-resources like e-book, etc., Serials, OPAC, OAI, Reports, Administration, Patron, Tools, Lists, Authorities, RFID, Bar-coding, multi library system and other standard utilities available in the KOHA latest stable version.

5. The Firm will design of dynamic web page cum OPAC, based on preferred language, color, image and structure, as per requirement of the Central Library, AIIMS Bhopal as well as will also provide **capability to maintain and update of OPAC locally**. OPAC features should also include **Exhaustive Search, User Account, Self Services , Suggest Resources, Virtual shelf, Book Cart, OPAC Enhances, Multiple branches, Export MARC, Multiple Languages, Reading History, New Arrivals**.

6. Auto alert and reminder configuration in KOHA through Institute mail id and providing of certain SQL commands to generate reports as per the requirements of the Library.

7. Firm should apply proper performance tuning to run the system in high usage environment as well as provide written undertaking, that Central Library, AIIMS Bhopal data accessed by firm for any purpose shall not be used/shared for any other purpose by the Firm.

8. Providing **onsite training for 3 days for 1st year and 2 days for consecutive years** of contract period to Library staff to train them well equipped to use KOHA software and will provide all necessary documentation/operational manuals/ instructions required for optimum use of the software.

9. The Firm shall be responsible to provide remote assistance within 48 hours through phone call, chat, email. **In exceptional case institute may insist Firm to conduct onsite visit without any charge, if Library is not satisfy from solution provided through remote assistance/firm is not able to resolve technical issue within 48 hours excluding gazette holiday.**

10. The Firm shall be responsible to upgrade the new version of KOHA with necessary patches & customizations already active in previous version of KOHA, at no extra cost.

11.The Firm should be able to provide necessary support to integrate Institutional Repository/ERP System and should declare charges for additional space on shared application basis, as and when needed with KOHA-LMS for OAI/Institutional Repository/ERP System.

12.Firm will configure Z39.50, SRU protocols as well as also provide assistance for existing RFID integration with SIP 2 protocol, when needed, without any additional cost.

13.Payment will be released year on year basis, in two installment means 50% advance along with the order and remaining 50% after 6 Month of satisfactory service, through NEFT/RTGS. For first year advance payment will be done after the successful installation of software, migration of data and inspection by the committee.

14.The period of contract would be for **05 years** from the date of award of the contract on the satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis.

15.Firm will manage and keep updated backup as well as copy of backup will be provided to Central Library AIIMS Bhopal on daily basis.

16.Successful Bidder/tender will have to enter into a detailed contract agreement with AIIMS Bhopal on Non-Judicial stamp paper of Rs.100/- (Rupees One Hundred only) which will be supplied to the successful bidder along with work award order.

17. **Penalty:**The work of Installation of Library Management Software KOHA and its configuration/customization should be completed within a period of 45 (Forty Five) days from the date of receipt of work order failing which liquidated damage equivalent to 0.5% (half percent) of the contract amount for each week or part thereof delay and maximum of 10%(ten percent) of contractual value shall be deducted from the bill. Thereafter the contract shall be terminated with forfeiture of performance security etc.

Failure of service and negligence shall be measured in terms of the following:

1. Any Misconduct/behavior on part of Manpower deployed by the agency for above works will not be tolerated and such persons will have to be replaced immediately.
2. Fails to provide onsite visit of technician within 72 hrs without any charge, if firm is not able to resolve technical issue within 48 hours excluding gazette holiday or Library is not satisfy from the solution provided through remote assistance.
3. Breach of any clause of tender / agreement even after receiving prior written notice by AIIMS.
4. Any other matter which an act of negligence or breach of ethics by the service provider.

Annexure-1**BIDDER'S GENERAL INFORMATION**

Bidder should indicate following information along with the self-attested photocopies of supporting documents:

1. Name of Firm/Agency/Contractor :
2. GST Registration Number :
3. Registered address :
4. PAN Number :
5. Engaged in the Business of support services of KOHA since when
6. Phone, Fax, Mobile No.. :
7. Official Email Address :
8. Annual Turn Over of Last three years :
9. Type of Organization :
(whether private limited/LLP/ partnership/sole proprietorship) as per attached proof)
10. Name of Proprietor/ Partners/Designated Partners/Directors of the Organization/Firm:
11. Company profile indicating level of Expertise available, with supporting reference
(Extra Sheet/s may be attached):
12. A list (with full addresses) of prominent organizations where the bidding firm have undertaken similar supplies

(SIGNATURE OF BIDDER WITH SEAL)

Annexure-2**BIDDER'S ELIGIBILITY CRITERIA**

Sr. No	Description	Confirmation (Yes/No)	Proof Attached at Scan Page No.
1	Do you have any work experience of providing similar services in any reputed organization		
2	Does your agency have been in existence for the last 03 years?		
3	Does your agency have submitted KOHA software patches, bug resolution and new development codes to the KOHA community and they were accepted by community. Produce web link.		
4	Does your agency comply with the statutory requirements such as GST Number and PAN Number?		
5	Do you have annual turnover of INR 50 Lakh in preceding three Financial Year?		
6	Does your agency have been blacklisted by any Organizations?		
7	Whether the Earnest Money in the form of FDR/Bank Guarantee are enclosed?		

Annexure-3

NO DEVIATION CONFIRMATION

To

The Director,
AIIMS, Bhopal.

Dear Sir,

I/We understand that any deviation/exception in any form may result in rejection of BID. I/We, therefore, certify that we have not taken any exceptions/deviations anywhere in the BID and I/we agree that if any deviation/exception is mentioned or noticed, our BID may be rejected.

(SEAL AND SIGNATURE OF BIDDER)

LETTER OF AUTHORITY

PROFORMA LETTER OF AUTHORITY FOR ATTENDING TECHNICAL &
FINANCIAL BID OPENING AND OTHER COMMUNICATION /
CORRESPONDENCE RELATING TO

BID. No. -----

Date:

To

Director,
AIIMS Bhopal,
M.P.

Dear Sir,

I/We hereby authorize following representative(s) to attend Technical/Financial BID opening and for any other correspondence and communication against Bidding Document.

Name & Designation _____ Signature _____

Name & Designation _____ Signature _____

We confirm that we shall be bound by all commitments made by aforementioned authorized representative.

Yours faithfully,

Signature

Name & Designation

For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be signed by a competent authority.

Annexure-4**FINANCIAL BID (FORMAT)**
(TO BE FILLED ONLINE)**Name of the Agency along with Address and Telephone No. :****Description of work:** Full KOHA-Technical Support on cloud server i.e. Cloud hosting, Installation, Customization, Data Migration, Training, Support Services for Central Library for 5 years**A. Price quoted by the firm for the work**

Sl. No.	Item Description	Rate excluding GST in INR	Rate including GST in INR
1	Koha on cloud server		
1.1	1 st year AMC+ cloud hosting+ 3 days training + customized web page cum OPAC		
1.2	2 nd year AMC+ cloud hosting+ 2 days training		
1.3	3 rd year AMC+ cloud hosting+ 2 days training		
1.4	4 th year AMC+ cloud hosting+ 2 days training		
1.5	5 th year AMC+ cloud hosting+ 2 days training		
	Total Price		
2	Additional cloud space charge, if required, for OAI/Institutional Repository/ERP System.		
2.1	Complementary space		
2.2	Excluding complementary space, Space up to 1 TB		
2.3	Space up to 2 TB		
2.4	Space up to 4TB		
2.5	Standard annual hike, if applicable		

- Note :**
1. GST rates are variable and shall be applicable as per prevailing rates, weight-age will be given for L-1.
 2. As per Govt. Rules, L1 Rates are required to be matched by successful bidder for other line items, if they will be found higher.

B. Bank details of the firm

Sl. No	Particular	
1.	Bank A/c No.	
2.	Bank code with branch detail	
3.	IFSC Code	
4.	MICR Code	