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ACHARYA NARENDRA DEV COLLEGE
(UNIVERSITY OF DELHI)
Govindpuri, Kalkaji, New Delhi – 110019

Ref. No. ANDC/2020/ LMS

Dated:12 /03/2020

Tender Enquiry

Subject: Request for Tender for Implementation of KOHA Library Management System for
Library Automation at Acharya Narendra Dev College, Govindpuri, Kalkaji, New Delhi-110019

Dear Madam/ Sir,

Online bids are invited for “Implementation Data Migration, Training and Support Services of KOHA Library Management System on cloud for Library Automation at Acharya Narendra Dev College, Govindpuri, Kalkaji, from eligible and resourceful organizations having sufficient technical credential and financial capability for execution of needed work ..You are requested to submit your offer in Two Bid System- Technical and Commercial through e- procurement <https://eprocure.gov.in/eprocure/app> for Implementation of KOHA Library Management System i.e. Installation, Customization, Data Migration, Training, Support Services for Library Automation as per the details attached in Appendix III of tender by Acharya Narendra Dev College, University of Delhi, New Delhi-110019.

Details of Tender Enquiry are as under:

Tender Reference No and Date	ANDC/2020/LMS
Value(Rs)	1,75,000/-
EMD Amount(Rs)	4000/-
Bid Document Download Start Date and Time	13/03/2020 14:00 hrs
Bid Submission Start Date and Time	13/03/2020 16:00 hrs
Bid Submission End Date and Time	23/03/2020 12:00 hrs
Technical Bid Opening Date and Time	24/03/2020 12:30 hrs
Financial Bid Opening Date and Time	To be intimated later
Bid Validity	30.06.2020

It is requested that the following protocol shall be carefully observed in every detail while submitting the tender, otherwise tender may not be considered:

1. All details regarding the tender for Implementation of KOHA Library Management System i.e. Installation, Customization, Data Migration, Training, Support Services for Library Automation are available on our college website <http://andcollege.du.ac.in> and CPP Portal <https://eprocure.gov.in/eprocure/app>. Any change/ modification in the Tender Enquiry/ Tender Document will be intimated through above websites only. Bidders are therefore, requested to visit the websites regularly to keep themselves updated.
2. For submission of e-bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app>.

3. Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Bidder' for the e -submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.
4. Online tender will be two fold (a) one technical bid consisting of all technical details and supporting documents (b) another financial bid containing items wise price for the items mentioned in the technical bid. Bidders will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
5. Financial bids of only those bidders will be opened and considered who qualify in their technical bid.
6. Manual/hardcopy of bids shall not be accepted.
7. Bidder, however have to upload scanned and signed copies of EMD and documents mentioned in Appendix I along with the e-tender.
8. Earnest Money Deposit (EMD) amount of Rs.4000/-(Four Thousand Only), should be submitted in the form of Pay Order/Demand Draft of a nationalized bank, payable in favour of **“The Principal, Acharya Narendra Dev College”, payable at Delhi**, and should reach to **“The Section Officer (Accounts), Acharya Narendra Dev College, Govindpuri, Kalkaji, New Delhi-110019”**, before the end date and time of bid submission, failing which, the bid will be liable for rejection. Please write the name of the contact person (IN CAPITAL) and his/her Mobile Number at the backside of the Pay Order/Demand Draft and submit it in an envelope super scribed as **“EMD for implementation of KOHA Library Management System i.e. Installation, Customization, Data Migration, Training, Support Services for Library Automation”**. Our Tender No. & Date should invariably be marked on the top of envelope.
9. Waiver of security deposit to the monetary Limit for which the unit is registered for MSME'S.
10. Clarifications/queries, if any, can be addressed to Dr. Geetu Gambhir, Bursar, Contact No. 011-26293224 and email: bursar@andc.du.ac.in till 21 March, 2020.



ACHARYA NARENDRA DEV COLLEGE
(UNIVERSITY OF DELHI)
Govindpuri, Kalkaji, New Delhi – 110019

Ref. No. ANDC/2020/ KOHA-LMS

Dated: 13.03.2020

Tender Enquiry

Subject: Request for Tender for Implementation of KOHA Library Management System on cloud for Library Automation at Acharya Narendra Dev College, Govindpuri, Kalkaji, New Delhi-110019

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The Vendors/Suppliers/Bidders have to execute the Installation, Customization, Data Migration, Training, Support Services for:

1. KOHA library Management System
2. On-Site training of KOHA Software

Terms and Conditions of Tender

- i. The Technical Bid and the Financial Bid shall be submitted through ONLINE only at CPP Portal as per the details mentioned in the E-Procurement Tender Notice.
- ii. The Technical Bid opening, will be carried out in two stages, in the first stage technical committee will verify all the documents uploaded on CPP Portal Thereafter, in the second stage, the college technical committee may ask the vendors for demonstration regarding functioning of the software, covering all activities & usage.. Then, in the third stage the Price Bids (financial bid) of only the technically eligible Bidder and sample selection acceptable offers (as decided in the first stage & second stage) shall be opened by the Competent Committee of Acharya Narendra Dev College, University of Delhi.

- iii. The tender must be in the form as furnished by Procuring Entity and should be free from corrections/erasures. In case there is any unavoidable correction, it should be properly attested. If not, the tender will not be considered. Tender written in pencil will not be considered. The bidder shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.
- iv. Tender will be opened on the due date at **24.03.2020** (12.30Hrs) at the indicated venue in presence of the bidders or their representatives who may wish to be present.
- v. Tenders which are not accompanied with the EMD in form of Demand Draft/Pay Order of Rs.4,000/- will not be considered.
- vi. Please quote whether your organization is large scale industry or small scale industry. If you have NSIC/MSME/MSI/DGS&D Certificate, please attach it to the tender. Mention your registration detail.
- vii. Waiver of EMD deposit to the monetary Limit for which the unit is registered for MSME'S.
- viii. In the event of furnishing false/incorrect/incomplete/forged information/documents by the bidder, the EMD in respect of such bidder shall be forfeited. Further during the performance of the contract, if it is detected that the contract has been obtained by furnishing the false/incorrect/incomplete information in the tender, the agreement is liable to be terminated and performance security and other payments due to the contractor shall be forfeited without prejudice to the contractor liable to be blacklisted accordingly and is liable to be banned from doing business with the Acharya Narendra Dev College.
- ix. Each bidder must submit only one quotation.
- x. The payment shall be made through NEFT/RTGS/DD/Cheque after the successful installation of software, migration of data, configuration customization and final inspection by the committee.
- xi. EMD of successful bidder will be retained as security till submission of Performance Bank Guarantee (PBG) 10% of the payment will be retained as performance guarantee and the same will be released after completion of one (01) year from the date of operation.
- xii. No advance payment (full or partial) shall be made. TDS applicable for professional services will be deducted.

- xiii. Cost shall include GST/all other taxes and statutory levies.
- xiv. The EMD of the unsuccessful bidder(s) will be refunded after finalization of tender without any interest.
- xv. The EMD may be forfeited if a bidder withdraws his bid during period of validity specified by bidder in bid form or, in case of successful bidder, if the bidder fails to complete the contract.
- xvi. The printed technical literature and catalogue giving full technical details should be included with the technical bid along with a compliance statement verifying the specifications quoted in the tender.
- xvii. The bidder shall have a minimum of 5 years experience in this trade.(Documentary evidence shall be submitted for the same).
- xviii. All the pages of the Tender documents must be signed by the vendor/ bidder or the authorized representative on behalf of the vendor/ bidder along with the seal of the Bidder with date, which will be rejected otherwise.
- xix. After evaluation of tender documents, the successful vendor / bidder in all respect will be called for a demonstration
- xx. Issuance of purchase order is subject to the demonstration by the successful vendor/ bidder.
- xxi. College reserves the right to accept or reject any quotation in whole or in part i.e. with respect to all the articles mentioned in the attached statement or in respect of any one or more than one article specified in the attached statement offer without assigning any reason, whatsoever. The Bidder accepts that, decision to award the quotations offer will be final and may not be solely based on the lowest price.
- xxii. In the event of any default, failure (including the failure to supply within the prescribed delivery period) or negligence by the bidder/vender in complying with the order to the complete satisfaction, shall entitle Procuring Entity for the imposition of penalty without assigning any reasons @ 0.5% of the total value of the item covered in order as penalty per day subject to a maximum of 5% (five percent)which shall be entitled to deduct/forfeit from the security deposit for the loss / damage unless extension is obtained in writing from the office on valid ground before expiry of delivery period.

- xxiii. Dispute clause: Any dispute relating to the enquiry shall be subject to the jurisdiction of the court at Delhi only.
- xxiv. The Bidder must register with trade, GST departments. Current and valid income tax certificate, GST and Valid Trade License Certificate should be submitted along with the quotation.
- xxv. The Bidder shall have to complete the job within one month's time after allotment of the said work.
- xxvi. The validity of the quotations will be 90 days from the date of opening of quotation.

Amendment of Bidding Document:-

- i. At any time prior to the deadline for e-submission of bids, the college may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document;
- ii. Any amendment in the bidding document, at any time prior to the deadline for e- submission of bids, shall be uploaded as "corrigendum" on <http://eprocure.gov.in/eprocure/app> and college/DU website. Such amendments/ modifications shall be binding on all the prospective bidders;
- iii. College at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidders time to take into the consideration the amendments while preparing their bids;
- iv. College reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

Additional Terms & Conditions For Installation, Customization, Data Migration and Support Services for KOHA Library Management System

- i. The Bidder shall install only the latest stable/tested customized version of KOHA- open source Library Management System on Cloud server
- ii. Bidder should provide necessary assistance in suggesting hardware/software configuration required for KOHA implementation
- iii. Data migration from current system to KOHA. The Bidder shall have the sole responsibility to extract the relevant data and to migrate the 100% secured data in the customized version of KOHA Library Management System.
- iv. Configuration and implementation of all the KOHA supported modules such as Acquisition, Circulation, Cataloguing, Serials, OPAC, Course Reserves, Reports, Administration, Patron, Tools, Lists, Authorities, RFID, Bar-coding, and other standard utilities available in the KOHA latest stable version.
- v. The Bidder should do necessary OPAC customization, based on preferred language, color, image and

- structure, as per requirement of the library during the installation and configuration.
- vi. Providing onsite training for at least 3 days to Library staff to train them well equipped to use KOHA software. Additional 2 days on-site training may provide to the library staff if required.
 - vii. Bidder should provide clear details regarding non OPAC customization charge and confirm the cost per hour/per day to be charged for future customization of any features/functions as required by the library, keeping in view that this software will be in use for long term.
 - viii. The Bidder shall provide written undertaking, that personal data accessed during the data migration purpose shall not be used for any other purpose by the Bidder.
 - ix. The Bidder shall provide all necessary documentation/operational manuals/instructions required for optimum use of the software.
 - x. The Bidder shall be responsible to provide remote assistance through phone call, chat, email. In exceptional case College may insist Bidder to conduct onsite visit.
 - xi. The Bidder 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 during the period of AMC.
 - xii. Standard Interchange Protocol (SIP 2) should be provided.
 - xiii. Bidder will be enabling automatic and manual backup.

Eligibility criteria for Bidders

- i. The Bidder must have successfully completed similar worked on during last 3 years, as per the following: (Similar work: Deployment of KOHA and or with D Space, and or with RFID).
 - a. Three similar works completed with overall costing of Rs. 5,00,000/- Or
 - b. Two similar works completed with overall costing of Rs.10,00,000/- Or
 - c. One Similar work completed with overall costing of Rs. 15,00,000/-
- ii. To ensure continuity of support & services throughout AMC time period, the Bidder should provide documents to confirm stable business and steady revenue flow, with annual turnover of minimum INR 50,00,000 in last 2 financial years. Attested copies of income tax returns must be submitted.
- iii. The Bidder must have installed, configured and commissioned KOHA on Linux platform as Library Management System in at least 10 major Libraries like IIM,NIT, IIT, CSIR, ICAR and other reputed institutions. Minimum 3 proofs of satisfactory completion of work should be submitted.
- iv. The Bidder must have submitted KOHA software patches to the KOHA community. Produce web link verification and total number of software patches accepted by KOHA community.
- v. The Bidder has submitted bug resolution and new development codes to community
- vi. The Bidder must have efficient manpower group working for KOHA technical team.
- vii. The Bidder must have their office in Delhi/NCR or regional permanent representative in the state, to provide prompt support when issue is not getting resolved over remote access.
- viii. Bidder should follow International Standards (ISO) and should provide relevant certificate.
- ix. There are no ongoing and pending cases against the Bidder from any government entity.

- x. The Bidder has not been blacklisted by a government body due to any malpractice or non-completion of project.
- xi. The bidder should be listed in KOHA Community Support companies.
- xii. Bidder should provide details of Customer base, reference and Management profile of the company
- xiii. Bidder will provide clear details regarding onsite visit charges.
- xiv. The bidder has ISO certification
- xv. The bidder has submitted codes to community.
- xvi. Bidder has experience of creating analytical reports for future use.
- xvii. Bidder has experience of integrating payment gateway with LMS.

Other terms and conditions:-

- i. Freedom from vendor lock-in: College 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 college data for some reason or college wants to run their own server, a notice of minimum three months should be given from either side and vendor should facilitate smooth transfer of data to college's server, so that library services are not disrupted at any point of time.
- ii. Standards compliance: MARC21, Z39.50, UTF8/Unicode, SIP2 etc.
- iii. KOHA being on open source software, any customization and configuration details as per requirements of college should be documented and provided to college for future references;
- iv. Offline circulation facility is required in case of failure of internet connectivity for short time;
- v. Vendor will bear it own travel cost required for providing training if any.
- vi. Vendor will clearly state compliance to above points and/or submit documents wherever applicable.
- vii. The source code for KOHA to be used/ integrated must be freely available under an open source license. No third party or vendor (other than KOHA Community) should hold any intellectual property rights over the final deliverable.
- viii. The supportservice period shall be effective from the date of having completed successful installation, implementation, customization training on the system at the College premises.
- ix. The Bidder should provide necessary support to integrate certain functionalities with other systems like payment gateways for online payment of fees, Configuration of KOHA E-mail notifications through Gmail/webmail/SMS with their service providers subscribed by the college .
- x. System should support online payment of fine.
- xi. Import of newly admitted students data from the Administration at the beginning of session should be possible in the system.

Appendix I

BIDDER PROFILE (ELIGIBILITY CRITERIA)

The following details/documents/certificates issued by the concerned Authorities in respect of the bidder are required to be submitted:

S.No	DESCRIPTION	DOCUMENTS TO BE UPLOADED(SCANNED COPIES)
1.	Name and Address of the bidder/tenderer along with Telephone No./Mobile No:	
2.	Registration certificate/legal status from Govt. of India/State Govt. for relevant field. Copy of relevant certificates shall be attached.	
3.	Director/Proprietors of the Bidder shall also be enclosed with proof of ownership	
4.	Copy of GST Registration, PAN card, TIN No./VAT No.	
5.	Copies of ITR for last three preceding years	
6.	Proof of the Bidder towards its existence for last three years or more in the trade in Central/State Govt. /Autonomous bodies. Copies of purchase order shall be included as a proof.	
7	Minimum three proofs of satisfactory completion of work should be submitted	
8	Details of Customer base, reference and Management profile of the company	
9	Proof of whether your organization is large scale industry or small scale industry. If you have NSIC/MSME/MSI/DGS&D Certificate, please attach it to the tender. Mention your registration detail	
10.	National Electronic Fund Transfer (NEFT) Form as per Annexure VII (for the purpose of payment in Indian Rupee)	
11.	The printed technical literature and catalogue giving full technical details should be included with the technical bid	

Name of the Bidder & Seal

Signature of the Bidder with Seal

Appendix II
DECLARATION
(To be given on Company Letter Head)

1. I,.....Son/ Daughter / Wife of Shri
----- Proprietor / Director /authorized signatory of the Bidder, mentioned above, am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/We, am/ are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. We agree to all the terms and conditions mentioned in the tender documents. We further understand that you are not bound to accept the lowest or any Bid you may receive against your above-referred Bid Reference.
5. We confirm that there is no case pending with the police or any other investigating agency (i.e.) against the proprietor/Bidder/partner or the company.
6. We confirm that no near relative of ours is an employee in the College who is connected with the award and execution of the contract.
7. We confirm that we are competent to contract and we do not stand deregistered/banned/blacklisted by any Govt. Department/Autonomous/Semi Govt. in the past.
8. We do not have any pending litigation with any Government Department on account of our services.
9. We confirm that we fully agree with the terms and conditions specified in above mentioned Bidding Document, including amendment/ corrigendum, if any.

Name and Signature of the Bidder
with Seal

Date:

Place:

Appendix-III
(On Company Letter Head)

**Technical Specifications and Special conditions for Open Source
Integrated Library Management Software
(Scope of work)**

Technical Specifications to be incorporated for KOHA software & Services:-

- i. Total software solution should be based on Boot-Strap Technology and RFID compatible with advance protocols like NCIP/SIP2.
- 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. There should be provision for MOPAC: Android/windows/ iphone application for OPAC in different platforms (Smart phones/Tablets/ipad etc);

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 real-time update of Catalogue records that are imported throughout the rest of the subsystems and modules.
- ix. The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN etc.
- x. It must be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.
- xi. 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.
- xii. Ability to edit item records regardless of circulation status (e.g. Checked out, on hold).

General functions of the Online Public Access Catalogue (OPAC):-

- i. Patrons must be able to limit search by format, language, call number, and publication date.
- ii. 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.
- iii. OPAC must interact with the circulation system in real time.
- iv. Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue.
- v. If no cover art image is available the system must display a "generic" cover art image as an option
- vi. 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).
- vii. It must be possible to configure a MAP of the library to highlight holdings by using call number range or collection.
- viii. It must be possible to highlight various call number ranges or collection(s) on a MAP with differing colors and shapes.
- ix. 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.
- x. OPAC must provide English version.

Circulation and 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. **System should support online payment of fine.**
- iv. Import of newly admitted students data from the Administration at the beginning of session should be possible in the system.
- v. 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.
- vi. 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.
- vii. 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.
- viii. Circulation must support a calendar function to define closed days and automatically adjust check-in times accordingly.
- ix. Provision should be made to enter details of the documents and other materials written in Hindi, English and other Indian official languages.
- x. An automatic update in the Catalogue of item status when it is checked in or checked out etc.
- xi. Statistical records kept for all transactions.
- xii. 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.
- xiii. Patron record does not lock if accessed on multiple staff workstations
- xiv. Permissions that can be set by staff role and workstation to restrict access and/or modification to patron records.
- xv. Support patron types tied to different expiry periods.
- xvi. Support ability for the Library to specify which kinds of materials can be borrowed by specific patron types.
- xvii. 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 three 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;

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 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.

AMC for first year:

- 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. Failure to rectify the problem within 24 hours of reporting will attract penalty @ 0.2% of AMC amount per hour;
- v. The AMC for first year will have the provision to be extended by a period of an- other two years on same rate, terms and conditions subject to agreeability of both parties.

Place

Signature and Seal of Authorized Signatory with Name

APPENDIX-IV

Financial Bid

The table below given is only for reference purpose.

Bid to be submitted online in prescribed BOQ.XXXX format along with the Tender document

Tender Inviting Authority: E-Governance & Information Technology Division								
Name of Work: E-NOTICE INVITING TENDER FOR IMPLEMENTATION, DATA MIGRATION, TRAINING AND SUPPORT SERVICES ON KOHA (OPEN SOURCE LIBRARY MANAGEMENT SOFTWARE)								
Contract No: Q/Comp/885/26/2016								
Bidder Name :								

PRICE SCHEDULE
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUM ER #	BTEXT #	NUMB ER #	NUMBER #	NUM BER	NUMB ER #	NUM BER #	TEXT #	
Sl. No.	Item Description	Quantity	Unit Cost (without VAT) per unit /set In Figures To be entered by the Bidder in Rs.	VAT in %	TOTA L AMO UNT Witho ut Taxes	TOTA L AMO UNT With Taxes	TOTA L AMO UNT In Words	Remarks
1	2	4	1 3	14	53	54	55	
1.01	Charge for implementation, Data Migration, Training And Support Services On KOHA (Open Source Library Management Software) on Cloud(provided by the bidder), AMC for first year included in initial order							

1.02	Onsite Training	1.0000			0.0000	0.0000	INR Zero Only	
1.03	AMC for second and third year	1.0000			0.0000	0.0000	INR Zero Only	
Total in Figures					0.0000	0.0000	INR Zero Only	
Quoted Rate in Words		INR Zero Only						

Signature and Seal of Authorized Signatory with Name

Date
Place

I/we agree to supply the material(s) to your office and comply the following:

1. The rates quoted are as per the technical specifications mentioned in Appendix III.
2. Tender schedule and Technical specification (Appendix III) indicated in tender document
3. Terms and conditions as specified in the tender document.
4. This offer is valid till 30.06.2020 from the date of opening of the tender.
5. Comply by the comprehensive warranty condition.

Signature and Seal of Authorized Signatory with Name

Date
Place

Appendix V

Bank Account Details for NEFT/RTGS Transfer
(TO BE SUBMITTED ALONG WITH THE FINANCIAL BID)

S.No	Information Heads	Bank Information
1.	Beneficiary Name	
2.	Beneficiary Address	
3.	Bank Name	
4.	Bank Address & Telephone No.	
5.	Bank Account Number	
6.	Bank Account Type	
7.	IFSC Code	
8.	MICR Code	

Signature and seal of the bidder

ANNEXURE-VI

TENDER ACCEPTANCE LETTER (To be given on Company Letter Head)

To,
The Principal
Acharya Narendra Dev College
Govindpuri, Kalkaji
New Delhi-110019

Sub: Acceptance of Tender Document

Tender Reference No: _____

Name of Tender / Work _____

Dear Madam,

I _____, on behalf of
M/s _____ certify
that all the statement made and information supplied i.e. the technical details, specifications, and quality
etc. of KOHA Library Management System for Library Automation with this tender to Acharya
Narendra Dev College, University of Delhi, are true and correct and is fulfilling the specifications as per
the tender document.

1. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
2. I undertake to supply the items as per specifications desired in your tender. Any deviations may lead to cancellation of award as per tender terms and conditions.
3. I offer to execute the work at the rates as indicated in the price Bid as per the award of contract, if applicable.
4. I offer to comply by the comprehensive warranty condition of the tender.

I / We are liable to pay damages out of the security deposit/EMD in case of any discrepancy in this regard. Principal, Acharya Narendra Dev College, University of Delhi may impose penalty as deemed fit & will have the right to make recovery from security/EMD or make deduction from our bills due.

Signature of the Bidder/Tenderer with Seal

Name of the Bidder & Seal