



भारतीय प्रौद्योगिकी संस्थान इंदौर
खण्डवा रोड़, सिमरोल, इंदौर - 453 552, भारत
Indian Institute of Technology Indore
Khandwa Road, Simrol, Indore - 453 552, India

www.iiti.ac.in

IIT
Indore

Empanelment of Subscription Agencies for Subscription of E-Resources (E-Journals & Databases), Print Journals and related products to IIT Indore Library

Advertisement No: IITI/LRC/Vendor-Empl/ERS/2024-25/01, date: 19th October 2024

The Indian Institute of Technology Indore invites expressions of interest for "Empanelment of Subscription Agencies for subscription of Print Journals & E-Resources (E-Journals & Databases) and related products to its Library 'Learning Resource Center' in prescribed format from reputed subscription agencies in India. Interested vendor(s)/supplier(s)/agent(s)/distributor(s) may apply for the same in the prescribed form given at the end of this document (**Annexure I**), along with one copy each of the required documents (as per list given in **Annexure II**) to "Deputy Librarian, Learning Resource Center, Indian Institute of Technology Indore, Khandwa Road, Simrol, District: Indore – 453552, Madhya Pradesh" **by 09/11/2024 upto 5 PM.**

1. Instructions:

- A non-refundable **EoI processing fee of Rs. 1,000/- (Rupees One Thousand only) + 18% GST** should be deposited through wire transfer (NEFT, etc.) in the account of "Registrar IIT Indore" having account No. 36948979864 with "State Bank of India, IFSC: SBIN0030524, Branch: Simrol, Indore. In the absence of EoI processing fee, the tender will not be accepted.
- The vendors interested in this process of empanelment should submit their **application in a prescribed form, in sealed envelope super scribing – "Application for Empanelment for subscription of Print Journals, E-Resources (E-Journals & Databases) and related products"** to the Deputy Librarian, Learning Resource Center, Indian Institute of Technology Indore, Khandwa Road, Simrol, District: Indore – 453552, Madhya Pradesh".
- The applications and relevant documents should be signed by an authorized signatory of the vendor(s) bearing his/her full name and status, clearly indicated below the signature along with the official seal of the firm.
- Incomplete and conditional application(s) will not be considered. Also, application(s) received after deadline, will not be considered.
- At any given point of time, if any of the documents furnished by the vendor(s)/supplier(s) is found to be false, it would be deemed to be a breach of terms of contract making the concerned firm liable for legal action, besides termination of empanelment.
- Existing empaneled vendors of IIT Indore seeking renewed empanelment must submit a new application, accompanied by the requisite documentation and tender fee.

- g) The bidders fulfilling the eligibility criteria will be considered for evaluation. Mere fulfilling the eligibility criteria does not imply consideration for empanelment.
- The responses will be scrutinized and shortlisted (as per the eligibility criteria given at point no. 2 and based on clients served, publishers handled, years of experience, feedback from other libraries, etc.) by a Committee duly constituted by the Competent Authority of the Institute. The shortlisted vendor(s)/supplier(s)/distributor(s) will then, if required, need to be available for in person/virtual interaction on a date, which will be informed by email.
- The Committee will recommend a panel of vendor(s)/supplier(s)/distributor(s) to the Competent Authority. The approved panel will be displayed on IIT Indore's website, and the empaneled vendor(s)/supplier(s)/distributor(s) will also be informed by email.
- h) The agencies shortlisted for empanelment are required to supply as per the Institute's Terms & Conditions of Empanelment for subscription of Print Journals, E-Resources (E-Journals & Databases) and related products.
- i) This empanelment will be valid for **two financial years i.e. 2024-25 & 2025-26**.

2. Eligibility criteria for empanelment of subscription agencies for subscription to journals, e-resources (e-journals & databases) and related products.

- a) Minimum five (05) references of the libraries of the Institutes of national importance (e.g. IITs, IISc. IISERs, IIMs, NID, IPR, PRL etc.) with whom the firm is already empaneled/registered/subscribing resources. Proof for all the references must be attached.
- b) The turn-over of the firm for last three consecutive years should be at least Rs. 2 Crores (two crores) or more in each Financial Year. The documentary proof must be attached.
- a. Successful execution of single order (one or more) valuing at least of Rs. 50 Lakhs or above during last three (03) Financial Years. These orders must be from among the Institutions mentioned at Sr. a) above. Proof must be attached.
- c) Income Tax Returns (ITRs) along with audited reports for three (03) consecutive financial years need to be attached and your agency must not be a loss-making entity in last three Financial Years.
- d) Affidavit raised on a non-judicial stamp paper of Rs. 300.00 for not having black- listed by any Government organization need to be attached.
- e) Formal arrangement (i.e. Exclusive agency) that a vendor has with reputed Publisher/Distributor/Others in the books, journals, e-resources business. Documents showing the proof need to be attached.
- f) Vendors who have already been supplying with IIT Indore for more than five years and whose performance is satisfactory will be given weightage.

Note: Non-qualification to any of the above will lead to rejection of the application.

**Application form for Empanelment of Subscription Agencies for
Subscription of Print Journals & E-Resources (e-journals & databases) &
related products to Library, IIT Indore**

Advertisement No.: IITI/LRC/Vendor-Emp/ERS/2024-25/01, dt. 19th October 2024

SN	Details	Response
1.	Name of the Firm	
2.	Date of Establishment (attach proof)	
3.	Address (attach valid proof)	
	Email	
	Mobile No.	
	Telephone (Landline) No.	
	Fax.	
	Website	
4.	Constitution of Firm (Please tick <input type="checkbox"/>)	Proprietor/Partnership/Directors/Managing Directors of Company
5.	Name of the Owner (s)	1. 2. 3.
	Email	1. 2. 3
	Mobile Number	1. 2. 3
6.	Name of the publisher you represent in terms of exclusive agent/preferred agent/etc. (attach letters issued by the publisher/society/organization)	If so, please submit the valid authorization letters issued by the publishers.
7.	List of Regular clients with the name of Contact Person(s) and Phone/ Mobile Number. (Separate sheet may use for the list of regular clients)	1.
8.	Membership details of National or State Level Booksellers and Publishers Association/Journals supply (Attach proof)	1. 2. 3.

9.	Details of wire transfer (NEFT, etc.) for EoI processing fees of Rs.1,000/- + 18% GST in bank account of the Registrar IIT Indore (Non-Refundable)	1. Transaction No./UTR No. : 2. Date of payment: 3. Issuing bank :
10.	Whether you are an Income Tax payee? If yes, please submit a copy of the Income Tax return filed for last three consecutive years i.e. 2021-22, 2022-23 and 2023-24, attach proof)	1. 2. 3.
11.	Annual Turnover of the firm for the last three consecutive financial years (2021-22, 2022-23 and 2023-24). Attach a certificate from CA/balance sheet)	1. 2. 3. Total : Average :
12.	PAN / TAN/ GSTIN (Attac a Copy for the same)	PAN: TAN: GSTIN:
13.	Bank details of vendors/suppliers/distributors	(a) Name of the bank : (b) Address : (c) Bank Account Number : (d) Name of the Account Holder : (e) IFSC code : (f) MICR code : (g) Date of opening of Account : (h) Type of Account (Saving/Current) :
14.	Do you have the direct import license?	If Yes, please attach a copy of the same
15.	Single largest order executed during last three (03) Financial Years (attach proof)	
16.	Do you have satisfactorily supplied journals/ e-resources to any 5 libraries of reputed Institutes/organizations (e.g. IITs, IISc., IISERs, IIMs, NID, IPR, PRL, Central University Libraries, etc.) in the last five years (attach performance certificates and purchase order copies from the serving Institutes)	1. 2. 3.

17.	Are you a part of any consortium in India?	If so, please mention the name of consortia with relevant proof.
18.	Have your firm been debarred/blacklisted during last three (03) years by any government organization?	Please furnish self-declaration of an affidavit raised on non-judicial stamp paper of Rs. 300 (Rupees three hundred only).
19.	Proposed mode of supply of print periodicals. Please specify.	
20.	<p>Please specify the follow-up action and procedure in case of online activation delay/release of publications? (Use separate sheet, if necessary)</p> <p>(i) Mechanism to overcome such activation/delays:</p> <p>(ii) Any special arrangement with Courier/ Postal authorities to avoid delays. If so, details</p> <p>(iii) Arrangements, if any to speed-up delivery of journals by air freight</p>	
21.	Please specify the time (approximate) required to supply the issues of journals to the Institute from the date of their publication.	
22.	I agree to make the payment to the publisher by electronic transfer at the cost of the agency immediately after confirming the order from the Institute.	Yes/No
23.	I agree to submit a security deposit of Rs. 50,000.00 by online transfer in favour of IIT Indore within two weeks of confirming vendor empanelment along with signed document of terms and conditions.	Yes/No

(Signature of Proprietor/partner with Stamp)

Terms & Conditions for the Empanelment of Subscription Agencies for Subscription of Print Journals, E-Resources (E-journals & Databases) and Related Products.

1. General

- a) IIT Indore reserves the right to approve or reject any or all the agent(s), whose decision will be final and binding in all cases with respect to acceptance/rejection/arbitration.
- b) Library, IIT Indore, reserves the right to add and/or drop any agent(s) to/from its empaneled list, and/or to place purchase order(s) with any agent(s) at any time, with the approval of Competent Authority.
- c) The vendors/publishers/distributors should be a member of registered National/State Booksellers and Publishers Association/other registered Federations.

1.1 Authorization Proof

The agencies are required to submit the authorization letter indicating sole/preferred/authorized subscription agent/dealer from the respective publisher.

1.2 Security Deposit

- a) The shortlisted agencies shall submit a security deposit of Rs. 50,000.00 by electronic transfer in favour of 'IIT Indore' within two weeks of confirmation of empanelment along with signed document of terms and conditions.
- b) The above security deposit will be refunded without any interest to the agencies only on successful completion of the empanelment.

1.3 Proposals/Proforma Invoice(s)/Subscription Details

- a) Proposals will be called from the empaneled agent(s), whenever requirement arises, for which the library may place inquiry with the empaneled agent(s) for subscription details of required journals/ e-resources and other resources.
- b) Proposals will be called for journals/e-resources which are not available directly from publisher(s), and/or which are not part of any consortium, such as E-Shodh Sindhu (MoE & INFLIBNET) Consortium or new consortia that may be formed in future or any group of libraries.
- c) The empaneled subscription agency should respond to within Ten (10) days of receipt of the enquiry e-mail with all the required information and supporting documents that help take a decision with respect to subscribing to a resource.

1.4 Subscription Orders, Queries, Timeframe, Cancellations and Payment

- a) Distribution of orders to the empaneled agencies is purely based at the discretion of the Institute and the Library, IIT Indore.
- b) Subscription/Renewal Orders shall be placed by the Library, IIT Indore, with the empaneled agent(s) as against the submitted proposal/proforma invoice/invoice for the required journals/e- resources, on accepting all the agreed Terms and Conditions, as approved.

- c) The empaneled agencies are required to seek confirmation of order(s) from the Library against the proforma invoice/proposal submitted by them, before making remittance to the publisher.
- d) Sending an acknowledgment of the receipt and acceptance of Subscription/Renewal Order is mandatory, by e-mail only, within Five (05) working days.
- e) Any clarification/query regarding the Subscription/Renewal Order should be sought from the library within Five (05) working days of receipt of the order.
- f) Advance payment will NOT be made for Subscription/Renewal of any journal, e-resources, databases etc. However, in special cases suitable justification and supporting documents may be submitted to the library for consideration.
- g) The empaneled agencies have to remit the entire subscription/renewal amount to the publisher on behalf of the Institute maximum within Fifteen (15) days from the date of the confirmed order from the Institute and submit the remittance proof along with the invoice.
- h) In case there is a delay that is foreseen in supply/activation of resources, the concerned empaneled agent(s) should send a request for extension with reasons, at least Five (05) working days before the date of supply/activation.
- i) If the provided reason for delay is justified with adequate and valid supporting documentary proof e.g., communication from publisher/publisher(s), the library may consider extending the supply/activation time, as may deem fit.
- j) If no information or communication regarding online activation/supply and/or payment remittance to publisher is received from the empaneled agent(s) within the said time-frame (ie 15 days), the subscription/renewal order shall automatically stand cancelled.
- k) Separate permission for revoking the cancelled order(s) should be sought through email from the library with sufficient documentary evidence.
- l) Payment will be released only after successful activation of access to the subscribed resource(s) and on receipt of an invoice along with necessary remittance and documentary proofs.
- m) Acknowledgement of receipt of payment must be sent within Seven (07) days to the Library.

1.5 Online activation/license agreement/usage data/supply time-frame

- a) The empaneled agencies should confirm the order to the publisher and activate online access to electronic resources immediately after receiving order confirmation from the Institute with necessary license agreement.
- b) The subscriptions should be entered in the name of "Deputy Librarian, Indian Institute of Technology Indore" and the subscription number, etc. details should be immediately communicated to the library.
- c) In case of online or print+online format of resources, the Customer's Copy of the License Agreement should be sent to the library as soon as the publisher sends it to the empaneled agent(s), preferably not later than Fifteen (15) days of remittance. The empaneled agencies should bear the responsibility of negotiating with the publisher for any updating/modification in the License Agreement as required by the Institute.
- d) The empaneled agencies should inform about the availability of free online journals from the list of publisher(s) whose journals/resources are being subscribed to, and also about any additional journals that are available during the subscription period.

- e) Access to all paid, including back files offered against current subscription, additional and free journals should be IP authenticated. IP range(s) or address (es) will be provided by the Institute at the time of placing order.
- f) Online activation of the journals has to be done by the empaneled agent(s) without any additional charges.
- g) The empaneled agencies have to provide all the required facilities/services of subscription model/license agreement with the publisher wherever applicable.
- h) The empaneled agencies should provide usage data (in the latest COUNTER format) of all the subscribed resources based on the request within Three (03) days.

1.6 Supply/Delivery of Print Journals/Magazines/Settling Pending Accounts

- a) In case of print resources, the address of supply will be,
The Deputy Librarian,
Learning Resource Center,
Indian Institute of Technology Indore,
Khandwa Road, Simrol, District: Indore – 453552, Madhya Pradesh
- b) Empaneled agencies should make the arrangement to deliver the issues of print resources by safest mode (through courier/registered post/hand delivery) and ensure that there is NO physical damage to any of the issues and an advice is sent to the library simultaneously by an e-mail to ensure the library has an updated information.
- c) The empaneled agency shall guarantee quick, regular, and complete supply of the journals subscribed through them.
- d) In case of non-receipts, the agent(s) shall send either the replacements or refunds for unsupplied journal volumes/ issues, by way of cheque or credit notes (of equal value), before the end of next financial year, except, for cases where publication of a journal is behind schedule and that the fact, duly supported with documents from the publishers, has been notified to the library. It is mandatory that the agent resolves all outstanding matters in timely manner.

1.7 Services to be provided, Replacing Missing Issues/Non-supplied journals and their Refund thereof.

- a) The empaneled agencies should notify the publication schedule of each title with necessary information viz., number of volumes/issues published and the publication date of the same.
- b) Intimation about any bibliographical changes, change of publisher, cessations and/or suspensions of journals must be communicated to the library in writing, promptly.
- c) The empaneled agencies shall resolve any access related technical difficulties immediately upon receiving communication from the library ensuring that the issue gets resolved preferably within Two (02) working days.
- d) In case of print resources, the empaneled agencies shall claim missing issues from the publisher(s) on their own, if the supply is arranged through their agency. The library shall, as usual, claim issues from the empaneled agent(s) where supplies are arranged directly from publisher(s).
- e) It is necessary to send timely claims for missing issues by registered post/email, etc., and to inform the library with publishers' replies regularly.

- f) The empaneled agencies will have to refund the amount for the journals issues that are not received/not supplied.
- g) The empaneled agencies will be completely responsible for the refund of subscription amount for non-supplied journal issues. The refund time may be extended if any confirmation is received from the publisher regarding delay in publishing/supply.

1.8 License Agreements and Other Important Details

It is the duty of the empaneled subscription agencies to coordinate with the publisher(s) and ensure to send the following to the Library, IIT Indore, soon upon activating access to the subscribed/renewed resource(s).

- a) Customer's copy of signed License Agreement(s);
- b) Administrator's (Deputy Librarian's) account details for the subscribed resources; and Usage statistics of the subscribed resources (in latest COUNTER format), periodically and whenever Library requests for them.

1.9 Invoicing Procedure

- a) The prices in the invoice should be indicative of original currencies.
- b) The Invoice should bear the firm's Income Tax PAN, GST and Bank details.
- c) The date of invoice should be that of bank transfer for remittance of the payment to the publisher.
- d) Pre-receipted invoice(s)/bill(s) are to be submitted in duplicate (2 copies).
- e) A revenue stamp should be affixed on the original bill and should be signed by an authorized signatory.
- f) Invoice should be raised in favour of "The Deputy Librarian, Learning Resource Center, Indian Institute of Technology Indore, Khandwa Road, Simrol, District: Indore – 453552, Madhya Pradesh"
- g) Invoice should be raised against one purchase order only. Journal titles from different purchase orders should not be combined and supplied against one invoice.
- h) The invoice should contain all relevant details viz., our order no. & date, title of the resource and/or journal(s), volume/issue no., subscription period covered and ISSN number.
- i) Supplementary invoice(s) can be raised only if publisher(s) increases the subscription price at a later date.
- j) Any taxes (GST, IGST, TDS etc.) levied by Government of India from time to time will be applicable.

1.10 Undertaking by the Agency

Every invoice should certify the following.

- a) The prices charged in this invoice are publisher's actual and current prices as billed to us; and are true and correct.
- b) The prices charged are as per the publisher's invoice and their latest catalogue.
- c) The discount offered and service charges, if any, should be specified in a separate column.

1.11 Currency Conversion and Mandatory enclosures with Invoice

- a) Conversion of foreign currencies to Indian Rupees shall be at the actual TT Selling Rate of Nationalized Bank/ Reserve Bank of India (RBI) / Financial Benchmarks India Pvt. Ltd. (FBIL), prevalent at the time of payment made by the Vendor to the publisher(s), duly supported by Banker's certificate. This will be treated as Currency Conversion Proof (CCP).
- b) Every price proof, and latest currency conversion proof with date, should contain authorized signature and stamp/seal of the empaneled agency.
- c) A copy of publisher's invoice/e-mail communication of price confirmation, as a price proof should be attached.
- d) Proof of remittance of payment from the agency's bank may be submitted.
- e) A certificate or a copy of the email from the publisher stating the payment for the subscribed journals/e-resources for the current year subscription for IIT Indore has been received.

1.12 Delisting from the Panel

The Institute shall be at liberty to terminate the empanelment of an empaneled subscription agency without any prior notice and drop the said agency from its panel and will result in forfeiture of the security deposit in case of occurrence of any of the following events:

- a) If the agency fails to activate/supply ordered resources within the agreed time.
- b) In case of breach of any terms of agreement, or unsatisfactory/inefficient working on the part of the agent(s).
- c) If at any time, the information provided by the agent(s) in any form about publications, services, documents submitted, and related matters are found to be incorrect and result in loss in any form to the Institute.
- d) If the agency withdraws the order, after having accepted and acknowledges it.

1.13 Others

- a) **The Institute reserves the right to change or modify or amend or substitute any clause(s) in the terms and conditions, if required, at any time. The empaneled agent(s) may find the update, on IIT Indore (<https://www.iiti.ac.in>), in this regard.**
- b) **All disputes and differences arising out or concerning the work shall be subject to the sole arbitration of the IIT Indore or authorized nominee. The decision of the arbitration shall be final and binding on both the parties. The empanelment will be interpreted under Indian Laws and disputes adjustable within the jurisdiction of court of law of Indore.**

DECLARATION

1. I/We _____, (Names of proprietor(s)/partners or shareholders) hereby declare that the information provided in this application form are true to the best of our knowledge and that we shall be bound by the acts of duly constituted attorney.

2. I/We have read and understood all the "Terms and Conditions" of IIT Indore, as mentioned in this document and consciously agree to abide by them.

3. I/We also hereby declare that all matters related to Indian Institute of Technology Indore shall be treated as confidential and no information shall be passed on to any unauthorized person without written permission of the Competent Authority of IIT Indore.

4. Mr. , _____ whose signatures are appearing below, is/are the authorized representative(s) of the firm.

5. I/We also undertake the responsibility to communicate all subsequent changes in the constitution or working of firm, affecting the accuracy of the facts, stated above.

Place:

Date:

Signature of Partner/Proprietor/director
(Seal from the Firm)

CHECK LIST OF ENCLOSURES

1. EOI processing fee of Rs.1,000 + 18% GST (attach proof)
2. Proof of date of establishment of the firm
3. Valid Address proof of the firm
4. Proof of your membership in any of the associations for publisher(s)/subscription of journals:
 - a) Good Offices Committee (GOC)
 - b) Federation of Publishers' and Booksellers' Association of India (FPBAI)
 - c) Any other State/National/International Association(s) for subscription & supply of journals, databases and journal related products.
5. Copy of certificate of being exclusive or a preferred agent of any publisher(s)/scholarly society (ies)/organization(s).
6. Proof of serving any consortium/consortia in India.
7. List of the Libraries of reputed institutes/organisations with whom you are already registered, such as Central universities, Institutes of National Importance, the Government established research laboratories (e.g. IITs, IISc., NITs, IITs, IIMs, CSIR Labs, ICMR etc.), etc. (Attach purchase orders as proof)
8. Satisfactory supply certificate from a minimum of five (05) Central Universities or Institutes of National Importance in the last five years
9. Direct Import Licence Certificate
10. Please attach a certificate of successful execution of single order during last three year (worth more than 50 lakh rupees) with respect to the Institutes where executed (Also attach copy of orders).
11. Copy of PAN Card of firm / owner / partners.
12. One copy each of Income Tax returns of last three consecutive financial years.
13. Details of your firm's Sales Tax Registration Number (Copy of GST, IGST, CST Certificate).
14. Details of the annual turnover of the firm for the last three consecutive financial years with documentary evidence.
15. Affidavit on a non-judicial stamp paper of Rs. 300/- of not having black-listed in last three (03) years by any of the Institutes or Universities or Government organizations in India.