Responses to Pre-bid Queries

Bid for Supply, Installation and Commissioning of RFID based Digital Library System on behalf of Indian Institute of Teacher Education, Gandhinagar (Tender No. HWT050318487)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	Page No. 6 / Section II / Scope of Work	**Data Validation:** It would be required to physically verify each and every book detail with its entry in SOUL software and validate the data during the RFID tagging job work. The books which have errors are to be kept separately for making necessary corrections and by that the database accuracy has to be improved.	Is Data Validation job required for all records of the Library?	It has been discussed and clarified during pre-bid meeting that, at the time of tagging job work of books, it required to verify/cross check the book details with the database created and in case of any error / mismatch, the books will be kept separately for making necessary corrections in the database.
2		Computer records are created using Integrated Library Management Software SOUL 2.0.	All the database of Library is in SOUL 1.0 or SOUL 2.0 LMS. Please specify	All the database of library is in SOUL 2.0.
3		Bidder will have to provide Library IT Executive for the period of 24 Months after Library automated system Installation work to supervise work done by departmental employee and train them for all process of Automated Library System.	The Library IT Executive who is required for 24 months need to take care of only RFID Functions of Library or also need to look after other IT related activities. If so, please specify, accordingly we can select the executive.	The Library IT Executive will have to provide the necessary training and provide support for daily activities pertaining to the RFID based Digital Library System at IITE Library during office hours for the period of 24 months after installation of the system.
4	Page No. 11 / Section III / General Terms & Conditions	37.1. Warranty: Comprehensive onsite warranty for 5 Years from the date of installation of procured equipments.	The warranty is for 5 years. Please confirm.	Yes
5	Page No. 15 / Section IV / Technical Specification / Item No. 2: RFID Handheld Portable Reader	Item No. 2: RFID Handheld Portable Reader - ……………………… Standby Mode (battery life): Minimum 24 Hours ……………………… Read Range: Up to 25 cm	You have asked for handheld reader with reading range of 30cms and backup time of 24 hours. Will you accept anything below these desired specifications?	We have mentioned minimum specification requirements in the bid document. Bidder may quote the product matching the specification or having higher / better specifications.
6		Item No. 2: RFID Handheld Portable Reader	Does your Institute require the handheld reader to read the accession number of the item stored in the RFID tags (data model) or you want only to read the UID of the tag?	At the time of Tagging Job Work of Books, the accession number should be written in RFID Tag as per ISO 28560 standard. And the RFID Handheld Portable Reader will require to read the Accession number stored in the RFID Tag.

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7	Page No. 16 / Section IV / Technical Specification / Item No. 3: Two EAS Pedestals Library Security Gate	It should have multi line infrared motion sensors to detect library foot falls and in-out numbers. System should provide the details like accession number, date, time etc. which has created the alarm on the gates.	In the security gates asked for, you have mentioned that it should have facility to identify which book has raised alarm. Will you accept items not supporting this features? Does the vendor need to demonstrate / show a site where they have implemented these features?	As per bid specifications, Security Gate should have facility to identify that which book (accession number) has raised the alarm. If required, vendor need to demonstrate / showcase the site where they have implemented this features at the time of technical evaluation stage.
8		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 security gate.	In the security gates asked for, you have mentioned that it should have facility to integrate with CCTV camera and or with magnetic lock. Will you accept items not supporting this feature? Does the vendor need to show a site where they have implemented these features?	The system should have the facility to integrate with the CCTV camera and or Lock, so that in future if Institute wishes to implement the same it can be integrated with Security Gate. If required, vendor need to demonstrate / showcase the site where they have implemented this features at the time of technical evaluation stage.
9		Read Range: 1 mtr or more with pair of gates	In the security gates asked for, you have mentioned that the width between the two panel to be 1 meter. Does the distance need to be between the two panels or will you accept the distance including the outer detection of the security gates, where in the width between two panels will be less than 1 meter.	As per bid specification, the distance between two panel (inner edge of the panel) should be 1 mtr or more. Bidder may quote the product matching the specification or having higher / better specifications. Lower specification products will not be accepted.
10	Page No. 20 / Section IV / Technical Specification / Item No. 10: Integration Software / Middleware Features – NCIP/SIP2 Integration	SIP2 / NCIP V2.0 compliance	Middleware software provision should have real-time updation of the soul LMS database or is it acceptable if the middleware software updates the LMS database at periodic intervals?	Middleware software should be SIP2/NCIP protocol compliance. Accordingly, it should have real time updation of the ILMS database.
11		SIP2 / NCIP V2.0 compliance	The middleware software should work with only SOUL or any LMS the Institute goes for in future? Will the Institute accept this on chargeable basis or it should be available free of cost for lifetime to the Institute.	Middleware software should be SIP2/NCIP protocol compliance. During the Contract period; if purchaser may upgrade or change the ILM (in line with SIP2/NCIP); Successful bidder will have to integrate the supplied RFID items with the same without any additional cost.
12	Page No. 7 / Section II / Scope of Work	Library will not provide the details of User Name & Password for SOUL 2.0 to ensure the security and sanctity of the data.	Will the Institute allow the middleware software to use administrator password of SOUL database or it should work only with SIP2 credentials?	Middleware Software to be integrate as per SIP2/NCIP protocol only. No database password will be shared.
13	Page No. 7 / Section II / Scope of Work	General	If the middleware software requires a separate PC should this cost be borne by vendor or Institute will pay for it?	Institute will provide the desktop machine to install the middleware software.

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14	Page No. 6 / Section II / Scope of Work	Implementation of RFID based Circulation Services • Supply and Implement RFID Hardware using NCIP V2.0 protocol • Installation of Middleware Application for ILMS installed …………………………………….	Kindly note that there are two ways in which the RFID hardware can be integrated with Library Management Software (LMS); namely: 1) Integration using globally accepted SIP2/NCIP protocol: 2) Using Middleware software. In case of middleware breaks down, then the whole library comes to a standstill. This is because every single hardware system supplied by the vendor, will connect to the LMS via the middleware. Some vendors even hold the library to ransom by charging a recurring subscription fee for the middleware. In addition, they prevent the library to consider other RFID vendors or products for future purchases, thereby creating a vendor lock-in situation. This is not desirable and should be avoidable. The globally accepted practice is to request for RFID solutions that adhere to international standards and integrates directly with the Institution's Library Management Software. We request you to amend this clause and do the needful.	Please refer to the specifications of "Item No. 10: Integration Software / Middleware Features – NCIP/SIP2 Integration". We have asked for Integration Software which should be SIP2 / NCIP V2.0 compliance. This Integration Software will integrates the items like Staff Station, Handheld Reader, Security Gate, Self Check Out Kiosk, Book Return Station etc with ILMS. The required Integration Software to be supplied with perpetual license. Bidder may integrate the hardware equipments by any Integration Software / Middleware using globally accepted SIP2/NCIP protocol.
15	Page No. 5 / Section I / Eligibility Criteria for the bidder	The bidder should have implemented RFID based library automation solution in at least 5 libraries having 8,000 or more books in each of the libraries across India out of which at least two library should be implemented with SOUL 2.0 ILMS. Customer references, Purchase orders and User Certificate must be attached along with the bid.	We also request you to relax the clause pertaining to prior experience in integrating the RFID products with SOUL2.0 LMS. As SOUL2.0 supports international standards and protocols, we are confident of integrating our products with the LMS. By citing this clause, the institution is once again restricting its choice of products and vendors. As stated earlier, Bibliotheca is the global leader in the Library Automation space and we are committed to providing the best products and services at an affordable price point.	See the changes in corrigendum.
16	Page No. 6 / Section II / Scope of Work	Computer records are created using Integrated Library Management Software SOUL 2.0 to suite the Information needs of the above mentioned Library users.	It has come to our knowledge that currently you have installed SOUL 2.0 Library management Software, which is closed source software. This software can only be managed by one vendor i.e. Inflibnet, who charge exorbitant prices for all products. We would urge/advice you to shift to KOHA which is an open source Library Management software. Shifting to KOHA (an open source software) will allow you to obtain competitive and low prices and best quality services from various vendors whereas continuing with SOUL 2.0 (a closed source software) will restrict you to price quote and service from only a single vendor.	No change.
Note:	During the Contract period, if required in case of shifting of Library (within same campus); Successful bidder will have to shift the entire RFID based Digital Library System to the location of shifted Library within the same campus of IITE without any additional cost.			