

Tender No: 2/R14 dated 12.12.2016 For Library Software

**Please submit quotation as per tender specifications mentioned below under RUSA
Project**

Sealed quotations are invited from qualified software vendors for “Development and Implementation of Koha library management system (LMS) with all bibliographic data, all holding data, all users account with all up to date circulation status including historical records are also to be maintained and migrate accurately, Dspace, Creation of Knowledge Resource Centre website for Library and MOPAC (Downloadable Android application for smart phones) with a cloud service package for six years.

The Quotation should be as per format mentioned in the tender document, and should be addressed to “The Principal, Seth Anandram Jaipuria College, 10, Raja Naba Krishna Street, Kolkata - 700 005” and it should be sent latest by 21.12.2016.

For any clarification please contact
Librarian
Seth Anandram Jaipuria College

Seth Anandram Jaipuria College

10, Raja Naba Krishna Street, Kolkata - 700 005

Sealed quotations are invited from qualified software vendors for “Development and Implementation of Koha Library Management System (LMS) with Data Management, Dspace, Creation of Knowledge Resource Centre website for Library and MOPAC (Downloadable Android application for smart phones)” with a cloud service package for six years.

1. Sealed competitive quotations are invited by the undersigned for the above mentioned purpose as per following details:

Sr. No	DESCRIPTION	SPECIFICATIONS	QUANTITY
1.	Installation, configuration and general introduction to Latest Koha version	OS: Ubuntu LTS	01 Unit
2.	Customization, Testing and Implementation	In general, customization should be version independent	As per Annexure –I
3.	Koha with all bibliographic data, all holding data, all users account with all up to date circulation status including historical records are also to be maintained and migrate accurately		
4.	Documentation, Up-gradation of OS & Koha on Cloud, DSPACE, Knowledge Resource Centre website and Implementation of Offline Circulation module		01 Unit
5.	Support and help desk facilities for Library staff for day to day use of Koha LMS & Dspace	Support will be provided which includes updating Koha & OS including any types of trouble shooting	Annually for minimum 6 continuous years
6.	Additional on-site Training within the project period., if required	5 Days	10 Staff Members
7.	MOPAC	Downloadable Mobile application for OPAC module of Koha	01 Unit
8.	SMS Pack	To be provided and integrated with the software.	10000 SMS(Annually)
9.	Cloud Space	To be provided for hosting each of the software and website	30 GB/each

10.	Cloud Space (Transactional Bandwidth)	To be provided for the regular transaction of the each of the software and KRC	1 TB/each
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The Institute reserves the right to reject any or all including the lowest quotation without assigning any reason whatsoever.

A. Installation and Commissioning:

Installation and configuration, upgradation and data migration of the stated software is to be executed by the bidder within the stipulated time, as mentioned in the Terms and Conditions under direct supervision of Library, Seth Anandram Jaipuria College, Kolkata representatives.

B. Technical Specification:

Technical specifications are mentioned in Annexure I, Annexure II and Annexure III. Please download **Annexure-I, Annexure-II** and Annexure III and submit the ink-signed & stamped document (i.e. Annexure I & Annexure II) in the respective bidder's letterhead as agreement to compliance of proposed software with the given specifications.

C. Quoting Format (Priced):

Tender Form & N.I.T. (download properly and submit the signed and stamped of the same). The rates must be quoted in the format attached (**Annexure-IV**). In case quoting any rate in Tender Form, the bidder is liable to be summarily rejected. Please download the **Format of Price Bid** and submit the same after filling-up, signed and stamped.

D. Time of Completion:

21 days from the issue of work order.

E. Payment:

Payment shall be made on submission of bills in triplicate after delivery and successful installation and deployment of the entire system. The entire payment will be made after satisfactory completion of the project. No interim payment will be given. If the vendor fails to provide the required services in the due course of project (6 years), the vendor will be liable to pay 100% penalty to the college.

For any clarification please contact:

Library
 Seth Anandram Jaipuria College
 10, Raja Naba Krishna Street, Sobha Bazar, Kolkata, West Bengal 700005
 Phone: 033 2555 3647

Terms & Conditions:

1. The Vendor must be registered under Companies Act (Proof Required)
2. The Vendor must provide valid photo copies of VAT, Service Tax, Professional Tax and ITR Assessment for last three financial years
3. The vendor must have a turnover of minimum 20 Lakhs for the last two financial years.
4. The vendor must have implemented Koha in at least 30 colleges in West Bengal. (Provide copies of PO/work completion certificate)
5. The vendor must have implemented Koha in at least 05 universities in India. (Provide copies of PO/work completion certificate)
6. The vendor must have support office in Kolkata for local support.
7. Quoted Price:
 - a. All duties, taxes and other levies payable by the bidder shall be included in the quoted rate. Sales/Service tax if any should be quoted separately.
 - b. The rates quoted for each item/service shall be fixed for the duration of the contract and shall be subject to change as per the schedule change of Govt. of India
 - c. Each bidder must submit only one quotation.
8. Validity of quotations:
 - a. Proposals received beyond the deadline will not be opened.
 - b. Email or Facsimile quotations are not acceptable.
 - c. The quotation shall remain valid for a period not less than 30 days after the deadline fixed for submission of quotations.
9. General Criteria for Koha & DSpace software:
 - a. The software must follow MARC 21 compatibility with the required metadata tags therein.
 - b. Total software solution should be FOSS based.
 - c. Koha being Library Automation software and not an Institutional Repository and DSpace being an institutional repository should be implemented separately.
 - d. The source code for all the solution components to be used/integrated for the proposed deployment *must* be freely available under an open source license.
 - e. It must follow the Z39.00 international protocol standards
 - f. It must be Radio Frequency Data Identification (RFID) compatible.
 - g. It must have the MySQL server
 - h. It must have the data import/export capability.
 - i. It must have the RSS feed burners included therein.
 - j. The software must have the tight security measures both at the Administrative level and the sub modular level also.
 - k. It must be enabled with Google Jacket or local image.
 - l. No restrictions on number of records & housekeeping users should be kept.
 - m. Must be able to generate and print Barcode labels and Spine Labels.
 - n. Must be able to generate and print Bar-coded Patron Cards.
 - o. Must be able to perform Full-Text Search.
 - p. Must be able to perform Automatic Indexing.
 - q. It must enable Flexible reporting & Faceted Search.
 - r. It may work in consortia, multi-branch or single-branch mode.

- s. It should generate automated overdue notices either by email or SMS.
- t. It should generate automated intimation for the circulation through email.
- u. It can email issue slips and also print them at point of circulation.
- v. It should have an offline circulation module.
- w. It must be user friendly.
- x. Knowledge Resource Centre website of the library should act as the gateway to search Koha OPAC and Dspace.
- y. Other customization as per the requirement in the due course of time.

Other Terms & Conditions on services required:

- i. Latest stable version of open source Koha Library Management Software (LMS) & DSpace should be implemented.
- ii. Data Backup: Regular data backups should be made available.
- iii. Data Privacy, Confidentiality & Security: Vendor should strictly ensure privacy, confidentiality and security of all clients' data.
- iv. Freedom from vendor lock-in: Customer will own both software and data and should be able to switch the vendors at any time. In case, for any reason, if vendor discontinues the arrangement of hosting and maintenance of clients data for some reason or client wants to run their own server, a notice of minimum one month should be given from either side and vendor should facilitate smooth transfer of data to customer's server, so that library services are not disrupted at any point of time.
- v. The vendor has to sign the legal contract with the college for providing Koha, Dspace, Knowledge Resource Centre website maintenance for Library six years.
- vi. Having experience of five successful and live implementation of Koha, Dspace and KRC on cloud space.
- vii. Standards compliance: MARC21, Z39.50, UTF8/Unicode, SIP2 etc.
- viii. Koha being on open source software, any customization and configuration details as per requirements of client should be documented and provided to client for future references.
- ix. Offline circulation facility is required in case of failure of internet connectivity for short time.
- x. The vendor should also provide the annual maintenance for Koha, Dspace and Knowledge Resource Centre website for Library for the six years from the date of operation.
- xi. Administrative power should be given to the library.
- xii. The term of the contract will start from the date of operation (i.e. after hand-over of the system to the institute for live operation) till the six year.
- xiii. The vendor should provide its representatives in the due course of library inspection, NAAC visit or for special occasions.

ANNEXURE – I

Technical Specifications consisting of Customization/Configurations & Fine Tuning that should be incorporated for Koha software & Services:

General System Requirements	
i.	Total software solution should be based on Boot-Strap Technology
ii.	There should be Module-wise customization
iii.	Software should be enabled with one screen technology
iv.	The system must allow restriction of access to local or remote databases based on the IP address of the user and User's log-in ID
v.	The system must be able to authenticate users by user name & password/RFID cards/SIP and retain the user's authorization as he or she navigates among databases
vi.	The system should not require a separate login to access different subsystems; the initial login should set all privileges for all subsystems
vii.	The system must check each user's access privileges at login, and automatically disable or enable client functions (in real time) based upon the user's profile.
viii.	Library must be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies
ix.	There should be scalable/flexible reporting in the reports section
x.	Library must have the ability to generate statistical reports for all data relating to the use of library materials, borrowers, and other data needed for operations of a library
xi.	The system must allow printing/email/SMS of various alerts/notices
xii.	Integration with open source citation and indexing software like Mandelay, Endnote etc. which should be accessible from the OPAC portal
xiii.	There should be provision for MOPAC: downloadable mobile application for OPAC
xiv.	There should be provision of giving book suggestions through Koha software by the students and teachers which can be approved and loaded later into acquisition and cataloguing.
xv.	Patron can fill his/her details in online and which can later be included as the user after the approval of the library authority by assigning a card no.
Cataloguing, Database, and Authority Control Requirements	
i.	The Cataloguing interface must support context sensitive hyperlink help functionality that can connect directly to a locally loaded or Internet accessible Cataloguer's reference database.
ii.	Librarians must have the ability to define if records are immediately available for the Library Public Access Catalogue or must be hidden for a specified period of time.

iii.	When deleting records, restrictions must occur when records have fines or fees due, holds pending, or pending action from Acquisitions with a message alert for staff with the reason why the record cannot be deleted and a choice to either abort or continue, stating the results of deletion, i.e. "if the record is deleted, fines will also be deleted", or "holds will be moved to the next copy, "hold will be deleted" if no more copies.
iv.	Item records must link in real-time to due date (if checked out), the last check-in date, number of circulations since a specified date, and holds against the item and display that information in staff programs, displaying borrower information.
v.	The system must support global updates of all occurrences of a heading in a bibliographic file with a single machine transaction. Cataloguing must include a global editor. It must be possible to globally edit any field within the MARC record.
vi.	The system must allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.
vii.	The system must display "see" and "see also" references, scope notes, reference notes, and general information notes in Library Public Access Catalogue and staff displays.
viii.	The system must support customized label printing of spine call numbers, property stamps, and other appropriate labels. It should also support printing of Catalogue cards (Main Card, Added entries) directly or in batch mode.
ix.	The real-time update of Catalogue records that are imported throughout the rest of the subsystems and modules.
x.	The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN.
xi.	It must be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.
xii.	The Cataloguing module must have the abilities to create and edit by: (a) A full screen MARC edits view. (b) The use of templates in MARC format that contain required and recommended bibliographic fields. (c) An interface for staff members unfamiliar with MARC. The data from this interface must be stored in MARC format allowing it to be retrieved, indexed, and searched the same as full MARC records.
xiii.	Ability to edit item records regardless of circulation status (e.g. Checked out, on hold)
xiv.	The library OPAC and other applications should be integrated with social media to keep members informed about the new arrivals and other required information.
	General Functions of Online Public Access Catalogue (OPAC)
i.	The portal must be custom designed by the vendor based on the specifications of library staff. It is desirable for the vendor to offer a template or templates, but not to limit the library to templates only.

ii.	Patrons must be able to what type of search strategy they want to use.
iii.	Patrons must be able to limit search by format, language, call number, and publication date.
iv.	OPAC must interact with the circulation system in real time.
v.	Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue.
vi.	If no cover art image is available the system must display a “generic” cover art image as an option
vii.	It must be possible to link directly from an item to a MAP of the library (virtual model of the library, shelves, racks and documents).
viii.	It must be possible to configure a MAP of the library to highlight holdings by using call number range or collection
ix.	It must be possible to highlight various call number ranges or collection(s) on a MAP with differing colors and shapes.
x.	The System must offer a federated search option to include at a minimum: Library Catalogue, Remote Resources including news feeds & websites, and Subscription Databases all in ONE search.
xi.	The Web-based OPAC should have the capability to be accessible from Phone (any android or windows or iphone) / PDA /other mobile devices with necessary graceful degradations.
xii.	OPAC must provide English, Bengali, Hindi versions.
Circulation, Inventory	
i.	Circulation must manage all basic Circulation operations of the library -- check-out, check-in, renewal, fine and fee processing, managing holds and recording statistical usage of library collection and borrowers.
ii.	Circulation must allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines, maximum fines and fees.
iii.	An offline circulation product must be available to enable the check out and check in of materials on a circulation workstation or portable device and to be able to load these transactions to the online system at a later time and within the circulation interface.
iv.	At the time of new borrower registration, the system must perform a duplicate check to determine if there are existing records that meet the criteria being entered.
v.	Borrower records must contain at least name, borrower id, permanent address and telephone, secondary address and telephone, cell telephone number, e-mail address (es), and must be searchable by all of these fields.
vi.	Circulation must support a calendar function to define closed days and automatically adjust check-in times accordingly.
vii.	Provision should be made to enter details of the documents and other materials written in Hindi, English and other Indian official languages.
viii.	An automatic update in the Catalogue of item status when it is checked in or checked out etc.
ix.	Statistical records kept for all transactions.

x.	The system must produce a “purchase alert” for titles when certain number of holds is place on certain numbers of copies. This ratio should be a library defined ratio.
xi.	Patron record does not lock if accessed on multiple staff workstations
xii.	Permissions that can be set by staff role and workstation to restrict access and/or modification to patron records.
xiii.	Support patron types tied to different expiry periods.
xiv.	Support ability for the Library to specify which kinds of materials can be borrowed by specific patron types.
xv.	Support ability for the Library to specify limits on number of items held and/or the type of items held by a patron at any one time; this limit to be set by the Library for each patron type/item type.
Ease of Usage	
i.	Library Staff must be able to manage the system without vendor intervention and be able to shutdown and restart the system without vendor intervention. The system must check the integrity of the entire file system during each restart of the system and servers must log errors by date and time
ii.	The implementation strategy, reviewing mechanism system on daily basis on the progress of work will be formulated in consultation of the ministry before starting of the project which will be followed strictly.
Training, Documentation and Technical Supports	
i.	Onsite Training on all features of Koha Library Management Software to be provided to the library staff for successful functioning of the library automation
ii.	Onsite training programme shall comprise of minimum five consecutive days in the use of the system modules, features, and administration.
iii.	The training programme must train the Library and system administration staff to manage and operate the system on a day to day basis including: (a) Start-up and shutdown. (b) Monitor system performance and perform routine management tasks. (c)Handle emergencies. (d) Troubleshoot and resolve routine problems. (e) Load bibliographic and patron records. (f) Perform backups, restoration, recommended preventive maintenance, and security measures. (g) Provide documentation updates and release notes electronically.
iv.	Complete documentation manual in international format with a chapter on indexing with page number.
Security Features and Data back up	
i.	There should be SSL and HTTPS Access and protected from hacking
ii.	The system must provide different levels of security: Network, Database, and Application
iii.	The system must provide protection for all data files through the use of locally defined passwords or other security measures so that information critical functions cannot be performed without proper authorization. That is, the system must allow the restriction of specific functions to specific users
iv.	Procedures and programs must be established which enable rapid data recovery from software failure

v.	Provision of Remote Database Back-up system should be provided with one click
Report Generation	
i.	Library must be able to design report and notice formats
ii.	Circulation must provide reports of the number and type of transactions on a variety of library defined criteria, such as daily, weekly, monthly, annually, time, location, workstation, user type, material type, classifications, reciprocal borrowers, and all reports must be sorted by library defined parameters
iii.	The system must allow for a variety of library defined notices to be generated for notification using mail, e-mail, or SMS
iv.	The system must support customizable report generation and production functions that will allow library and computer staff to prepare customized reports as necessary
v.	The system must support a variety of standard reports and notices for users based on library defined parameters such as over dues, fines and fees, lost books.
Notifications (Print/Email/SMS)	
i.	Circulation must support printing of date due slips, fine and fee payments, hold flags, or other system alerts to an assigned printer that prints formats (such as a cash register type format).
ii.	Circulation must produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.
iii.	Circulation must support communicating channels of notification to registered library users through e-mail, phone notification, and printed notices and the ability to define a hierarchy of notices to be sent, i.e. e-mail notices sent first, if e-mail addresses are contained in borrower's record, then phone notification (SMS), and if not an adequate result, a printed notice to be mailed.
iv.	The library must have the ability to create a mailing list from the borrower's file and to create its own message for notification to users.
v.	Borrower records are managed by library defined profiles which link to and display at least the following information when accessed: name, id, borrowing restrictions, patron type code, fines and fees owed, outstanding materials, hold requests, last activity date, expiration date, notes field, and personal identification number.
vi.	Support and permit customization, but not be limited to, each of the following notices and be able to exclude from notices certain patron groups (staff): Alert (issued prior to an item's due date), overdue, fine, hold pickup, hold cancellation, registration to expire in 30 days, non-use of library card in specified period of time, holiday/closure notices
vii.	Circulation must support item status of lost, which is automatically invoked after a library defined period of time of being overdue, or can be invoked by library staff, at which time the borrower is sent a bill for lost item.
viii.	Library staff must have the ability to define whether or not lost items are displayed in the Library Public Access Catalogue.
ix.	The system must support the ability to send user notifications by email, SMS, and print through mail and must allow librarians to define a hierarchy to send e-mail notices first (if e-mail is in the user record), phone notices second, and print notices as the last resort.
x.	Circulation must send an alert message at check-out, renewal, or check-in, or any other transaction that accesses the borrower records that items are available on the holds shelf and accumulated fines etc.
Maintenance	

i.	Support and help desk facilities to be provided for day to day usage of Koha Library Management Software on annual basis
ii.	The support should be provided through e-mail, phone and online docketing system and if required visit of technician has to be provided.
iii.	The AMC support should have an "Online Ticketing System" where a customer will be provided a user ID and password wherein he/she can log-in and launch a support ticket. The support call will be recorded and support services will be provided as per the requirement at the earliest possible time. These records can be used for future reference too.
iv.	The Up-time & Down-time will be calculated and further penalty will be imposed on the vendor if they are not able to provide the services as required within the stipulated time period.

ANNEXURE – II

DSPACE

DSpace is an open source repository software package typically used for creating open access repositories for scholarly and/or published digital content. While DSpace shares some feature overlap with content management systems and document management systems, the DSpace repository software serves a specific need as a digital archives system, focused on the long-term storage, access and preservation of digital content.

Key criteria for DSPACE software:

1. Application architecture: a full application, not just a framework with components. Components may be swapped or added, but there is no need to build new ones.
2. Built-in workflows: The embedded DSpace data model and workflows should be familiar to librarians and archivists.
3. Built-in search engine: It should come packaged with Apache Lucene, an OS indexing engine that allows for enabling full-text searching for end users. In addition, you can optionally enable a faceted search/browse interface via Apache Solr, an OS enterprise search platform.
4. File types: It should not only auto-recognizes files of any common format (e.g. TXT, DOC, PDF, JPEG, MPEG, TIFF) but also will accept files of any format.
5. Metadata: Qualified Dublin Core should be the default metadata schema.
6. Tools/plugins: It should come with management tools including batch import/ export, batch metadata editing, curation, and object backup & restoration tools.
7. Security: The platform should come with an authorization stack or organizations may use an existing LDAP, Shibboleth, or similar protocols to link their internal systems
8. Permissions: It should allow you to control permissions as granular as item level, or you can set global permissions based on communities and collections.
9. OAI-PMH/SWORD/WebDAV: It should comply with standard protocols for access, ingest and export.
10. Configurable database: Postgres or Oracle can be chosen for the database.
11. Languages: It should be available in over twenty languages.

Customizations/Configurations for DSPACE software:

- A. The customization includes:
 1. Submission process
 2. License
 3. Metadata input form
 4. Welcome message
 5. Creation of appropriate E-groups and E-People
- B. Configuration of CNRI Handler and OAI-PMH
- C. Software must meet network & Security requirements
- D. It should run on Ubuntu 12.04/Debian Linux Latest Version along with Koha on the same server.
- E. It should be enabled with web 2.0 features such as RSS Feeds, Current News, Facebook, E-mail alerts, User Statistics, etc.
- F. Complete documentation required.
- G. Upload and administrative control facilities to the library.
- H. On-site training

ANNEXURE – III

KNOWLEDGE RESOURCE CENTRE PORTAL FOR LIBRARY

- ✓ Online Newspapers
- ✓ Online News channels
- ✓ Stock reports
- ✓ Current weather reports
- ✓ Library Notices (Dynamic)
- ✓ New & Events of library
- ✓ Featured books/authors/media
- ✓ Integration of Koha OPAC and DSPACE institutional repository.
- ✓ Mapping of databases.
- ✓ Linking of OAI PMH
- ✓ Linking of portal to College website for easy access of students with the “HOME” link.
- ✓ E-Resource Management System for Journals
- ✓ Federated Search for Journals and Articles
- ✓ Federated Search for Books and other media formats.
- ✓ New arrivals
- ✓ Link to Universities of the state
- ✓ Link to open access resources
- ✓ Link to NLIST e-journals
- ✓ Link to subscribed e-resources of the college

ANNEXURE – IV

FORMAT OF PRICE QUOTE

Sr. No.	Description	Units	Unit Rate (Rs.)	Service Tax (Rs.)	Total Amount (Rs.)
1.	Installation, Configuration, Customization and Data Migration to Koha on Ubuntu Linux server along with Offline Circulation, MOPAC including On-Site Training	01			
2.	Installation, Configuration, Customization and general introduction to DSpace on Ubuntu Linux Server and Testing and Implementation as per Annexure – II including On-Site Training	01			
3.	MOPAC-Downloadable Mobile Application for OPAC Module of KOHA				
4.	SMS Pack	10000			
5.	Knowledge Resource Centre Portal as per Annexure - III	01			
6.	Cloud Package & support for six years.	01			
TOTAL AMOUNT					

We agree to execute the above project in accordance with the technical specifications for a total contract price of Rs (in figures) (Rs (in words).

We also confirm that the Support Service ofmonths shall apply to the offered goods.

(Bidder)

Name:

Signature:

Date:

Address:

Submit your proposal to Library, S A Jaipuria College from 2pm. - 7pm. of 22nd December, 2016
[Contact Person- Abhijit Chatterjee: 9903883520]