Quotation for "Implementation, Data migration from NETTLIB Software, Training and support service of Koha (Open Source Library Management Software)

Sealed Quotations are invited by the Principal, Shivaji College from reputed and experienced software venders/companies/firms for "Implementation, Data migration from NETTLIB Software, Training and support service of Koha (Open Source Library Management Software) for Shivaji College Library as per details and specifications shown in the Annexure-I and on the Other General Specification, Terms and Conditions and Eligibility Criteria & Instructions for Vendors".

S.No.	Item	Qty.
1.	KOHA - Integrated Library Management System (Open Source Software)	1 (Multiuser)

The sealed quotation superscribed as Quotation for "**Implementation, Data migration, Training and support service of Koha (Open Source Library Management Software)** must reach the office in the name of the Principal, Shivaji College, Ring Road, Raja Garden, New Delhi – 110027 latest by 20-6-19 upto 3:00 p.m.

The College reserves the right to accept/reject the quotation in partial form or in total without assigning any reason thereof.

Dr. Shashi Nijhawan
Principal

M Sachdeva
31st May 2019.
(convenor, Library committee)

TECHNICAL DATA SHEET

Standard Open Source KOHA latest version with all the features should be installed on LINUX operating system like Ubuntu LTS/ Centos Latest version/Windows Operating System on Server system under Windows 2000/2003/2008/2012 and on the clients as per the model taken by the Shivaji College in the LAN Version.

S.No	Requirement	Specifications
1	KOHA Functions/Module	The ILMS should support all the major library housekeeping functions listed below: ➢ Acquisition ➢ Cataloguing ➢ Circulation ➢ Web OPAC ➢ Serials Control ➢ Import/export of records ➢ Authority Control ➢ Reporting ➢ Inventory ➢ System management ➢ Multimedia
2	Customization	KOHA ILMS need to be customized according to local requirement of the Shivaji College Library at the time of installation and during the period of three years of maintenance. Circulation module should have the facility to scan member Barcode on membership card and online reservation, email and SMS integration with issue returns/ overdue notice with features to check the status.
3	Standards	Should compatibility with an open architecture system and support various international standards. The system should support the internet standards TCP/IP, SMTP, MIME, SSL, HTTP, and interaction with external system need to support the following standards: ➢ ANSI/ISO Z39.50 (ISO 23950) on both server and Client ➢ Record Syntaxes: MARC, non-MARC & MARC21, UNIMARC, USMARC & Dublin Core Format ➢ NCIPV2.0, ISO 18000-3 mode-1, ISO 15693, ISO 14443A and SIP2 for RFID Integration It should be able to connect with Staff Station, Reader, Gate, Antenna System, RFID handheld Reader, Self Checkout Kiosk, Book Drop Unit and RFID Tags

4	Multilingual	The system should be capable of maintaining multiple language using Unicode
5	Barcodes Support	The system must be able to handle barcodes in different formats like EAN-13, sici/sisac and able to customized as per local needs of the library
GENERAL HARDWARE REQUIREMENT		
6	Hardware platform	The server should run on the latest Debian based Linux Platform/Windows Platform
7	Backup and recovery	Capable to do full backup and restore of data of the ILMS
8	Security	Verification of the user should be done in a secure manner and it should have facility to set different security for user and staff
9	Support	Problem reports must be logged on the help desk database and live update of the support has to be provided. If required, physical presence for assistance be provided.
APPLICATION SOFTWARE		
10	Architecture	The system should be web-based. The application should not requires any proprietary software licenses.
11	Database	The backend database must be robust using MySQL
12	Client Software	The client software must be web-based. (Platform independent)
13	Client Interface	Library interface (Client Software) must be web-based. The interface should compatibility with Z39.50 servers.
14	OPAC interface	The main OPAC interface for the users outside the library must be a web
15	Import & export of data	The system must support import and export records from different types of data media such as tape, CD-ROM, Hard disk, Ms. Excel/CSV Files, diskette etc
16	Import/export Standards	The system should support online import/export and conversion of records from Existing NETTLIB software at Shivaji College Library
17	Reports and statistics	Library system must support exhaustive management of statistics and reporting functions allowing the library to be able to create their own reports.

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	WEB OPAC ACCESS	
18	OPAC access links	It must be possible to allow access to web-based services both from within staff clients as well as from the web OPAC using the 856 link tag in the Marc Record
19	OPAC searches	There must be provisions from different searches levels (e.g. simple, Boolean, and advanced) in the OPAC. ➢ Search record as a whole (any field) ➢ Specify any variable field to be searched ➢ Boolean Search ➢ Searching should be possible by, including but not limited to: ➢ Author title subject publisher call number standard number (E.g., ISBN, ISSN, etc) Barcode Number/ Accession no.
20	Indexing	Author indexes and record displays must be updated in real-time. All fields and sub-fields should be available to be keyword and/or string indexed with a flexibility in defining indexes
21	Web OPAC Customization	The Web OPAC should be customized as per the requirements of the Shivaji College Library.
	CIRCULATION SYSTEM	
22	Circulation system	The following function must be included in the circulation systems: ➢ Check-Out ➢ Renewals ➢ Check-in ➢ Reservation ➢ Fines and fees ➢ Duplicate checking ➢ Statistics and report etc
23	Patron records	The patron records must include fields for the following information: ➢ Name ➢ Member card number ➢ Patron category ➢ Telephone Number ➢ E-mail address ➢ Alternate contact person ➢ Date of joining ➢ Date of expiry ➢ Notes, etc ➢ Any other field when required

24	Barcode Generator	The system must include a utility which can be used to print barcode labels for the library items.
CATALOGUING		
25	Import of bibliographical records	The system must be able to import records in the USMARC/MARC21 formats, online through a Z39.50 client which is integrated with the cataloguing (and acquisition) module. The system should have a reservoir for managing imported MARC record so that it can be checked before loading into databases
26	Authority control	It must be possible to create and maintain authority control for the following searches elements: ➢ Personal and corporate names ➢ Conferences ➢ Uniform titles ➢ Series titles ➢ Subjects ➢ Name/ title combination ➢ Publisher ➢ Any other field when required
27	Data entry	The system must have full screen data entry and editing ("empty Screen" with MARC header) for cataloguing as well as the number of predefined data entry screen (templates). It must support hidden fields which can be seen in MARC editor but not in the OPAC able to generate catalogue cards as per AACR-II standards
28	Output	It must be possible to export the bibliographic records in standard MARC Communication format(ISO2709)
ACQUISITIONS		
29	Order initiation	For title intended ➢ Check for duplication of title of an order received in web-OPAC recommendation of books ➢ All data entered at acquisition section to used throughout system ➢ Option to download bibliographic data from CD- ROMs, international database or vendor (s) supplied electronics catalogue. ➢ Any other features as and when required

30	Approval	➤ Flexibility in including specific titles in the approval list ➤ Amendments in approval list prior to its printing Budget and expenditure analysis ➤ Budget allocation among different units & its maintenance ➤ Any other features as and when required
31	Receipt of order	Procedure of record/editing the details of item received any other features as and when required
32	Invoice Processing	Include accessioning of items ➤ Permits more than one invoice for an order ➤ Allow changes in the units price variable discount, exchange rate etc ➤ Maintain exchange rate of various user defined currencies ➤ Accession no can either be generated automatically by the system or it can be user defined number ➤ Keep up to date order status with relation to title order received, accessioned. ➤ Update account fund Online ➤ Barcode Generation ➤ Any other features as and when required
33	Placing order	Firm order for titles, including for material received ➤ Purchase order printing/(e) mailing ➤ Title/ Publisher/ Vendor (s) wise order generator ➤ Amendment / Cancelation of Order ➤ Incorporation of special delivery statements/conditions ➤ Standing order for annual publication ➤ Proposal for prepaid orders, cancellation, claims, etc. ➤ Any other features as and when required
34	Order follow up	Periodic overdue notices/ reminders Online printing of follow up notices Any other features as and when required

35	Online Quarries	Acquisition related quarries
		➢ Maintain the statistical details of vendor (s)/publishers
		➢ Title in the process of acquisition
		➢ Pending orders, overdue orders and for the specific order, details of titles ordered, title received, pending titles, its invoices.
		➢ List of invoices with the library and invoices with the finance
		➢ Section and for the specific invoice, details of items accessioned against its payment details, if any
		➢ List of vendors, giving titles received on approval pending titles against firm orders, order placed, invoices received,
		➢ Budget analysis of title in the acquisition process
		➢ Order details by accession number/ supply order number any other features as and when required
36	Standard and customized report	System should be robust enough to generate following requests:
		➢ Approval requests form
		➢ Purchase order
		➢ Overdue/Follow up notice
		➢ Budget and expenditure analysis (periodic/ daily)
		➢ Payment requisition report
		➢ Payment cheque delivery notices
		➢ List of titles on order
		➢ Accession register
		➢ Bill register
		➢ List of recent arrivals,
		➢ Any other features as and when required
PERIODICALS		
37	Subscription	New series initiated approval process and ordering
		➢ Duplicate checking
		➢ Print approvals lists updating of approved or rejected titles
		➢ Print purchase orders for single or package subscription
		➢ Print purchase order by department/ publisher/ vendors wise

38	Subscription renewal	➢ Renewal order printing based subscription expiry date ➢ Separate orders for renewals and additional series ➢ Cancel supply order by department / publisher / vendor(s) wise
39	Subscription Extension	Resulting from climes on missing issue and numbers. Extension specified as ➢ Period extended up to ➢ Number of issue not received ➢ Last volume / issue number
40	Invoice Processing	Both of new Subscription and subscription renewal ➢ Allow more than one invoice for an order ➢ Allow changes in subscription, period, volumes, issue nos., frequencies etc. ➢ Accepts supplementary invoices for any title. ➢ Accepts and update subscription details
41	Receiving issues	➢ Well-designed screens requiring entry of minimum possible data ➢ Recording of issue by volume/issue number of data and barcode ➢ Facility to record receipt of regular issue, various indexes, special issues and additional issues, supplement, etc.
42	Customized claims monitoring	Makes possible timely follow up of not received; (missing issue and supply not started) overdue and damaged journal numbers ➢ Provision of claims for each title for package or bundle subscription ➢ Claims for prevent of non-receiving item
43	Binding Control	The ILMS Should have facility for bindery control.
44	Cataloguing	Provision of catalogue generation for current journals and serials holding According to MARC21, CCF, AACRII
45	Customized online queries	Serials related quarries are: ➢ Titles in Bindery ➢ Recent Arrivals

46	Standard & customized report	Reports generated by the serial system include:
		➤ Order form ➤ List of completed volume ➤ Bindery order ➤ Accession register (for bound volume collection) ➤ Current arrivals ➤ Classified and specialized indexes and list of serials, as required ➤ Budget & expenditure analysis ➤ Indexing of article available ➤ Missing issue list ➤ List of duplicate issue ➤ Notice for not received, overdue, soiled/damaged issues ➤ Subscription renewal order ➤ New subscription order ➤ Claim letter for missing and non-supply ➤ List of current subscription- Alphabetical, department wise publisher- wise , vendor wise ➤ List of new titles added and deleted titles for particular year ➤ Any other features as and when required

Other General specification should be includes:

☐ High Data support

☐ LAN, WAN and Wi-Fi enabled client/web server interface

☐ Multi-user, user friendly and multilingual

☐ Full data transfer from present software including Indian Language data

☐ Extraction of record in any MARC-21 format

☐ RDA Support

☐ Serial control with SDI and CAS service with black volume maintenance.

☐ Provision for customization of reports

☐ Financial management with different budget heads with data validation facility

☐ LMS should Compatibility with all latest browsers, Tabs, Smart phones etc.

Terms and Conditions
1. The vendor (s)/ bidder(s) should provide a testing environment to library staff to Check and validate the migrated data.
2. The vendor (s)/ bidder(s) shall provide assistance in migration process to identify the potential duplicate Bibliographic data.
3. The personal data accessed during the data migration purpose shall not be used for any other purpose by the vendor (s)/ bidder(s).
4. The vendor (s) shall provide all necessary documentation/operational manuals/instructions required for optimum use of the software.

5. The vendor (s)/ bidder(s) shall be responsible to provide support through phone call, chat, remote access etc. In abnormal case, Shivaji College may insist vendor (s) to take a visit of the campus.
6. The vendor (s)/ bidder(s) shall be responsible to upgrade the new version of Koha with necessary patches & customizations.
7. The vendor (s)/ bidder(s) should provide necessary support to integrate Institutional Repository when needed with Koha-LMS.
8. The vendor (s)/ bidder(s) should facilitate automatic and manual backup and restore facility.
9. The vendor (s)/ bidder(s) should strictly ensure privacy, confidentiality and security of all clients' data.
10. Shivaji College has all right to own both software and data and should be able to switch the vendor (s)/ bidder(s) at any time.
11. KOHA being open source software, any customization and configuration details as per requirements of client should be documented and provided to client for future references.
12. The source code for KOHA to be used/integrated must be freely available under an open source license.
13. The KOHA-LMS should come with the complete source-code and is to be licensed to Shivaji College under a suitable OSI compliant license which does not invalidate or go against the individual licenses of each of the FOSS software components to be used in the solution.
14. The support & service period shall be effective from the date of having completed successful installation, implementation, customization & training on the system at the Shivaji College Library premises. The bidder shall bear all costs of testing or examining incurred in repairing defects if such defects are discovered within the Warranty Period These include overseas phone calls/fax, air freight charges etc..
15. The vendor (s)/ bidder(s) must have a customer support cell for technical and service support in Delhi with can promptly trouble shoot the problems within the specified timeline.
16. The vendor (s)/ must have online ticketing system for launching complaints and the uptime and downtime shall be counted which will have to be provided on monthly basis.
17. A KOHA LMS should be installed simultaneously in 02 (Two) number servers i.e. one production and another for backup. Provision for taking backup from the production system must be kept and be restored to the backup server on daily basis.
18. For further clarifications, contact The Librarian, Shivaji College, Ring Road, Raja Garden, New Delhi.

ELIGIBILITY CRITERIA AND INSTRUCTIONS FOR VENDORS

1) The Vendor must provide valid photo copies of GST Return and ITR Assessment for last three financial years.

2) Earnest Money Deposit **of Rs 5000/-** is to be deposited through Demand Draft in favour of Principal, Shivaji College, payable at New Delhi. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

Micro and Small enterprises (MSEs) Units registered with NSIC under their Single Point Registration Scheme for the goods/services at NSIC are exempted from furnishing the Bid Security deposit/ Tender fee. They should furnish with the Bid (offline) a Notarized copy of the valid registration certificate issued by NSIC in their favors, for the goods/services covered under this Tender document. No other bidders are exempted from furnishing Bid Security/ EMD as mentioned above

The Hard Copy of original instruments **in respect of earnest money (DD etc.), original copy of ITRs, Audit Reports for last three years and GRT return for last six months to** be delivered to the Principal, Shivaji College, Ring Road, Raja Garden, New Delhi – 110027 on or before the date/time mentioned for opening of the quotation. **Bidder shall likely to be**

rejected for non-submission of original payment instrument like DD etc., against the submitted bid.

3) The vendor must have a turnover of minimum 10 Lakhs each from KOHA (implementation, Data migration, Training and support service) in the last 3 financial years (2015-16 and 2016-17 and 2017-18). Certificate from Chartered Accountant for supporting the same shall be submitted.

Or

The vendor should have experience in the similar field of implementation, Data migration, Training and support service of KOHA (Open Source Library Management Software) in at least 15 higher academic institutions/ Government Departments/Reputed Private Institutions for the last three years. Relevant proof for supporting (like copy of MOU, work/job order/ etc) the above shall be submitted.

Or

The Bidders who have already completed at least three similar nature, as described above, of contract of value Rs. 3 Lacs in a single contract in Govt., Semi Govt., Govt. Undertakings, and Govt. Autonomous Organizations / Institutes. Relevant proof for supporting (like MOU, work order etc) the above shall be submitted.

4) Signed and scanned declaration that bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices by the Bank / Recognized Government Body.

5) **Security :-** 5% of total cost (inclusive of taxes) is to be deposited as security deposit (Performance Guarantee) on award of contract and refundable after the expiry of contract and no interest shall be payable on it. This may be adjusted in case of any dues / damages/penalty are reported during the tenure of contract period.

6) **Period :-** Implementation, Data migration from NETTLIB Software, Training and support service of Koha (Open Source Library Management Software) for Shivaji College Library contract will be awarded for one months.

7) **Penalty :-** In case of non-compliances of any terms & conditions mentioned in tender documents, penalty may be imposed from 20% to 100% of monthly bill.

8) **Payment Terms :-** Out of total contract/ purchase price the payment will be released as per following break-up upon receipt of satisfactory report from competent authority on each & every occasion:

    (i)   80% of the amount on satisfactory installations and commissioning of KOHA ILMS

    (ii)   15% on successful training to the Staff

    (iii)   5% on successful integration of ILMS with RFID system

9) The vendor must have support office in Delhi for local support.
10) Rates should be quoted in Rupees.
11) Base rates should be inclusive of GST and other taxes as applicable.
12) In case of any discrepancy/difference in the amounts indicated in figures and words, the amount in words will prevail and will be considered.
13) The payment will be made at any Bank Account maintained in India by way of ECS/RTGS after statutory deductions.
14) The quoted price shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
15) Each bidder must submit only one quotation.
16) Email or Facsimile quotations are not acceptable.
17) The quotation shall remain valid for a period not less than 60 days after the deadline fixed for submission of quotations.

18) For further clarifications the vendor may visit the College Library or contact The Librarian, Shivaji College, Ring Road, Raja Garden, New Delhi.

19) All expenses of packing, forwarding, and freight, insurance in connection with delivery, repairs and replacement made within the warranty period should be borne by the vendor.

20) The supplier shall give a comprehensive warranty for 3 years. The warranty period shall be effective from the date of having completed successful Installation, Integration, Implementation, and Commissioning & Training on the system at the Institute premises.

21) Other terms & conditions shall be mutually decided with the bidder at the time of finalization of contract.