अम्बेडकर विश्वविद्यालय दिल्ली   Ambedkar University Delhi

F.No. AUD/1-10(144)/ 2015-16   Dated : 29 January 2016

To,

Subject: Notice Inviting Tender for development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources

Ambedkar University Delhi (AUD) invites sealed quotations from qualified software vendors for development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources.

Technical & Financial bids are required to be submitted in separate sealed covers addressed to the Registrar, Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi-110006 so as to reach us on or before 11-02-2016 up to 3.00 pm, duly super scribing the work i.e. **"Technical Bid for development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources"** and **"Financial Bid for development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources"** on top of the cover.

Tenderers should read the tender document carefully as enclosed and comply strictly with the conditions, while sending their bids. Clarifications, if any, may be sought from the AUD Admin Division on Telephone No 23863655. Tender format can be downloaded from our website '**www.aud.ac.in**'.

Deputy Registrar (Admin)

Copy forwarded for information to:-

1-   Registrar, Ambedkar University Delhi
2-   Controller of Finance, Ambedkar University Delhi
3-   Librarian, Ambedkar University Delhi

AMBEDKAR UNIVERSITY DELHI

TENDER DOCUMENT
FOR
DEVELOPMENT AND IMPLEMENTATION OF KOHA LIBRARY MANAGEMENT SYSTEM (LMS), DEVELOPMENT AND INTEGRATION OF DIGITAL LIBRARY SOLUTION; DOCUMENT CLASSIFICATION, PROCESSING & STOCK TAKING OF LIBRARY RESOURCES
AT
AMBEDKAR UNIVERSITY DELHI

1.	Annexure I	:	Schedule of requirement
2.	Annexure II	:	Technical Bid form
3.	Annexure III	:	Financial Bid form
4.	Annexure IV	:	Undertaking

DEVELOPMENT AND IMPLEMENTATION OF KOHA LIBRARY MANAGEMENT SYSTEM (LMS), DEVELOPMENT AND INTEGRATION OF DIGITAL LIBRARY SOLUTION; DOCUMENT CLASSIFICATION, PROCESSING & STOCK TAKING OF LIBRARY RESOURCES

1. Parties:

The parties to the contract are the Tendering Firm and Ambedkar University Delhi (AUD).

2. Scope of Work

Development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources at AUD as per details given in Annexure I.

3. Preparation and Submission of Tender:

(a) Tender shall be submitted in official tender format only. If submitted in any other format, the same shall be summarily rejected.

(b) The tender should be submitted in two parts viz. Technical Bid and Financial Bid in the proforma given in Annexure II and Annexure III respectively with each Bid kept in a separate sealed cover.

(c) Each cover must contain the address of the Bidder, and should be super scribed with the statement **"Technical Bid for development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources"** and "Financial Bid for development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources", as the case may be.

(d) These two covers should then be **kept in another sealed cover** addressed to Registrar, Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi-110006, duly superscribed with statement "**Tender for development and Implementation of KOHA library management system (LMS), development and integration of digital library solution; document classification, processing & stock taking of library resources**".

(e) The tender will be submitted **before 3:00 PM on 11-02-2016.** The Technical bid (Part-I) will be opened at 3:30 PM on 11-02-2016 in the presence of intending tenderers, if any. The Financial bid (Part-II) of the tender will be opened after evaluation of the technical bids and only such bidders, whose bids are qualified in technical evaluation, shall be called for opening of their commercial bids.

(f)   Any tender form with any correction, amendments, overwriting etc. shall be considered invalid and shall be rejected, except if duly initialed with seal of the tenderer.

(g)   The tender is liable to be ignored if complete information is not given there-in, or if the particulars and data (if any) asked for in the schedule to the tender are not filled in.

4.   Site Inspection:

The tenderer can inspect the site after taking prior approval between 10 am to 5 pm on all working days. Library, AUD can be contacted on 23865084 for this purpose. AUD will not be responsible for unawareness of facts.

5.   Technical Bid :

(a)   The Technical bid, having details of the Firm along with the EMD, should be submitted in the form given at Annexure II.

(b)   Copies of necessary certificates will be enclosed with the technical bid.

(c)   The vendor should also submit an undertaking as given in Annexure D with the technical bid.

6.   Financial Bid:

(a)   The Financial Bid should be submitted in the form given at Annexure III.

(b)   The consolidated price quoted shall be firm and final and payable for the goods delivered, installed and commissioned in the Library.

(c)   The quoted rates shall include all taxes, duties, VAT etc. as applicable and no extra shall be payable on this account.

(d)   TDS as per rule shall be deducted. The tenderer must enclose copy of the Firm's PAN No supported by copy of PAN Card of the company.

(e)   The rates will be valid for a period of one year.

(f)   Rates and amount should be written in figure and words cleanly for each item.

7.   Validity:

The bids submitted by the Bidders shall be valid for a minimum period of 90 days, computed from the date of award of the contract.

8. Criterion for Evaluation of Tenders:

(a)   The evaluation of bids will be made by a Tender Evaluation Committee first on the basis of technical information furnished in form given in Annexure–II and then on the basis of commercial information furnished in form given in Annexure–III.

(b)   AUD will award the contract to the Bidder whose tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be competent to perform the contract satisfactorily. AUD shall however not bind itself to accept the lowest or any tender bid, wholly or in part.

(c)   It must be kept in view that no decision will be given by the Tender Evaluation Committee. Any inferences drawn during the meeting of this Committee by the Bidders or their representatives will be their own view and the University will not be responsible and will not abide by the same.

9. Right of Acceptance and Other Provisions:

(a)   The acceptance of the tender rests with AUD. The university is not bound to accept the lowest tender bid and reserves the right to accept or reject any or all the bids without assigning any reasons thereof. AUD also reserves the right to modify and/ or relax, any terms & conditions of this tender document to safeguard its interest.

(b)   Any inquiry after submission of the tender will not be entertained.

(c)   Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvas for the purchase order will prejudice the Firm's quotation.

(d)   AUD reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage.

(e)   AUD reserves the right to increase or decrease quantity of the items given in the enclosed Annexure - A depending on the prevailing requirement.

(f)   The tender document is valid for a period of six months from the date of issue. If Work order/ Supply order is not issued within this period, the process will have to start afresh.

10. Time Schedule for Completing of work:

The work must be completed within 30 (thirty) days from date of issue of the work order.

11. Warranty:

(a)   The vendor must provide at least one year comprehensive onsite warranty, as required from the date of successful installation of software against any constraints. In the installation report, the serial number of software should be mentioned and vendor must declare that "everything to be supplied by us hereunder shall be free from all constraints as specified in the tender document."

(b)   In case of any claim arising out of this warranty, the Purchaser/ Consignee shall promptly notify the same in writing to the vendor.

(c)   Upon receipt of such notice, the vendor shall, within 48 hours on a 24(hrs) X 7 (days) X 365 (days) basis respond to take action to repair or replace the defective software or parts thereof, free of cost, at the ultimate destination. The vendor shall take over the replaced parts/ equipment after providing their replacements and no claim, whatsoever shall lie on the purchaser for such replaced parts/ equipment thereafter. The penalty clause for non-replacement will be applicable as per the penalty clause.

(d)   In the event of replacement of defective software during the warranty period, the warranty for the replaced software shall be extended for a further period.

(e)   If the vendor, having been notified, fails to respond to take action to replace the defect(s) within 48 hours on a 24(hrs.) X 7 (days) X 365 (days) basis, the purchaser may proceed to take such remedial action(s) as deemed fit by the purchaser, at the risk and expense of the vendor and without prejudice to other contractual rights and remedies, which the purchaser may have against the vendor, including forfeiture of the performance security/ bank guarantee.

12.   Delay in the Vendor's Performance:

(a)   The vendor shall develop and implement the KOHA LMS at Ambedkar University Delhi and perform the services under the contract within the time schedule specified by the Purchaser/ Consignee in the Schedule of Requirements and as incorporated in the contract. The time and the date schedule of delivery of the equipment mentioned in the Schedule of Requirements (SOR)/ Incorporated in Contract shall be deemed to be of the essence of the contract and the delivery must be completed no later than the date (s) as specified in the contract / supply order.

(b)   Subject to the provisions of the tender, any unexcused delay by the vendor in maintaining its contractual obligations towards delivery of the equipment and performance of services shall render the vendor liable to any or all of the following sanctions:

   i) Imposition of liquidated damages,
   ii) Forfeiture of its performance security and
   iii) Termination of the contract for default.
   iv) Blacklisting the vendor.

13.   **Penalty:** In the event of the Firm failing to:
   (i) Observe or perform any of the conditions of the work order as set out herein; or
   (ii) Execute the order in good condition to the satisfaction of AUD or by the time fixed by AUD.

(a)   It shall be lawful for AUD, in its discretion, in the former event to withhold or cancel the order, until such times as it may be satisfied that Firm is able to do and will duly observe the said conditions and in the latter event to reject or remove as the case may require any order executed otherwise than in a good condition and to the satisfaction of AUD and by the time fixed by it. In both or either of the events aforesaid, it will be entitled to make such arrangements as it may think fit for the execution of the order so removed or order in lieu of that so rejected or removed as aforesaid on account and at the risk of the Firm.

(b)   Provided further that if in either event any excess cost be incurred by reason of the difference between the prices paid and the accepted rates, AUD may charge the amount of such excess cost to the Firm and the same may at any time thereafter be deducted from any amount that may become due to the Firm under this or any other contract, or maybe demanded of him to be paid within fourteen days to the credit of the AUD.

(c)   In the event of discovery of any error or defect due to the fault of the Firm/ vendor at any time after the development and installation of KOHA LMS, the Firm/ vendor shall be bound, if called upon to do so, to rectify such error or defect at his own cost to the satisfaction of and within the time fixed by AUD. In the event of the delivery of any defective work, which owing to urgency or for any other reason cannot be wholly rejected AUD shall have the power to deduct from any payment due to the Firm such sum as it may deem expedient.

(d)   If the vendor fails to deliver any or all of the software or fails to perform the services within the time frame(s) incorporated in the contract, the Purchaser/ Consignee shall, **without prejudice to other rights and remedies available to the Purchaser/ Consignee under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% per week of delay or part thereof on delayed supply of** software/ **equipment/ replacement parts and/ or services until actual delivery or performance, subject to a maximum of 5% of the contract price.** Once the maximum is reached, the Purchaser/ Consignee may consider termination of the contract.

(e)   In the event of work being wholly rejected, AUD may at its discretion may either:

(h)   Permit the Firm/ vendor to re-do the same within such time as it may specify at Firm's own cost of all sorts i.e. materials, labour, equipments, overheads, transportation etc;
or
(ii)   Arrange to get the additional work done elsewhere and by any other person or from any other source than the Firm/vendor in which case the amount of extra cost, if any, shall be recovered from the contractor in the manner provided in sub-clause(b) of this clause.

14.   **Statutory Obligations:**

(a)   All statutory obligations under various laws from time to time shall be borne by vendor for which no extra payment shall be made at any time during the contractual period.

(b)   The vendor shall at all times indemnify and keep indemnified the owner and its officers, employees, agents and students from and against all third party claims whatsoever

(including time and shall not be limited to property loss and damages, personal accidents, injury or death of persons or servants or agents of any vendor/sub- vendor(s) and the vendor shall at his own cost and initiative at all time, maintain all liabilities under Workman's Compensation Act, Fatal Accident Act, Personal Injuries, Insurance Act and/or any other relevant Industrial Legislation, which is in force from time to time).

15. Breach of Terms and Conditions:

AUD may terminate the contract without any notice in case the vendor commits a breach of any of the terms of the contract. AUD's decision that a breach has occurred will be final and shall be accepted without demur by the vendor.

16. Subletting of Work:

The vendor shall not assign or sublet the work or any part of it to any other person or party.

17. Right to Call upon Information Regarding Status of work:

AUD has the right to call upon information regarding status of work at any point of time.

18. Terms of Payment:

(a)   Development and implementation of the KOHA LMS shall be carried out by the tenderer at Library, AUD Kashmere Gate campus on specified address.

(b)   Payment shall be made through NEFT transfer only and T.D.S as applicable will be deducted, after satisfactory supply, installation and commissioning of the said items.

(c)   AUD shall be at liberty to withhold any of the payments in full or in part subject to recovery of taxes including TDS as applicable and recovery of penalties mentioned in preceding para.

19. Eligibility Conditions:

(a)   The qualified software vendors who have an annual turnover of more than Rs. 5,00,000 (Rupees five lakh) during last three years (2012-13, 2013-14 and 2014-15) shall only be eligible;

(b)   The qualified software vendor should have successfully executed at least three supply orders of similar nature to Central/ State Government Departments/ organizations/ reputed educational institutions in the last three years. Copies of these supply orders should be attached with the Technical Bid.

(c)   The tenderer should have PAN No., TIN No. and VAT No. and should submit legible attested copies of PAN No., TIN No. and VAT No. with Technical Bid. Technical Bid not accompanied by these documents would be summarily rejected.

20. Earnest Money Deposit (EMD):

(a)   The Technical Bid must be accompanied by Earnest Money Deposit of Rs 5000/- submitted in the form of Demand Draft/ Banker's Cheque drawn on any Scheduled Bank in favour of "Registrar, Ambedkar University Delhi" payable at Delhi.

(b)   The EMD of other bidders will be returned after placing of the order to the successful vendor.

(c)   Earnest Money is required to protect the purchaser against the risk of the bidder's conduct, which would warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the purchaser.

(d)   The successful bidder's EMD will be forfeited without prejudice to other rights of the purchaser, if it fails to furnish the required performance security within the specified period.

21.   Performance Security:

The vendor selected would be required to furnish a Performance Security equal to 5% of the cost of the supply order in the form of Demand Draft/ FDR/ Bank Guarantee from any Scheduled Bank in favour of "Registrar, Ambedkar University Delhi" payable at Delhi. In case the Performance Security is submitted in the form of Bank Guarantee, the same should be valid for a period of 2 (two) months beyond the date of expiry of the contract. AUD reserves the right to ask for performance guarantee extension if contractual obligations are not fulfilled.

22.   Force Majeure:

If, at any time during performance of the contract, the Contractor encounters conditions impeding timely execution of the work, he shall promptly notify AUD, in writing of the fact of delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Contractor's notice, AUD shall evaluate the situation and may at its discretion extend the time for completion.

23.   Arbitration:

(a)   If dispute or difference of any kind shall arise between the AUD and the vendor in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

(b)   If the parties fail to resolve their dispute or difference by such mutual consultation, the same shall be referred to the sole arbitrator, to be appointed by the Vice Chancellor, AUD at Delhi as per the provisions of the Indian arbitration and Conciliation Act, 1996 and the rules framed there under. His/ Her decision will be final & binding on both the parties. The venue of arbitration shall be Delhi, India.

(c)   All legal disputes shall be subject to the jurisdiction of Delhi courts only.

<u>SCHEDULE OF REQUIREMENT</u>

Bidder is required to fill the details in column Nos 4, 5 & 6 of the table given below:

Sl. No. (1)	Brief description of the job (2)	Brief Specifications (3)	Quantity (4)	Whether offered items meeting the tender specifications (5)	Deviation from tender specification if any. (6)
1	Installation and configuration of KOHA LMS on centralised server and full maintenance for one year. The OPAC should be boot strap enabled.	Installation should be done on the server to be provided by IT Services. Setup should be able to provide KOHA Software as a Service (SaaS) to library. Maintenance may be done remotely or physically if necessary.	KOHA installation for library having holding up to 33000 books/ documents (approximately) and journals.		
2	Setting up of mirror server.	Mirror server should frequently update complete data from main server. In the event of connectivity failure or server problem, the library operation should continue.	-		
3	Data migration from existing proprietary Library Management System (LIBSYS) to KOHA	Should include Catalog data, Users data and daily transaction data etc. and other data required for on integrated Library management system.	1 server		
4	On-site training on KOHA for library staff	Training on all features of the software for successful functioning of the library automation including maintenance.	-		
5	AMC	Support and help desk facilities for day to day use of Koha LMS, on annual	-		

		basis. Support should be provided through Email, Phone, online docketing System & physical presence. Failure to rectify the problem within 18 hours of reporting will attract penalty 2% of AMC amount per hour.			
6	Data entry	Information from the old database should be migrated into KOHA, validated and additional information, if any, should be entered.	-		
7	Bidder will also develop mobile applications under difference software platforms like android, iPhone, windows etc. for accessing library resources and services including other e-resources through mobile and other platforms.	-	-		
8	Document Classification using DDC classification system. Data entry Error check worksheet preparation, Data validation with existing databases and migration and data entry to KOHA library automation system.	Data migration and validation will be needed.	-		
9	Integration with RFID based Library automation system with NCIP/SIP2 enabled protocols, implemented with KOHA software. (to be taken up in phase II). Vendor will be responsible for developing a compatible system for smooth integration with RFID.	-	-		

Technical Specifications that should be incorporated for KOHA software & Services:

Product Specifications

Installation of Library Management Software(LMS) -KOHA and Data Migration from Existing LMS

Library has been using LMS "LIBSYS". The Bidder should offer LMS KOHA and migrate existing library data **without any loss of data**. Proper functioning of the system shall be the sole responsibility of the Bidder. Data Migration must be completed with 100% data authentication.

Integration of LMS (Koha) along with Data Migration (without any loss of data) from existing LMS (Libsys) as per below Technical Specifications

General System

a) Staff will be able to manage the system without vendor intervention and be able to shutdown and restart the system without vendor intervention. The system will check the integrity of the entire file system during each restart of the system and servers will log errors by date and time.

b) The system will 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 will allow the restriction of specific functions to specific users.

c) Procedures and programs will be established which enable rapid data recovery from software failure.

d) The system will provide different levels of security: Network, Database, and Application.

e) The system will allow automatic remote mirroring and periodic backup of data and program files, if necessary.

f) The system will not restrict the number of workstations that can access programs as long as equipment requirements are met and operating system license limits are not exceeded.

g) The system will be compatible with the barcodes currently used by the library for materials and for borrowers.

h) The system will allow restriction of access to local or remote databases based on the IP address of the user and User's log-in ID.

i) The system will be able to authenticate users by user name & password/Barcode/SIP and retain the user's authorization as he or she navigates among databases.

j) Libraries will be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies.

k) Libraries will 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.
The system will allow printing/email/SMS of various alerts/notices.

l) ILS will check each user's access privileges at login, and automatically disable or enable client functions (in real time) based upon the user's profile.

m) ILS should not require a separate login to access different subsystems; the initial login should set all privileges for all subsystems.

Catalogueuing, Database, and Authority Control Requirements

a) The Catalogueuing interface will support context sensitive hyperlink help functionality that can connect directly to a locally loaded or Internet accessible Catalogueuer's reference database.

b) Librarians will have the ability to define if records are immediately available for the Library Public Access Catalogue or will be hidden for a specified period of time.

c) When deleting records, restrictions will 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.

d) Item records will 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.

e) The system will support global updates of all occurrences of a heading in a bibliographic file with a single machine transaction. Catalogueuing will include a global editor. It will be possible to globally edit any field within the MARC record.

f) The system will allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.

g) The system will display "see" and "see also" references, scope notes, reference notes, and general information notes in Library Public Access Catalogue and staff displays.

h) The system will 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.

i) The real-time update of Cataloguing records that are imported throughout the rest of the subsystems and modules. **Field(s) filtering is required.**

j) The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN.

k) It will be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.

l) The Cataloguing module will have the abilities to create and edit by:
   * A full screen MARC edits view.
   * The use of templates in MARC format that contain required and recommended bibliographic fields.
   * An interface for staff members unfamiliar with MARC. The data from this interface will be stored in MARC format allowing it to be retrieved, indexed, and searched the same as full MARC records.
   * Ability to change record formats (e.g. Book to sound recording).
   * 10 and 13 digit ISBN searching.
   * Indexing of 505 subfield codes.
   * URL checker for 856 tags
   * Ability to edit item records regardless of circulation status (e.g. Checked out, on hold...)

Public Access Catalogue and User Portal Requirements

a) The general functions of the Public Access Catalogue (PAC) are:
   * The portal will 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.
   * Patrons will be able to what type of search strategy they want to use
   * Patrons will be able to limit search by format, language, call number, and publication date
   * PAC will interact with the circulation system in real time
   * Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue.
   * If no cover art image is available the system will display a "generic" cover art image as an option.
   * It will be possible to link directly from an item to a MAP of the library.
   * It will be possible to configure a MAP of the library to highlight holdings by using call number range or collection(s).
   * It will be possible to highlight various call number ranges or collection(s) on a MAP with differing colours and shapes.
   * The System will 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.
   * PAC will provide in English.

b) The Library Public Access Catalogue will permit remote patrons to authenticate themselves once for their entire session in order to access third party databases that are made available by the library or perform other activities that require authentication. Web portal will allow authenticated patrons access to licensed databases from locations outside of the library.

c) User portals will 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.

d) User portals will allow users to view their circulation accounts for items checked out, fines and fees owed, and other relevant information

e) The system will allow users to use their account to keep a history of materials they have previously checked out and therefore will be interactive with circulation.

f) The Library Public Access Catalogue will include an online tutorial accessible from any session of the Library Public Access Catalogue.

g) The system will allow librarians to define whether or not selected items such as lost, in transit, or withdrawn be displayed to users.

h) Library Public Access Catalogue which may include number, type, duration, response times, unsuccessful, help requests, prints, downloads, e-mails and other relevant information.

i) Hardware and software standards for the PAC are:
   - System will be able to function on a standard keyboard
   - System will be fully compliant with MARC21 and Z39.50 standards
   - System's public Catalogue interface will be accessible from any type of client running a Web browser

j) The display of the PAC will 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.

k) Ability to see logs/report of unsuccessful searches (no hits).

l) Ability for virtual shelf browse (limit by format, Dewey number).

m) Support a tag cloud display.

n) Ability to print or export to email or save, a bibliography displaying brief or full bibliographic records

Circulation, Inventory, Holds, Fines, and Fee Requirements: General Functions

a) Circulation will 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.

b) Circulation will allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines, maximum fines and fees.

c) An offline circulation product will 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.

d) At the time of new borrower registration, the system will perform a duplicate check to determine if there are existing records that meet the criteria being entered.

e) Borrower records will contain at least name, borrower id, permanent address and telephone, secondary address and telephone, cell telephone number, e-mail address (es), and will be searchable by all of these fields.

f) Circulation will support a calendar function to define closed days and automatically adjust check-in times accordingly.

g) The module will not confuse patron barcode number with material barcode numbers.

h) An automatic update in the Catalogue of item status when it is checked in or checked out etc.

Checkouts

a) System will be able to check out items when the borrower's barcode card is not present.

b) The system will treat each checkout as a separate transaction but be able to list all checkouts for each person on one receipt.

c) The system will check all items for outstanding holds, charges, and circulation restrictions before allowing them to be checked out.

d) The system will allow for ephemeral records to be created to check out and count statistics, but not create an inventory trail, for items such as periodicals, brochures, and other library defined materials.

e) Circulation will support expiration dates for borrower privileges and will automatically message library staff when that date is approaching and not check out items beyond that date.

f) Circulation will support extension of expiration dates with a simple keystroke at the time of checkout or access to the user's record.

g) If a claims returned, missing, or lost items are scanned during inventory, in library use, or at check-in or check-out, the status will automatically revert to on shelf or checked out status without requiring staff intervention.

h) Circulation will restrict checking out of materials designated as non-circulating and allow library staff intervention to proceed with a single keystroke

i) The system will display at least the following on the checkout screen: Patron name,

j) 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.

k) The system will alert (audio and text) staff if the item being checked out is already checked out to another patron. Staff will also have the ability to override the alert and checkout the item.

l) Staff will be able to check out items by barcode, or title.

m) Support backdate of check out.

n) Support in house check out/in to track materials used within the Library.

Check-ins

a) Circulation will allow manual reset of check-in date to accommodate book drop check-in and unexpected closures.

b) Circulation will support a batch check-in that does not message and require action for each fine transaction calculated during check-in.

c) The system will support retention of the last two borrowers for each item in order to manage problems such as damages, at the library's option.

d) If an item is deemed to be damaged, the system will allow the operator to identify the responsible borrower and invoke a message to be sent through standard notification parameters.

e) Staff will be able to check in items by barcode, or title.

f) The system will display at least the following on the checkout screen Patron name, Patron barcode, Title, Due date, Shelving location, Overdue alert (if any).

g) During check-in the system will alert (audio and text) staff if an item is on hold and give the option to print a hold slip.

Blocks

a) The block functions of the circulation module are: The system will provide automatic restriction of borrower privileges for Library-defined criteria, That blocks can be overridden by staff, That blocks alerts will be audio and/or visual, Fines will be able to be paid easily from the same window, System will block patrons with overdue materials and unpaid fines from placing holds, borrowing, or renewing items.

b) The system will automatically block borrowers from continued privileges based on library defined parameters such as over dues, fines, claims returned, and lost books with a display message with the entire reason for the block without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.

c) The system will allow library staff to quickly and easily place manual blocks with explanation note ("need address update," etc.) with a display message with the entire reason for the block

without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.

d) Authorized library staff will be able to override restrictions on borrowers or on materials by using one keystroke without leaving the transaction in progress

Holds, Renewals

a) The holds and renewal functions of the circulation module are: That it will generate email/sms notifications when items become available, System will block the placing of holds on lost, missing items, available item, or non-circulating items, System will allow staff view and alter the sequence of holds in a queue, System will automatically activate the next hold in the queue when a hold is removed and generate a hold notice to the next patron in the queue, System will monitor the length of time that an item sits on the hold shelf, System will automatically print hold slips when items on hold are checked in, System will allow the Library to restrict the number of renewals

b) Circulation will allow for a library defined number of renewals, for renewals in person, via telephone software, via access to the user's record from any location and the calculation of the new due date when items are renewed.

c) The system will allow for renewal of all items or individual items for a borrower with a single command.

d) The system will allow library defined blocks of renewals if the patron is delinquent, the title has a hold registered against it, the renewal limit has been reached, or an item is restricted in some other way.

e) Circulation will allow library staff to place holds from staff workstations or borrowers to place holds as part of the User Portal from any library or remote location if no restrictions are on the material or the user.

f) Circulation will alert the operator when placing holds that a borrower is blocked, their privileges have expired, or if materials have restrictions against holds and allow the operator to proceed with a single keystroke.

g) The system will allow librarians to define individual copies and/or titles that may not have holds placed on them so they always go to the shelf, available for borrowers who prefer to browse shelves.

h) The system should allow library staff to remove a hold by a simple straightforward action.

i) Librarians will have the ability to move a copy up or down in the hold list and define a priority for filling holds

j) The system will support holds for "on shelf" items

k) The system will allow staff to initiate a recall for specific titles or copies with a recall message notice produced and managed with standard notice procedures.

l) Support ability for the Library to specify limits on the total number of hold requests any patron may have at any given time; limits to be set by each patron type.

m) Ability to automatically delete all cancelled, unfilled or expired hold requests after a library specified period of time.

Fines, Overdues

a) The fines and overdue functions of the circulation module are:
- That it will generate e-mail/sms notifications of overdue notices. System will allow the Library to set the parameters for overdue and bill notices. Fines will be calculated at the time of check-in, renewal, or checkout. System will allow full or partial payment of fines with receipts. Staff will have the capability to exempt fees and fines. System will automatically cancel the lost status when an item is returned. System will keep a history of patron fine and fee payments.

- Circulation will 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 will be able to accept debit, or credit card payments for fines and fees and other costs.

- The system will support a cash register function and print receipts for collections of fines, fees, *lost* books, and miscellaneous fees assessed such as photocopies and printing.

- The system will produce an overdue notice for the hold shelf so library staff can manage those items not

- retrieved by borrowers in a timely manner with library defined parameters.
- Alert staff of overdue fines on incoming items, allowing staff to pay, waives or charge such fines to the patron's account.
- Support ability to account for closed days and holidays or grace periods in the calculation of overdue fines; grace periods being defined by library.
- Support ability to manually add a charge to a patron record and for staff to be able to select a reason for the added charges from a list originating from the Library.
- Keep all completed account transactions in a patron account history for a library- determined length of time.
- Store and display a history of overdue notices and invoices sent to the patron for all items currently overdue or billed, and include an item's title, date of notice sent and method sent (telephone, email, mail or text message).

Notifications (Print/Email/SMS)
a) Circulation will 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).
b) Circulation will produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.
c) Circulation will 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.
d) The library will have the ability to create a mailing list from the borrower's file and to create its own message for notification to users.
e) 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.
f) 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

Inventory Control
a) Circulation will support item status of *missing* with library staff action invoking status of *missing*.
b) Circulation will 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.
c) Library staff will have the ability to define whether or not *lost* items are displayed in the Library Public Access Catalogue.
d) When copies are flagged as *missing, claims returned, or lost*, a report will be automatically routed to the technical services staff defined by the library.
e) When items in the *lost, claims returned, or missing* status are withdrawn from the system, any fines and fees owed and the associated titles should be retained in the patron's history until they are paid.

Reports and Notices Requirements
a) Circulation will 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 will be sorted by library defined parameters.
b) The system will retain circulation history of individual items but not of individual borrower's information to protect the privacy of patrons.
c) Circulation will compile a list of overdue, missing, claims returned and lost items for searching shelves, which can be printed, downloaded, or e-mailed
d) The system will allow reports to be generated by any authorized library or computer staff.
e) Libraries will be able to design report and notice formats.
f) The system will allow for a variety of library defined notices to be generated for notification using mail, e-mail, or SMS.

g) The system will support customizable report generation and production functions that will allow library and computer staff to prepare customized reports as necessary.

h) The system will support a variety of standard reports and notices for users based on library defined parameters such as over dues, fines and fees, lost books.

i) The system will support the ability to send user notifications by email, SMS, and print through mail and will 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.

j) Circulation will 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.

Acquisitions Requirements

a) The Acquisitions program will manage the entire Acquisitions process including duplicate check, preparation of approval list, selection lists, purchase orders, receiving, claiming, processing invoices, fund accounting, **accessioning** and payments.

b) Selection lists will be able to be converted to purchase orders or imported into the purchase order format.

c) Acquisitions will allow for adequate security and password features so that authorized staff has rights to perform only those functions for which they are authorized.

d) Acquisitions will detect duplication and perform de-duplication of records in the library local Acquisitions orders database with options to create a new order record, not add the record, or attach a new order to the existing bibliographic record

e) The module will allow for MARC record downloads into the acquisitions module directly.

f) Field(s) filtering is required.

g) F-12 should be mapped in such a way that it will accepts prefix of the Accession Series and will show last accession number.

h) Acquisitions will support viewing of effects on the fund before, during, and after an order is sent.

i) Acquisitions will support entry of brief title records that will be overlaid by full MARC records when each title is received and Catalogued.

j) Acquisitions will be integrated with the library Public Access Catalogue and, at the library's discretion, display title-specific on order status information so holds may be placed.

k) The ability to print barcode labels by individual accession numbers and/or range of accession numbers.

l) The library should have the option to display items in the OPAC automatically when the order is released, transmitted, received, approved, or not at all.

m) It should support different order types including firm orders, subscriptions, and gifts.

n) Ability to support multiple overlapping fiscal periods in fund accounting structure.

o) Ability to create, manipulates, and order/receive in multiple fiscal years.

p) Capability to produce fund summary reports that include fund allocations, amount encumbered and expended, and remaining percentage free for a given fiscal year.

q) Ability to adjust amount encumbered and expended in a fund, and ability to transfer monies between funds.

r) Ability to search orders/requests, approvals, main Catalogue, Cataloguing working file.

s) Ability to retrieve last/previous order worked on.

t) Ability to track an item through processing.

u) Ability to place orders using overspent funds.

v) Ability to receive items not ordered via acquisitions module (e.g. local purchases).

w) Ability to receive and pay for incomplete orders.

x) Ability to edit amounts and funds when paying, which automatically adjust encumbrances.

y) Ability to receive a partial order.

z) Ability to receive items without purchase order.

aa) Ability to suppress on-order items and on-order bibliographic records from displaying in PAC depending on order type.

bb) Ability to detect duplicate orders and provide alert of duplication at the time order is created.

cc) Acquisition status report that include encumbrances, expenditures, and funds available (e.g. outstanding orders).

dd) Monthly reports: generation, verification, payment.

ee) Year-end reports: year-end process, fund summary, year-end carry forward Process.

ff) Ability to delete items from order or re-order with different vendor.

gg) Ability to add new title to existing p.o. or change quantities

hh) Ability to deal with duplicate invoice #'s.

ii) Ability to transfer outstanding item from previous years to new year.

Serials Control Requirements
a) The Serials module will notify staff when a subscription is about to expire.
b) The Serials module will support prediction patterns and notify staff automatically if a new prediction pattern, based on the check in, is needed.
c) The Serials module will support claiming from a list or individual claims.
d) The Serials module will support binding.
e) The Serials Control module will include a fully integrated database with check-in tracking of all periodically published materials.
f) Serials Control will support access to serials information by using standard searches that are available in other programs.
g) Serials Control will keep complete check-in history files of all issues received and automatically update without the need for staff to enter data.
h) Serials Control will keep complete check-in history files of all missing or claimed items and automatically produce notifications for staff review without the need for staff to enter data.
i) Check-in history will be sorted and displayed in issue date order so that issues checked in out-of-order do not skew the receipt history.
j) The system will produce claiming notices and allow claiming of missing and late issues.
k) Serials Control will provide a "notes" option to track claims and subscription extensions.
l) Serials Control will automatically create a summary holdings statement to be displayed in the Library Public Access Catalogue with
m) Ability to check in items by scanning the SICI (Serial item and contribution identifier)
n) The user to override the predicted number if the received issue is not the expected issue but does conform to the prediction pattern.
o) Ability to combine issues that arrive unexpectedly as a combined issue.
p) Ability to undo the check-in of issues erroneously checked in.
q) Ability to manage subscriptions (additions, renewals, cancellations).
r) Ability to view a subscription list, indicating all subscriptions eligible to be renewed.
s) Ability to cancel or reopen a subscription.
t) Allow automatic claiming or mediated claiming.
u) Claim notices will be available in print and electronic format
v) Claiming data will include: supplier information, subscription ID, claim response, claim reason, notes, claim history, issue claimed, number of issues claimed.
w) Ability for staff to claim issues from a list of pending claims.
x) Ability to show missing volume/issues along with bound volume data.

Training, Documentation and Technical Supports
a) Describe and provide a copy of its training plan.
b) Provide a minimum of three five-hour, consecutive days of onsite training in the use of the system modules, features, and administration.
c) Provide a minimum of two eight-hour day of on-site assistance when the system goes live
d) Provide documentation updates and release notes electronically
e) Describe any routine or preventive maintenance activities and how often these activities may occur and if there is downtime.
f) Load and index, without added cost, at least one added "gap" files containing additional records created by the Library during the interval between the initial data transfer and completion of system installation and training.
g) Will train the Library and system administration staff to manage and operate the system on a day to day basis including:
    * Start-up and shutdown
    * Monitor system performance and perform routine management tasks
    * Handle emergencies
    * Troubleshoot and resolve routine problems
    * Load bibliographic and patron records

- Perform backups, restoration, recommended preventive maintenance, and
- security measures

Seal of the manufacturer/ seller   Name :
_____

Designation _____
Of Authorized signatory

Dated _____

Technical Bid

The technical bid shall contain following information in a sealed cover super scribed **"Technical Bid for supplying Battery for Laptop computers to Ambedkar University Delhi on rate contract basis".** It shall consist of the following documents/ information:

1. Name & Postal address of Firm:

Telephones Nos.:   Fax Nos.
E-mail: Mobile Nos:
2. Name & address of Owners/ Partners/ Directors :

3. Nature of Agency   (Sole/ Partnership/ otherwise) :

4. If Registered, Regn No with validity of registration with appropriate authority:

5. Sales/ Service Tax Regn No. (Attach copy):

6. PAN No. (Attach copy):

7. TIN/ VAT No. (Attach copy):

8. Details of turnover in the last three financial years **(indicate year-wise and attach audited document/ IT Returns)** :

9. At least one work order issued by Govt organizations/ PSUs/ Autonomous bodies/ reputed Educational Institutions in each of the last three years (Attach copies).

10. List of 3 reputed clients, with at least one client belonging to GOI/ State Govt. Dept./ PSU with telephone No.:

11. Has your organization been placed in defaulter category by any Govt. Department/ PSU? If not, please submit a certificate as per Annexure IV to this effect.

12. Are you related in any way with any staff member of AUD : Yes/ No.

13. The tender document should be **duly signed on each page**.

Check list

S. No.	Check list of documents/ Undertakings	YES/NO	Remarks (Give reasons if answer is No)
1	Is demand draft/ banker's cheque for a sum of Rs 5000/- towards EMD, attached?		
2	Is copy of Sales/ Service Tax Regn certificate/ TIN/ VAT No. attached?		
3	Is copy of PAN No. attached?		
4	Is audited accounts statement/ IT Returns of the last three financial years attached?		
5	Is at least one work order issued by Govt organizations/ PSUs/ Autonomous bodies/ reputed Educational Institutions attached?		
6	Whether list of three reputed clients (along with telephone numbers of contact persons) attached?		
7	Is undertaking certifying that the firm is not black listed signed as per Annexure IV?		

Place :

Date :

Signature of the Proprietor/ Authorized Signatory

Rubber Seal indicating complete address

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Financial Bid

The financial bid should be enclosed in a separate sealed cover super scribed "**Financial Bid for supplying Battery for Laptop computers to Ambedkar University Delhi on rate contract basis**". Firms must clearly indicate in their offers the different taxes and duties which they propose to charge extra mentioning clearly the present rate(s) thereof. Vague offers like "duties as applicable" shall not be considered. L-1 will be selected on consolidated amount only.

Ser No.	Description (Items/ Particulars)	Total Amount in Figures (Rs)	Total Amount in Words (Rs)	Remarks
1.	Items/ Services mentioned in Annexure I. Terms and conditions mentioned will be followed.			
2.	Document Classification using DDC Classification system. Data Migration Error check & correction Worksheet preparation, Data validation with existing databases and migration and data entry to KOHA library automation system.			
3	Annual Maintenance Contract (AMC) (year wise, beyond one year)			

Gross total Cost: Rs.. (in figures)
Rs .... (in words)

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) within the period specified in the tender documents.

We also confirm that the normal commercial warranty/guarantee ....of months shall apply to the offered goods.

Signature　　　　　　　　:
Name & Designation　　　:
Name of the Firm/ Agency :
Seal of bidder　　　　　　:
Date　　　　　　　　　　 :

UNDERTAKING

It is certified that I/ my firm/ agency/ company has never been **black listed** by any of the Departments/ Autonomous Institutions/ Reputed Educational Institution/ Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government and no criminal case is pending against the said firm/ agency as on _____.

Signature of the Tenderer _____

Name of the Signatory_____

Name of the Firm/agency _____

Seal of the Firm/Agency _____

Place:

Date:_____