

Assam University: Silchar

Notice Inviting Tender/EOI

No: AUL/LMS/70/16

Dated: 02.02.2017

Sealed EOI are invited from the experienced organizations dealing in **computer software and services** with credentials, trade license and income tax clearance, for AMC + ASD (support services & customisation) on **Koha** Library Management System (LMS) with all bibliographic data, all holding's data, all users account with all up to date circulation status including historical records are also to be maintained and migrate accurately. (Technical specification of koha in (Annexure - I) and the technical and price bid should be as per format mentioned in the tender document, and should be addressed to "**The Librarian, Assam University, Silchar**" and it should be sent latest by 22nd February, 2017. The Institute reserves the right to reject any or all including the lowest quotation without assigning any reason whatsoever. For Bulk SMS service, the formalities regarding TRAI, etc. will be done by AUS.

1. Installation and Commissioning:

Installation and commissioning of the entire project is to be executed by the bidder within the stipulated time, as mentioned in the Terms and Conditions under direct supervision of AUS Staff.

2. Technical Specification:

Please download **Annexure-I, Annexure-II** 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.

3. Quoting Format (Priced):

Tender Form/EOI & N.I.T. (download properly and submit the signed and stamped of the same). The rates must be quoted in the format attached (**Annexure-III**). 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.

4. Annual maintenance contract (AMC):

Free one year support and help desk facilities for Library staff for day to day use of Koha from the project completion date.

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Note: Say YES/NO as per our requirement furnished below:

Sub: Invitation of EOI for “Implementation, support services, data migration and training on Koha Library Management System (LMS)”.

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

S/N	DESCRIPTION	SPECIFICATIONS	QUANTITY	YES/NO
1.	Installation, configuration and general introduction to Koha (Latest stable version)	Debian latest stable version		
2.	Customization, Testing and Implementation	In general, customization should function properly across Koha version upgrades as covered under AMC period		
3.	Support and help desk facilities for Library staff for day to day for use of Koha LMS, on annual basis (from project completion date).	Support may be provided through at least 1 personal visits/year, unlimited Email, Phone and Skype/Google Video Chat. It includes updating Koha & OS including any types of trouble shooting		
4.	MOPAC	Mobile application for OPAC/ Android App		

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Terms & Conditions:

1. 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 not be subject to adjustment.
- c. Each bidder must submit only one quotation.

2. Payment:

90% of the payment shall be made on submission of bills in triplicate after delivery, successful installation and deployment of the entire system. Remaining 10% of the payment will be made after satisfactory completion of the warranty period, if no fault is reported against the system or the project or part of the project at the end of the warranty period. However, 100% payment may be made in lieu of equivalent bank guarantee against the security deposit of 10%.

3. Validity of EOI:

- 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 60 days after the deadline fixed for submission of quotations.

4. General Criteria for Koha software:

- a. The Vendor must be registered under Companies Act and have contributed at least 10 patches to Koha community.
- b. The Vendor should have an established office for Koha support.
- c. The Vendor should have implemented & automated at-least 10- 15 libraries using Koha in India. Kindly attach valid Purchase order or Completion certificate/s, Users' Feedback.
- d. The software must follow MARC 21 compatibility with the required metadata tags therein.
- e. Total software solution should be FOSS based.
- f. 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.
- g. It must follow the Z39.50 international protocol standards



- h. It must have the data conversion capability.
- i. The software must have the tight security measures both at the Administrative level and the sub modular level also.
- j. It must be enabled with Google Book Jacket or local image
- k. No restrictions on number of records & Housekeeping users should be kept.
- l. Others customization as per Annexure and our requirements time to time

Other Terms & Conditions on services required:

- 1) Latest stable version of open source Koha Library Management Software (LMS) should be implemented.
 - 2) Data Backup: Facility for easy regular data backup by the library personnel.
 - 3) Data Privacy, Confidentiality & Security: Vendor should strictly ensure privacy, confidentiality and security of all clients' data.
 - 4) In case of local modifications to database, the database schema with relationship, data type and comments should be documented and handed over during project acceptance test phase.
 - 5) ~~Vendor should provide details of Customer base/references and Management profile of the company.~~
 - 6) ~~Vendor should provide details of Customer base/references and Management profile of the company.~~
 - 7) ~~Vendor should provide details of Customer base/references and Management profile of the company.~~
- a. **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.**
 - b. **Vendor should provide details of Customer base/references and Management profile of the company.**



i. Annexure – I

Requirement	Yes/No
System Customisation:	---
There should be Module-wise customization	
There should be scalable/flexible reporting in the reports section	
There should be SSL and HTTPS Access	
There should be Assam University logo as and where applicable replacing Koha logo	
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.	
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.	
Procedures and programs must be established which enable rapid data recovery from software failure.	
Provision of Remote Database Back-up to local staff system should be provided with one click.	
The cloud back up should be kept for at least last two days.	
There should be provision for MOPAC: Android application for OPAC in different platforms (Smart phones/Tablets Etc)	
The system must be compatible with the barcodes currently used by the library for materials and for borrowers.	
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.	
The system must be able to authenticate users by user name & password/Barcode/SIP and retain the user's authorization as he or she navigates among databases.	
Libraries must be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies.	
Libraries 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.	

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The system must allow printing/email/SMS of various alerts/notices.	
ILS 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.	
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.	
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.	
The system must allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.	
The real-time update of Catalogue records that are imported throughout the rest of the subsystems and modules.	
The general functions of the Online Public Access Catalogue (OPAC) are:	
Patrons must be able to limit search by format, language, call number, and publication date.	
OPAC must interact with the circulation system in real time. The status of library material (available/issued/etc.) should be available in OPAC.	
Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue.	
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.	
The Web-based OPAC should have the capability to be accessible from Phone / PDA /other mobile devices with necessary graceful degradations.	
User portals must allow users to renew their checked out items, place hold(s) unless restrictions have been placed on either the material, such as holds for someone else or on their borrower privileges. They should be able to cancel the specific hold.	
User portals must allow users to view their circulation accounts for items checked out, fines and fees dues, and other relevant information.	
The system must allow users to use their account to keep a history of materials they have previously checked out and therefore must be interactive with circulation.	
The Library Public Access Catalogue must include an online tutorial accessible from any session of the Library Public Access Catalogue. Online help is required for all modules	
The system must allow librarians to define whether or not selected items such as	

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lost, in transit, or withdrawn be displayed to users.	
The display of the OPAC must include the total number of records found along with brief bibliographic information, circulation status for an item. It should provide hyperlinked author, class number and subject fields.	
Circulation	
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.	
Circulation must allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines, maximum fines and fees.	
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.	
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.	
Borrower records must contain at least certain data as defined by the Library	
Circulation must support a calendar function to define closed days and automatically adjust check-in times accordingly.	
The module must not confuse patron barcode number with material barcode numbers	
An automatic update in the Catalogue of item status when it is checked in or checked out etc.	
Librarian must be able to generate statistical records for all transactions	
Patron record does not lock if accessed on multiple staff workstations	
The system must check all items for outstanding holds, charges, and circulation restrictions before allowing them to be checked out.	
Circulation must support expiration dates for borrower privileges and must automatically message library staff when that date is approaching and not check out items beyond that date.	
If a claims returned, missing, or lost items are scanned during inventory, in library use, or at check-in or check-out, the status must automatically revert to on shelf or checked out status without requiring staff intervention.	
Circulation must restrict checking out of materials designated as non-circulating and allow library staff intervention to proceed with a single keystroke	
The system must display at least the following on the checkout screen: Patron	



name, Borrowing category, Patron barcode number, Lending status, Item identification number, Short title, Call number, Due date, Outstanding blocks (if any), Comment field on Patron's record.	
The system must alert (audio and text) staff if the item being checked out is already checked out to another patron. Staff must also have the ability to override the alert and checkout the item.	
Staff must be able to check out items by barcode, or title.	
The system must allow for renewal of all items or individual items for a borrower with a single command.	
Fines, Overdue	
The fines and overdue functions of the circulation module are:	
<ul style="list-style-type: none"> • Able to send/generate e-mail/sms notifications of overdue notices immediately. 	
<ul style="list-style-type: none"> • System must allow the Library to set the parameters for overdue and bill notices. 	
<ul style="list-style-type: none"> • Fines must be calculated at the time of check-in, renewal, or checkout. 	
<ul style="list-style-type: none"> • System must allow full or partial payment of fines with receipts. 	
<ul style="list-style-type: none"> • Librarian must have the capability to exempt fees and fines. 	
<ul style="list-style-type: none"> • System must automatically cancel the lost status when an item is returned. 	
<ul style="list-style-type: none"> • System must keep a history of patron fine and fee payments. 	
<ul style="list-style-type: none"> • System must automatically exempt the overdue fine when book status is made "lost", "lost and paid for" or "lost & replaced" 	
Circulation must support library defined fines and fees with automatic calculation of fines when items are checked in late and calculation of estimated fines due if overdue books were returned today by borrower.	
The system must be able to accept debit card, POS & e-wallet payments for fines and fees and other costs.	
The system must support a cash register function and print receipts for collections of fines, fees, lost books, and miscellaneous fees assessed such as photocopies and printing.	
Notifications (Print/Email/SMS)	
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).	
Circulation must produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.	
Circulation must support communicating channels of notification to registered library users through e-mail, phone notification, and printed notices and the	

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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.	
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.	
Reports and Notices Requirements	
The system must retain circulation history of individual items but not of individual borrower's information to protect the privacy of patrons.	
Libraries must be able to design report and notice formats.	
The system must allow for a variety of library defined notices to be generated for notification using mail, e-mail, or SMS.	
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.	
Describe and provide a copy of its customisation.	



ANNEXURE – III

FORMAT OF PRICE BID

S/N	Description	Units	Unit Rate (Rs.)	Taxes (Rs.)	Total Amount (Rs.)
1.	Installation, configuration and general introduction to Koha on Debian Linux server				
2.	Customization, Testing and Implementation as per Annexure – I				
3.	MOPAC-Mobile Application for OPAC Module of Koha				
4.	Annual Maintenance charges				

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 normal Support Service ofmonths shall apply to the offered goods.

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(Bidder)

Name:

Signature:

Date:

Address: