



भारतीय सूचना प्रौद्योगिकी संस्थान, इलाहाबाद Indian Institute of Information Technology, Allahabad

An Institute of National Importance by Act of Parliament
Deoghat, Jhalwa, Allahabad-211012 (U.P.) INDIA


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No.F. IIIT-A/DR-S&P/205/2017

Date:16/09/2017

Sub: EXPRESSION OF INTEREST (EOI) FOR INSTALLATION AND CUSTOMIZATION OF KOHA LIBRARY MANAGEMENT SYSTEM IN LIBRARY, IIIT-ALLAHABAD

IIIT-Allahabad invites sealed Expression of Interest (EOI) from the bonafide Vendors/Suppliers/Firms for installation and customization of Koha Library Management System in Library, IIIT-Allahabad. The said Tenders/EOI must be dropped in the Tender Box available in the office of the Deputy Registrar (Store & Purchase), IIIT-Allahabad, Deoghat Jhalwa, Allahabad-211015 (U.P.) INDIA on or before **16/10/2017** up to 12:00 noon. Sealed cover of the Tenders must be marked on the top of the envelop as "Tenders/ EOI for installation and customization of Koha Library Management System in Library, IIIT-Allahabad. Details of the same are available on IIIT-Allahabad website: www.iiita.ac.in.


(Dr. Seema Shah)
Deputy Registrar(S&P)

Copy to:

- Hon'ble Director for kind information.

**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY ALLAHABAD**

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Deoghat Jhalwa, Allahabad-211015 (U.P.) INDIA

No.F. IIIT-A/DR-S&P/205/2017**Date:16/09/2017****TENDER BID/EXPRESSION OF INTEREST (EOI) FOR INSTALLATION AND CUSTOMIZATION OF KOHA LIBRARY MANAGEMENT SYSTEM IN LIBRARY, IIIT-ALLAHABAD**

Indian Institute of Information Technology, Allahabad hereinafter referred to as "IIIT-Allahabad" invites sealed Tender Bids/EOI for item wise rates, for automating the library services through open source software KOHA, from eligible and resourceful organizations having sufficient technical credential and financial capability for execution of needed work.

About the Library

Currently, IIIT-Allahabad library is using an in-house developed LMS developed in VB 6.0/MSSQL 2005. The library has almost 2000 active users and collection of about 60 thousand books and subscription of following online e-resources:

Name of E-Resources	Qty.
ACM Digital Library	140
IEEE/IEL Electronic Library	479
JSTOR	3165
Oxford University Press	262
Springer Link	1438
Nature	1
Sage Publications (Robotics)	1
Elsevier-SD (Computer Science) (Business, Mgt. & Accounting)	246
Emerald Management	298
Institute for Studies in Industrial Development (ISID)	Database
JGate Plus (JCCC)	Database
Web of Science	Database
Pearson Education (eBooks)	600
Elsevier-Science Direct (eBooks)	890
South Asia Archive	
World eBook Library	

The said Tenders be dropped in the Tender Box available in the office of the Deputy Registrar (Store & Purchase), IIIT-Allahabad, Deoghat Jhalwa, Allahabad-211015 (U.P.) INDIA on or before last date as mentioned above. Sealed cover of the Tenders must be marked on the top of the envelope as "EOI for installation and customization of Koha Library Management System in Library, IIIT-Allahabad". Details of the same are available on IIIT-Allahabad website: www.iiita.ac.in. The Vendors/Suppliers/Firms have to execute the Installation, configuration, and customization and support services for:

- KOHA Library Management System**
- On-site training of KOHA software**

EOI/Tender release date	16/09/2017
Last date and time of bid submission	16/10/2017 upto 12:00 noon
Date and time of opening bid	16/10/2017 at 15:30 PM
EMD	INR 10000/- Refundable for unsuccessful bid
Address and place of bid submission	Deputy Registrar (S&P), IIIT-A, Deoghat, Jhalwa, Allahabad

The bid shall be submitted in English. All papers and correspondences in connection with the tender shall be in English.



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Bids will be opened on 16/10/2017 at 15:30 PM but in case of unavoidable circumstances, bids will be opened for review on the next working day at the same time and place.

Earnest Money amounting to INR 10000/- is to be deposited by the Tenderer in the form of Demand Draft in favor of IIIT-Allahabad. In case of failure to supply the needed services, the E.M.D. of the successful Bidder will be forfeited. The earnest money shall be forfeited in the event of withdrawal of the bid within the original validity period, or the successful bidder fails to execute necessary agreement within the period specified or for submitting false, incorrect, misleading information in the bid, mistakes, miscalculations. Earnest Money deposit, in case of successful Tenderer will be converted towards part deposit the Security Deposit. No interest on EMD is admissible. Tender bid without EMD will not be accepted. EMD shall be released after successful completion of the needed work. EMD may be requested back by unsuccessful bidders.

Following details are mandatory to be provided with the bid.

- 1) Covering letter
- 2) Valid PAN No
- 3) GST Number
- 4) Professional tax clearance certificate
- 5) Trade license
- 6) VAT registration number
- 7) Income Tax Clearance certificate

The documents will be rejected if it is:

1. Unsigned
2. Received after the due date
3. Incomplete documents
4. Not properly filled in
5. Received through E-mail/ FAX or by hand.

Quoting Rates:

- a) The rate should be furnished inclusive of all taxes and charges, Insurance, Freight, Testing/ Commissioning charges, Incidental Charges, GST & Cess etc. (whichever is/are applicable).
- b) The bidder should quote only one rate for one item as per specification.
- c) The rate shall be quoted in Indian rupees only.
- d) The prices quoted shall be written both in figures and words.

GENERAL TERMS & CONDITIONS

- i. After evaluation of EOI documents, the successful vendor (s)/ bidder (s) in all respect will be called for a demonstration regarding functioning of the software, covering all activities & usage.
- ii. Each vendor(s)/ bidder(s) must submit only one quotation.
- iii. All the pages of the Tender / EOI documents must be signed by the vendor(s)/ bidder(s) or the authorized representative on behalf of the vendors/ bidder(s) along with the seal of the firm with date, which will be rejected otherwise.
- iv. Bidders are required to submit EMD (refundable) of 10000.00 (Ten Thousand) Only and cost of Tender Fee (non-refundable) of 1,000.00 (One Thousand) Only along with Tender in the form of



- v. Demand Draft/FDR or Bank Guarantee in favour of Indian Institute of Information Technology Allahabad payable at Allahabad (Any bid without EMD will not be considered). EMD should be enclosed with the Technical Bid document in a separate envelop
- vi. All the works to be assigned are to be executed at the Library, IIT-Allahabad.
- vii. Vendor(s)/Bidders must quote the rate in Indian Rupees (i.e. INR) for the items mentioned. Bidder(s) are required to quote their rate exclusive of taxes.
- viii. Issuance of purchase order is subject to the demonstration by the successful vendors/ bidder(s).
- ix. Payment will be made after completion satisfactory of installation, configuration and customization and 5% will be retained as performance guarantee and the same will be released after completion of one (01) year from the date of operation (i.e. after hand-over of the system to the institute for live operation.)
- x. The vendor(s)/bidder(s) should have implemented similar KOHA project in at least 3 universities/Institution of higher learning with documented evidence in India.

Qualification will be based on meeting the criteria regarding bidder's experience and financial position, as demonstrated by the bidder's responses (with documentation wherever possible) in various points mentioned below.

Bidder scoring the highest number of marks, based on experience and expertise as per following points and general expectation will be shortlisted as potential awardee.

Points 1 to 11 carry 2 marks each.

- 1) The bidder must have successfully worked on order during last 3 years, as per the following: Confirmation by providing Purchase Order copy
(Similar work: Deployment of Koha with RFID)
 - a) Three similar work completed with overall costing of INR 12,00,000.00 OR
 - b) Two similar work completed with overall costing of INR 15,00,000.00 OR
 - c) One Similar work completed with overall costing of INR 25,00,000.00
- 2) The bidder must have their Head Quarter or regional office or regional permanent representative in the state, to provide prompt support when issue is not getting resolved over remote access.
- 3) The bidder has ISO certification
- 4) The bidder has submitted codes to community.
- 5) The bidder is a registered firm under the relevant laws. It must also be registered with Trade, sales tax and service tax department.
- 6) There are no ongoing and pending cases against the bidder from any government entity.
- 7) Bidder has not been blacklisted by a government body due to any malpractice or non-completion of project.
- 8) Bidder has experience of migrating data from multiple proprietary software for at least 20 institutions.
- 9) Bidder has experience of deploying Koha at one location with multiple library sites for at least 10 institutions.
- 10) Bidder has experience of creating analytical reports for future use.
- 11) Bidder has experience of integrating payment gateway with LMS.



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12) Technical manpower working for the Koha technical team

- a) Team of 1 to 5 people : 1 Mark
- b) Team of 6 to 10 people : 2 Marks
- c) 1 mark extra for each 5 more team members

13) Number of koha technical team members with respective name and educational qualification

- a) Bachelor in Science/Technology field : 1 Mark
- b) Masters in Science/Technology field : 2 Marks

14) Number of patches submitted to the community (Provide weblink for verification)

- a) 1 mark per patch submitted and accepted by community.

xi. IIIT-Allahabad, reserves the right to reject any or all Tenders/EOI without assigning any reason thereof for the interest of the Institute and lowest rate may not be the only criteria for selection of the bid.

xii. IIIT-Allahabad, will not pay any expense or cost, whatsoever incurred by vendor(s)/bidder(s) for the preparation and submission of bids.

Any legal disputes that may arise out of the contract are subject to the jurisdiction of Allahabad Courts, Uttar Pradesh only.

General expectation (Reply : Y/N). Suitable answers will carry 1 mark each.

- 1) The bidder should install and configure latest and stable version of Koha-LMS at the local server/cloud server of the institution/company.
- 2) Each module must be configured properly and on-site training should be provided for all modules present in Koha-LMS, within 4 weeks of receiving the purchase order (Needed infrastructure will be provided readily).
- 3) Bidder should provide necessary assistance in suggesting hardware/software configuration required for Koha implementation.
- 4) Bidder should do necessary OPAC customization, based on preferred language, color, image and structure, as per requirement of the library during the installation and configuration.
- 5) Bidder will provide clear details regarding onsite visit charges.
- 6) Bidder should provide clear details regarding non OPAC customization charge and confirm the cost per hour/per day to be charged for future customization of any features/functions as required by the library, keeping in view that this software will be in use for long term.
- 7) Bidder should confirm cost per hour/per day to be charged for successful Integration of certain functionalities with other systems used in Institute and Library. (Eg: RFID, D-Space, Coral etc.)
- 8) Bidder must have carried out similar work in eminent institutions like NIT, IIM, CSIR, ICAR and other reputed institutions. Minimum 3 proofs of satisfactory completion of work should be submitted.
- 9) Bidder should have experience of more than Three years of implementing KOHA in libraries with large and varied collections (having more than 1 lakh records consisting of various forms and formats of document categories).
- 10) The bidder should be listed in Koha Community Support companies.
- 11) The bidder shall provide written undertaking, that personal data accessed during the data migration purpose shall not be used for any other purpose by the bidder.
- 12) The Bidder shall provide all necessary documentation/operational manuals/ instructions required for optimum use of the software.
- 13) The bidder shall be responsible to provide remote assistance through phone call, chat, email. In exceptional case institute may insist bidder to conduct onsite visit.

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- 14) The bidder shall be responsible to upgrade the new version of Koha with necessary patches & customizations already active in previous version of Koha, at no extra cost.
- 15) The bidder should provide necessary support to integrate Institutional Repository / ERP System when needed with Koha-LMS.
- 16) Bidder accepts that, decision to award the tender will be final and may not be solely based on the lowest price.
- 17) Standard Interchange Protocol (SIP 2) should be provided.
- 18) In case of Koha on cloud bidder will configure email and sms notification for alerts and reminders.
- 19) To ensure continuity of support & services throughout AMC time period, the bidder should provide documents to confirm stable business and steady revenue flow, with annual turnover of minimum INR 5,00,00,000.00 (five crore) in last 03 financial years (Copy of audited annual report or unaudited annual report of last 03 years, duly certified by CA with a top sheet summarizing the turnover must be submitted).
- 20) Bidder should not have been part of any mal practices and/or supporting negative practices which are condemned by the Koha community or academic community.

Technical Specifications & Special conditions for Open Source Integrated Library Management Software

Standard Open source KOHA latest version with all the features should be installed on LINUX operating system like Ubuntu LTS/CentOS latest version.

S1.No	Requirement	Specifications
General Requirements		
1.	KOHA Functions/Modules	<p>The ILMS should support all the major library housekeeping functions listed below:</p> <ul style="list-style-type: none"> ✓ Circulation ✓ Acquisition ✓ Cataloguing ✓ Authority control ✓ Web OPAC ✓ Serials control ✓ Import/export of records ✓ Reporting ✓ Systems management ✓ Inventory ✓ Multimedia, etc.
2.	Customization	<p>KOHA ILMS need to be customized according to local requirement of the Library, IIIT-Allahabad at the time of installation and during the period of one years of maintenance. Circulation module should have the facility to scan member photo on membership card and online reservation, Email and SMS integration with issue/return/overdue notice with features to check the status</p>



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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, HTTP, SSL and interactions with external systems need to support the following standards: <ul style="list-style-type: none"> ✓ ANSI/ISO 239.50 (ISO 23950) on both server and client ✓ Record syntaxes: MARC21, UNIMARC, USMARC ✓ NCIP and SIP2 for RFID Integration ✓ OAI-PMH and REST API based web services must be configured properly for all possible end points ✓ Integration with Institution LDAP Server
4.	Multilingual	The system should be capable of maintaining multiple languages using Unicode.
5.	RFID Support	The system should have support for NCIP/SIP2 protocol for RFID
6.	Audit Trail	Complete and comprehensible log should be provided to library administrator containing details of all type of actions and associated library staff and patrons (if any).
7.	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 Requirements		
8.	Hardware Platform	The server should run on the latest RHEL based Linux platforms
9.	Backup and recovery	Capable to do full backup and restore of data of the ILMS
10.	Security	Verification of users should be done in a secure manner and it should have facility to set different security setting for users and staff.
11.	Support	Problem reports must be logged on the help desk database and live update of the support has to be provided.
Application Software		
12.	Architecture	The system must be web-based. The application should not require any proprietary software licenses.
13.	Database	The back-end database must be robust using MySQL.
14.	Client Software	The client operations must be web-based (platform independent).
15.	Client Interface	Librarian interface (client software) must be web-based. The Interface should compatibility with Z39.50 servers.
16.	OPAC Interface	The main OPAC interface for the users outside the library must be a web
17.	Import & Export of Data	The system must support the import and export of records from different type of data media such as tape, CD-ROM, hard disk, MS - Excel/CSV files, diskette etc.
18.	Import/ Export Standard	The system should support online import and conversion of records from legacy software. Also it must provide export option of all records in standard formats (csv/xml/marc)



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19.	REST API	All functionalities must have REST API interface, and the whole software should be operated using any REST API client.
20.	OAI-PMH Interface	OAI-PMH interface must be provided in order to support automated harvester.
21.	LDAP Integration	User authentication must be integrated with institute LDAP server.
22.	Reports & Statistics	Library system must supportexhaustive management of statistics and reporting functions allowing the library to be able to create their own reports.
Web OPAC Access		
23	OPAC Access Links	It must be possible to allow access to Web-based services both from within the staff client as well as from the Web OPAC using the 856 link tag in a MARC record.
24.	OPAC searches	There must be provisions for different search levels (e.g. simple, Boolean and advanced) in the OPAC. <ul style="list-style-type: none"> ✓ Search a 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
25.	Indexing	All 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.
26.	WEB OPAC Customization	The Web OPAC should be as customized as per the requirement of the Library, IIIT-Allahabad. Library Administrator should be able to share information or notices using Web OPAC interface through KOHA interface.
Circulation System		
27.	Circulation System	The following functions must be included in the circulation system: <ul style="list-style-type: none"> ✓ Check-in ✓ Check-out ✓ Renewals ✓ Check-in ✓ Reservations ✓ Fines and fees ✓ Statistics and Reports etc.

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28.	Patron Records	<p>The patron record must include fields for the following information:</p> <ul style="list-style-type: none">✓ Name✓ Member card number✓ Patron category✓ Telephone numbers✓ E-mail address✓ Alternate contact person✓ Date of joining✓ Date of expiry✓ Notes, etc. <p>Any other fields as and when required. The system must be able to fetch all records available in institute LDAP server.</p>
29.	Barcode Generator	The system must include a utility which can be used to print barcode labels for the library items.
Cataloguing		
30.	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 records so that it can be checked before loading into database.
31.	Authority Control	<p>It must be possible to create and maintain authority control for the following search elements:</p> <p>Personal and corporate names Conferences Uniform titles Series title Subjects Name/Title combinations</p>
32.	Data Entry	The system must have full screen data entry and editing ("empty screen" with MARC header) for cataloguing as well as a number of predefined data entry screens (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-I1 standard.
33.	Output	It must be possible to export the bibliographic records in standard MARC communications format (ISO2709).
Acquisitions		
34.	Order Initiation	<p>For titles indented</p> <ul style="list-style-type: none">✓ Check for duplication of titles from an order, received and web OPAC, Recommendations of books.✓ All data entered at acquisition section be used throughout system✓ Option to download bibliographic data from CD-ROMs, International databases or Vendor(s) supplied electronic catalogues.



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35.	Approval	<ul style="list-style-type: none"> ✓ Flexibility in including specific titles in an approval list ✓ Amendments in approval list prior to its printing ✓ Budget and expenditure analysis ✓ Budget allocation among different units & its maintenance <p>Any other features as and when required</p>
36.	Placing Orders	<p>Firm orders for titles, including for materials received</p> <ul style="list-style-type: none"> ✓ Purchase orders printing/(e)mailing ✓ Title / publisher/Vendor(s) wise order generation ✓ Amendment/cancellation of order ✓ Incorporation of special delivery statements/conditions ✓ Standing orders for annual publications ✓ Proposal for prepaid orders, cancellation, claims, etc. <p>Any other features as and when required.</p>
37.	Receipt of Order	<ul style="list-style-type: none"> ✓ Procedure to record/ editing the details of items received <p>Any other features as and when required.</p>
38.	Invoice Processing	<p>Includes accessioning of items</p> <ul style="list-style-type: none"> ✓ Permits more than one invoice for an order ✓ Allows changes in units' price, variable discount, exchange rate etc. ✓ Maintains exchange rates of various user defined currencies ✓ Accession number can either be generated automatically by the system or it can be a user defined number ✓ Keep up to date order status with relation to titles, ordered, received, accessioned. ✓ Updated funds accounts online ✓ Barcode generation <p>Any other features as and when required.</p>
39.	Order Follow Up	<ul style="list-style-type: none"> ✓ Periodic overdue notices/ reminders ✓ Online printing of follow up notices <p>Any other features as and when required.</p>
40.	Online Queries	<p>Acquisition related queries includes</p> <ul style="list-style-type: none"> ✓ Maintain the statistical details of Vendor(s)/Publishers ✓ Titles 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 a specific invoice, details of items accessioned against it and payment details, if any. ✓ List of Vendor(s), giving titles received on approval, pending titles ✓ Budget analysis of titles in the acquisition process ✓ Order details by accession number/ supply order number <p>Any other features as and when required.</p>
41.	Standard & customized Reports	<p>System should be robust enough to generate following requests:</p> <ul style="list-style-type: none"> ✓ Approval request form ✓ Purchase order ✓ Overdue/ Follow up notice ✓ Budget and expenditure analysis (periodic/daily) ✓ Payment requisition report ✓ Payments cheque delivery notices ✓ List of titles on order ✓ Accession register ✓ Bill register ✓ List of recent arrivals, etc. <p>Any other features as and when required.</p>

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Periodical		
42.	Subscription	New serials initiated the approval process and ordering. <ul style="list-style-type: none"> ✓ Duplicate checking. ✓ Prints approval lists updation of 'Approved' or 'Rejected' titles. ✓ Prints purchase orders for single or package subscription. ✓ Print purchase order by department/ publisher/ Vendor (s) wise.
43.	Subscription Renewal	<ul style="list-style-type: none"> ✓ Renewal order printing based on subscription expiry date. ✓ Separate orders for renewals and additional serials. ✓ Cancel supply order of single or all titles from particular order.
44.	Subscription Extension	Resulting from claims on missing issues and numbers. <ul style="list-style-type: none"> ✓ Extension specified as (a) period extended up to, or (b) number of issues not received, or (c) last volume/issue number.
45.	Invoice Processing	Both for new subscription and subscription renewal. <ul style="list-style-type: none"> ✓ Allows more than one invoice for an order. ✓ Allows changes in subscription, period, volumes, issue nos., frequencies etc. ✓ Accepts supplementary invoices for any title. ✓ Accepts and updates subscriptions details.
46.	Receiving Issues	<ul style="list-style-type: none"> ✓ Well designed screens requiring entry of minimum possible data ✓ Recording of issues by volume/issue number or date and barcode. ✓ Facility to record receipt of regular issues, various indexes, special issues and additional issues, supplement, etc.
47.	Customized Claims Monitoring	Makes possible timely follow-up of 'not received', (missing issues and supply not started) overdue and damaged journal numbers <ul style="list-style-type: none"> ✓ Provision of claims for each title of package or bundle subscription. ✓ Claim for payment of non- receiving items.
48.	Binding Control	The ILMS should have facility for Bindery control.
49.	Cataloguing	Provision of catalogue generation for current journals and serials holdings according to MARC21, CCF, AACR-II, RDF.
50.	Customized Online Queries	Serials-related queries are: <ul style="list-style-type: none"> ✓ Titles in bindery ✓ Recent arrivals

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51.	Standards & Customized Reports	<p>Reports generated by the Serial System include:</p> <ul style="list-style-type: none">✓ Order form✓ List of completed volumes✓ Bindery order✓ Accession register (for bound volume collection)✓ Current arrivals✓ Classified and specialized indexes and lists of serials, as required.✓ Budget 86 Expenditure analysis✓ Indexing of articles available✓ Missing issues list✓ List of duplicate issues✓ Notices for 'not received', 'overdue', 'soiled/damaged' issues✓ Subscription renewal order✓ New subscription order✓ Claim letters for missing and non-supply.✓ List of current subscription-Alphabetical, Department wise, Publisher wise, Vendor(s) wise.✓ List of new titles added and deleted titles for particular year.
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Other General Specification should have includes:

- ✓ High Data Support.
- ✓ Data Backup: Facility for easy regular data backup by library personnel.
- ✓ Data privacy, confidentiality & security: Vendor should strictly ensure privacy, confidentiality and security of all clients' data
- ✓ KOHA being on open source software, any new customization details as per requirements of institution should be documented and provided for future reference
- ✓ Warranty will be for minimum one year from the date of operation (i.e. after hand-over of the system to the institute for live operation.)
- ✓ 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.
- ✓ Imports/Export facility in ISO/2709 format.
- ✓ RDA support.
- ✓ Serial Control with SDI and CAS service with back volume maintenance.
- ✓ Provision for customization of reports.
- ✓ Financial management with different budget heads with data validation facility.
- ✓ Security of access control as per categorization.
- ✓ Automatic currency conversion as per University Policy/ GOC.
- ✓ Binding record management.
- ✓ RSS feed if applicable for University.
- ✓ All passwords (OS, Database, Koha Application) must be shared to library administrator.
- ✓ Hyper linking of books.
- ✓ Status of user's account from OPAC with bulletin board information.
- ✓ Metadata (MARC21 / Dublin Core/RDF)
- ✓ E-resource management.
- ✓ Use of preferred MariaDB/MySQL for databases and should be open, not locked to further generate any required report.
- ✓ Report on order/ budget status department wise.



- ✓ XML based interface for reports.
- ✓ Flexibility to move from one language to another in all subsystems.
- ✓ Multimedia access
- ✓ Backup/ Restore/Recovery of complete database.
- ✓ Comprehensive set of parameters to customize the software to meet the library's operational environment.
- ✓ Completely web/ browser based (works on internet/ intranet)
- ✓ Supports Windows/Windows NT/Linux/Unix

Technical Terms and Conditions

1. Installation, configuration and implementation of latest and stable version of KOHA-LMS with training for library staff and one (01) year onsite maintenance of the system from the date of operation (i.e. after hand-over of the system to the institute for live operation).
2. The Institute will provide necessary hardware for setting up the system for implementation of Koha.
3. The vendor(s)/bidder(s) should install all modules available in the latest version. Each module must be configured and customized and on-site training should be provided within 4 weeks of receiving the purchase order.
4. The vendor(s)/bidder(s) need to provide complete details regarding onsite visit charges if any.
5. The vendor(s)/bidder(s) should provide complete and clear details regarding non OPAC customization charge and confirm the cost per hour/per day to be charged for future customization of any features/functions as required by the library, keeping in view that this software will be in use for long term.
6. Training to the library staff shall be carried out at the Library, IIT-Allahabad.
7. The vendor(s)/bidder(s) should preferably have a local contact person for immediate support whenever required.
8. The vendor(s)/bidder(s) should provide a testing environment to library staff to check and validate the migrated data.
9. The vendor(s)/bidder(s) shall provide assistance in migration process to identify the potential duplicate Bibliographic data.
10. The personal data accessed during the data migration purpose shall not be used for any other purpose by the vendor(s)/bidder(s).
11. The vendor(s) shall provide all necessary documentation/operational manuals/instructions required for optimum use of the software.
12. The vendor(s)/bidder(s) shall be responsible to provide support through phone call, chat, remote access etc. In abnormal cases, Institute may insist vendor(s) to take a visit of the campus.
13. The vendor(s)/bidder(s) shall be responsible to upgrade the new version of Koha with necessary patches & customizations.
14. The vendor(s)/bidder(s) should provide necessary support to integrate Institutional Repository when needed with Koha-LMS.



15. The vendor(s)/bidder(s) should facilitate automatic and manual backup and restore facility.
16. The vendor(s)/bidder(s) should strictly ensure privacy, confidentiality and security of all clients' data.
17. Customer has all right to own both software and data and should be able to switch the vendor(s)/bidder(s) at any time.
18. 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.
19. The source code for KOHA to be used/ integrated must be freely available under an open source license. No third party or vendor (other than KOHA Community) should hold any intellectual property rights over the final deliverable.
20. The support & service period shall be effective from the date of having completed successful installation, implementation, customization & training on the system at the Institute premises.
21. The vendor(s)/bidder(s) must have a customer support cell for technical and service support in India which can promptly trouble shoot the problems within the specified timeline
22. The vendor(s)/bidder(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.
23. A KOHA LMS should be installed simultaneously in 02 number server 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.
24. For further clarifications, contact The Faculty In-Charge (Library), Phone-0532-2922220 or Mr. Sarvesh Kumar Mishra, Phone-0532-2922079, Mobile-9415344426, IIIT-Allahabad, Deoghat, Jhalwa, Allahabad-211012



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Annexure-I

Information about Bidder
(Must be submitted along with EOI)

S1.No	Description	Details
1.	Name of the Bidder/Vendor/Firm	
2.	Complete Postal Address	
3.	Contact Person to whom all references shall be made	
4.	Website Address	
5.	Name of the Authorized Person	
6.	Phone No	
7.	FAX No	
8.	Email ID	
9.	Date of establishment of the Firm	
10.	Whether registered with Government Authorities. (self attested copies of all certificates of registration to be enclosed)	
11.	EMD (refundable): Amount..... DD No	
12.	Cost of Tender (non-refundable): Amount DD No	
13.	Financial turnover of the Company/firm for last 3 years (attach copy of proof)	
14.	Sales Tax/CST No. (self attested copy to be enclosed)	
15.	Income Tax No. /PAN (self attested copy to be enclosed)	
16.	Total Year of Experience in the Field	
17.	Experience in dealing with Government/ Govt. autonomous bodies / Undertaking / University/Universities	
18.	Minimum 03 proofs of satisfactory completion of work should be submitted	
19.	Manpower of the Company	
20.	Availability for demonstration of Software: Yes/No	

(Signature of Authorized Signatory with seal)

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Annexure-II

Financial BID

S.No.	Description of Expected Services	Rate without tax	Rate with tax
1	Installation (Local Server), configuration of the latest stable version of Koha LMS using the open source community version Koha, on Linux server. Configure and implement all the Koha supported modules such as Acquisition, Circulation, Cataloging, Serials, Reports, Administration, Patron, Tools, Lists, Authorities, Barcoding, and other standard utilities available in Koha stable version		
2	Data Migration of about 60 thousand of data records.		
3	Configure Koha OPAC site (Smart device friendly)		
4	Implementation of Offline Circulation module		
5	AMC : Remote support and helpdesk facilities for Library staff for day to day use of Koha LMS		
6	Charges of onsite training (per day)		
	Total Charge		
7	Data entry rate (If Any)		
8	Technical Personnel Onsite visit charge (Apart from training)		
9	New feature/code development / software integration		

*Government Taxes & other duties will be extra as applicable for respective items.

I/ We am/are submitting my/our best offer in response to your NIQ vide dated for your further course of evaluation. I/We bind myself/ ourselves for compliance of the above the work if offered.

Signature of the bidder with seal:

Name & Address of the Bidder:

Phone & Email:

Date:



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SA

Evaluation of EOI

The purchaser will evaluate and compare the quotations determined to be substantially responsive i.e., which are properly signed, and conform to the terms and conditions and specifications in the following manner.

1. The vendor(s)/bidder(s) will be treated un-responsive (not substantially responsive) if vendor(s)/bidder(s) answers are N/A to KOHA ILMS Functionality Checklist (Appendix-I) in 10% or more cases.
2. Company Profile.
3. Write up on company's expertise to provide a total solution for establishing this project.
4. List of current/recent clients/references along with supporting documents viz. Purchase order copy, Completion Certificate etc. where in project completed entails similar complexity and size.
5. Audited/Certified financial statements of latest three years from the Chartered firm must be submitted along with EOI.
6. Expression of interest in the project.