



INSTITUTE OF ADVANCED STUDY IN SCIENCE AND TECHNOLOGY
(An Autonomous Institute under Department of Science and Technology, Govt. of India)
PaschimBoragaon, Vigyan Path, Garchuk, Guwahati-781035

Notice Inviting Quotation for Smart Canteen Management System

Advt . No: 190 (NIQ)

Date: 29/04/2019

Sealed quotations are invited in two bid systems (Technical and Financial) from reputed firm/company for web based smart canteen management system with POS of Institute of Advanced Study in Science and Technology (IASST), Guwahati. Bid documents with Terms & Conditions can be submitted with bid fee as per the following schedule:

Important Dates

Bid fee-DD (non - refundable)	Start Date and Time for submission of bids	Last Date and Time for submission of bids	Venue for submission & Opening of Bid
Rs.1000/-	03/05/2019 at 10AM	28/05/2019 till 5:00 P.M	Office of the Registrar, IASST, Guwahati – 781035 Dt.30/05/2019 at 11.30 A.M

The detailed NIQ document is available at IASST website www.iasst.gov.in. And CPPP publishing portal.

Participating firms may attend at the time of opening of bid as per date and time mentioned above.

There will not be any separate notice for participation of bidder in the bid opening time.

Registrar, IASST

Introduction

Institute of Advanced Study in Science and Technology (IASST), Guwahati Assam invites Quotations/bids from reputed Firm/Company for web based smart canteen management system with two numbers POS system. Bidders are advised to study this tender document carefully before submitting their proposals. Submission of proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Scope of Work

- a) The bidder is required to supply, install and configure following devices along with a web based portal for canteen management application for the Institute of Advanced Study in Science and Technology, Guwahati.
 - Two nos of Touch Screen Enabled Smart Terminal (POS device).
 - One number USB RFID Card Reader.
- b) The solution should have capability to integrate with institute RFID UHF based identity card system, so same card can be used for canteen.
- c) Its prefer to use the database of the employees that created along with identity card system. (Compatibility of the both system integration need to check).
- d) The solution should support separate admin module where institute can define different food items, its rate and availability of time. According to time food should be shown in the POS. (Like in breakfast time breakfast items only shown).
- e) The system should support subsidy functionality, institute employees with institutional ID card get the benefits of subsidies foods.
- f) Reporting – Standard canteen usage, subsidized amount, consumption detailed & summary reports. Payroll friendly reports for data export/import. Along with the standard reports solution should support the generation of customized reports as required by institute.
- g) The solution should support Guest canteen uses (coupons, approval, reporting etc). During the time of any official visit food can be preorder for Guest.
- h) All the hardware components and software should initially come with three years warranty and support.

Eligibility Criteria of bidder(s):

- a) The Bidder should be a Manufacturer/authorized distributors/dealers of the respective product solution OEM (Manufacturer Authorization Form need to submit).
- b) The bidder shall furnish a non – blacklisting certificate that the firm has not been blacklisted in the past by any government/Private institution. The bidder/supplier has to give an affidavit on non – judicial stamp paper of Rs.50/- that there is no vigilance/CBI case pending against the firm/supplier and the firm has not been blacklisted in the past by any Govt. or Private Organization.
- c) If the bidder is an ISO certified Company, then documentary proof should be enclosed.
- d) Bidder/OEM(for hardware components) must have sales and support service

- centers in India. (Details to be provided).
- e) Bidder must have at least 3 installations of similar canteen management solution at least for 300 users in last three years. (order copy and completion certificate need to be attached).
 - f) The bidder should have technical staff capable of attending any service complaints and coordinate with OEM(s) for rectification of the same.

Other Requirements

- a) The financial proposal should include supply, install and configure all the hardware components and software for a period of three years.
- b) Penalty for delay in resolution - If selected bidder/OEM does not resolve any technical issues within the time frame from the response time, a penalty of 0.5% of total cost per day (maximum 7 days) will be charged and deducted from the amount payable to bidder. For delay beyond the stipulated period, entire PBG will be forfeited.
- c) UPTIME GUARANTEE: The firm should provide uptime guarantee of 97%.
- d) Delivery should be made by successful bidder as FOR IASST Guwahati.

Warranty and Supports

- a) All systems must have 3 years comprehensive warranty.
- b) All items quoted for POS and reader must not have been declared as End-of-Support by the OEM anytime within the next three years.
- c) The warranty starts from the date of final implementation. During the warranty period the firm should take full responsibility of application software related errors and bugs. These errors would be rectified in due course without any additional charges, along with the repair and replacement of hardware components.
- d) Additional reports which can be generated from within the data captured would be developed free of cost during the warranty period of the software.
- e) The bidder must provide details of support structure and escalation matrix.
- f) Firmware/software upgrades are to be provided free of cost during the warranty and AMC Period. For all hardware and software components.

Evaluation Methodology:

IASST, Guwahati shall evaluate technical and financial strength of the responses received and will invite the participating bidders for a detailed software presentation or demo on respective response. Based on the documents submitted and presentation, IASST shall short-list eligible bidders for further participation in the financial bid. Request for revised proposal for financial bid may be invited from Short-listed bidders.

As a part of short listing exercise, bidder has to make a focused presentation on company, expertise and experience in the relevant field, products, proposed solution etc. for not exceeding 30 minutes before the Technical Committee of IASST, Guwahati. The date and time for presentation will be intimated in due course to the eligible vendors.

3. Technical Specifications (Annexure III) (compliance sheet)

Items	Compliance Yes/No	Remarks
Canteen Management Software		
POS & Admin functionality		
Possibilities to Define <ul style="list-style-type: none"> • Multiple Canteens & associate Smart terminals • Items, rates, pictures, subsidy etc • Menus, their availability time & period, quantity restrictions & applicable incentive 		
Pre-paid/Post-Paid cards, Pre-Paid cards Charge/Recharge. Possibility to use existing RFID UHF card		
Pre-Booking of Food		
Guest canteen usage (coupons, approval, reporting)		
Possibilities to integrate Smart Terminal, Time & attendance devices, /Barcode can be used		
Regularization – for wrong entries, cancellation		
Reporting – Standard canteen usage, consumption detailed & summary reports. Payroll friendly reports for data export/import		
Smart Terminal (POS)		
2-3 step touch screen operations for quick coupon printing		
Android Based 7” or higher Touch screen device with integrated 57 mm thermal printer		
RFID card reader and USB		
Network Connectivity Wi-Fi, LAN connectivity		
At least 30 Minutes battery backup.		

USB RFID Card Reader		
USB connectivity		

Sequence of documents to be attached with the bid documents:

1. Copy of Certificate of Registration under GST.
2. Income Tax Clearance Certificates for last three years.
3. Copy of PAN Card.
4. List of similar project developed by the firm with brief details, addresses and phone numbers of customers with satisfactory completion certificate/ working certificates. (Annexure –IV)
5. Name and address of registered office, Head Office and Regional Office of the company with name and phone numbers of key persons.
6. Self-declaration at Annexure –I (in company’s letter head)
7. Acceptance of all clauses of bids specification duly signed page wise.
8. Documentary proof related to Bidder eligibility criteria.
9. With all other documents as requested in different part of the tender document.

(If bidder fails to submit any documents mentioned above; bidder will be disqualified from the tender process automatically).

The committee of experts and the user scientists will have the right to recommend /reject purchase of tendered item.

Conditions forming part of NIQ

- Price of "**Smart Canteen Management System**" to be quoted for FOR, IASST only.
- The two bid systems should be followed for this NIQ. Under this system the bidder must submit their offer in two separate sealed envelopes marked clearly as Technical Bid and Commercial Bid on cover page of the envelop for each item quoted. Both the sealed envelope should be placed in a third larger envelop. The main envelope which will contain both the bids should be super scribed with NIQ enquiry no. and name of the equipment quoted for.
- The bidder shall be required to deposit Rs.10,000/as EMD with the Technical Bid, through Bank Draft/ Fixed Deposit Receipt/Bank Guarantee drawn in favour of 'The Director, IASST' payable at Guwahati. All quotation submitted without requisite amount of earnest money shall be rejected and their financial bid shall not be opened. The EMD to the unsuccessful bidders will be returned within one month from the date of placing of final order(s). In case of bidder(s) whose offer is accepted, the EMD will be returned on submission of Performance Bank Guarantee. The IASST shall forfeit EMD, if the successful bidder fails to furnish the required Bank Guarantee in time. However, no interest/penalty shall be payable to bidders if the return of EMD is delayed for any reason. Companies registered under MSME are exempted from submission of EMD and Tender Fee subject to submission of valid Registration Certificate as applicable.
- The Technical Bids will be opened in presence of the bidders on the specified time and date. The bidder/their authorized agents who have responded to the quotation will be allowed to be present in the opening. The bidders are requested not to insert their quoted price in Technical Bid which will lead the quotation for summarily rejection.
- The Successful bidder will have to submit Performance Bank Guarantee (PBG) equivalent to Rs.30,000 .00 drawn in favour of the Director, IASST payable at Guwahati within ten (10) days from the date of award of the contract. The submitted PBG should be valid for four years period.
- The Price Bids of only technically qualified bidders will be considered for further processing.

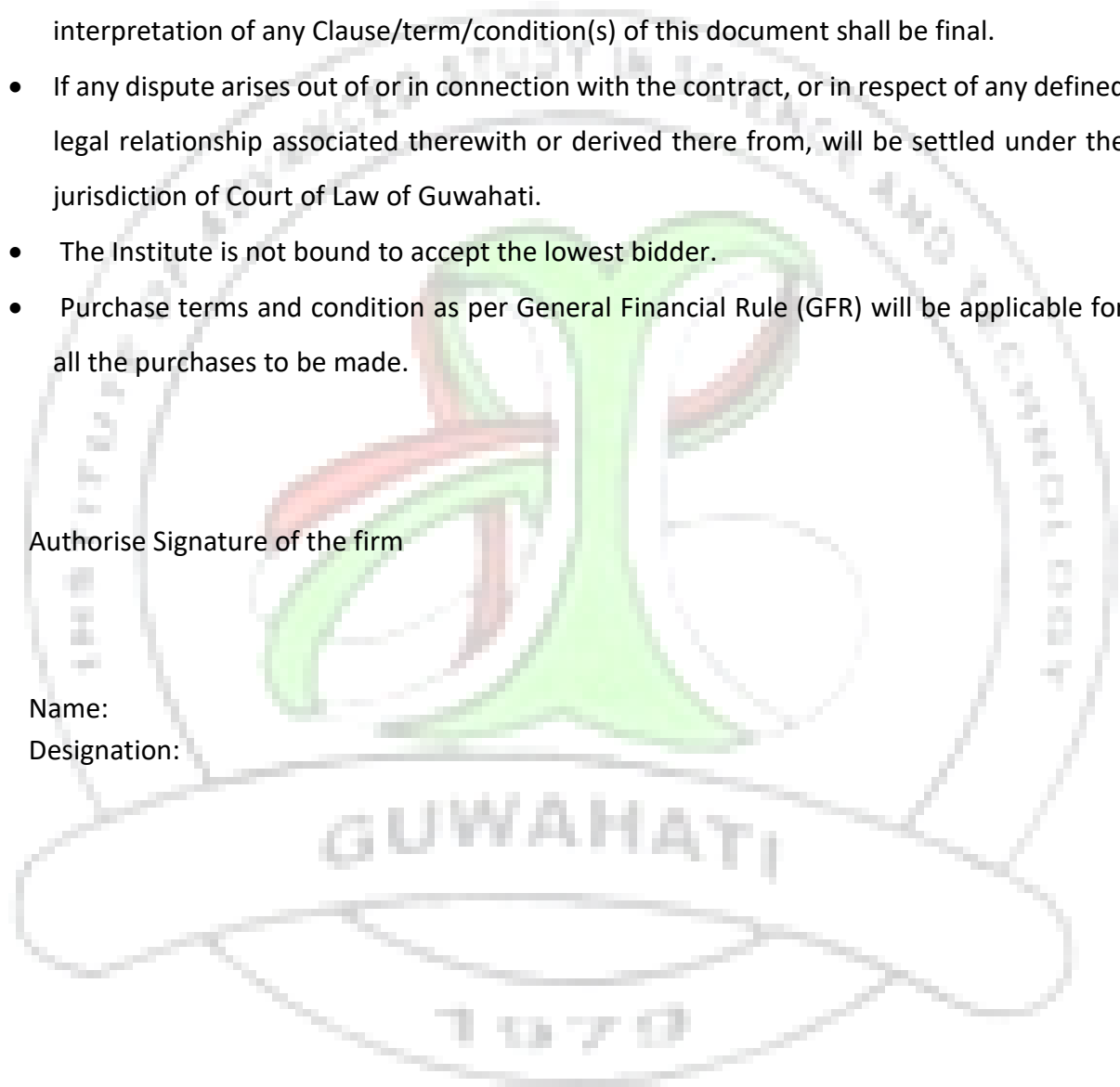
- Bids would be rejected for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.
- The IASST may, at its discretion, extend the deadline for submission of bids by amending the bid documents in accordance with clause relating to Amendment of Bidding documents in which case all rights and obligations of the IASST and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- The original and all copies of the bid shall be typed and shall be signed by the bidder or a person or persons duly authorised to bind the bidder to the Contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid. Further, over-writings on documents, if any should be supported by signatures.
- The IASST Authority has the right to reject any bids on technical grounds without assigning any reason thereof.
- The bids received after the deadline for submission of bids prescribed by the IASST will be rejected and such bids shall be marked as late and not considered for further evaluation.
- Compliance sheet should indicate in details of meeting up of specifications required. The bidder can mention the additional features that exist in quoted products, if any, separately.
- Payment shall be made after successful completion of the work only. **No advance payment will be made.**
- All taxes, if applicable, should be quoted separately, otherwise it would be presumed that the quoted prices are inclusive of taxes.
- If the firms failed to deliver within the stipulated time, the supplier shall be liable to pay a penalty of 1% of the total order value for each delay of 10 days or part thereof, and the amount will be deducted from bill value.
- The quotations must be valid for a minimum period of 90 days (three months) from the date of opening of the financial bids. No change in prices and change in terms and conditions will be permitted.
- Installation, testing, Technical experts of the company/supplier up to the satisfaction of user department of IASST.

- Free training shall be imparted to faculty/technical staff for operation, maintenance and troubleshooting of the portal at the user department of IASST.
- In the process of evaluation, comparison of bids, IASST reserves the right to reject any or all bids.
- All corrigenda will only be notified on the IASST and CPPP website only.
- The Director, IASST shall be the final Authority for settlement of any dispute and his interpretation of any Clause/term/condition(s) of this document shall be final.
- If any dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated therewith or derived there from, will be settled under the jurisdiction of Court of Law of Guwahati.
- The Institute is not bound to accept the lowest bidder.
- Purchase terms and condition as per General Financial Rule (GFR) will be applicable for all the purchases to be made.

Authorise Signature of the firm

Name:

Designation:



ANNEXURE-I

Self-Declaration to be given by the bidder

NIQ Reference No. & Date:

Bidder's Name & Address:

Person to be contacted:

Designation:

Telephone No:

Fax No:

Email:

The Registrar,

Institute of Advanced Study in Science and Technology (IASST),
Vigyan Path, Paschim Boragaon, Guwahati – 781035.

We, the undersigned Bidder, having carefully read and examined in detail the Terms and Conditions, specifications and all bidding document in regard to the supply of equipments/instruments at Institute of Advanced Study in Science and Technology (IASST) and accept the same.

We also hereby declare that

- We have not been blacklisted/debarred by any Government/Undertaking.
- The rates quoted are not higher than the rates quoted for same item to any Government/Undertaking.
- The bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

For and on behalf of the firm

(Firms Name & Address)

(Signature of Authorized Signatory)

Date: -----

Place: -----

Name:

Designation:

Phone No:

Seal:

ANNEXURE – II
FORMAT FOR OTHER INFORMATION

(To be filled in by the bidder)

Cost of Bid: Rs. 4000/- -----

Cash receipt/Bank Draft No: -----

Date: -----

- Name of the firm: -----
- Address: -----
- Telephone/Mobile No: -----
- Fax Number: -----
- Email: -----
- TIN/VAT/CST No: -----
- Firm Registration No: -----
(If any)
- PAN: -----
(Attach photocopy)
- **Details of Earnest Money (Bids Security)--**
 - a) Bank Draft/Pay Order No.
 - b) Date.
 - c) For Rs.
 - d) Drawn On.

Place -----

Date -----

(Signature of the authorized person)

Name of the Contact person

Name of the Firm

Contact No.

Seal

Annexure – IV: Experience statement

Experience in the relevant areas with the clients (Attach separate statement)

Sl. No.	Name of the Customer Organization	Year of Implementation	Scope of Work	Value of the work (In INR Lakhs)	Present status of the project

***** End *****