CHAUDHARY DEVI LAL UNIVERSITY, SIRSA
(Established by the State Legislature Act, 9 of 2003)
"B Grade Accredited by NAAC"

QUOTATION NOTICE

Sealed quotations are invited from the manufactures/exclusive distributors/ authorized dealers/ suppliers/stationers for the items detailed below:

Sr. no.	Name of item	Qty.
1.	**Annual subscription of a cloud based e-Library platform**	01 Nos.

1. The sealed quotations, complete in all respect, must reach by post/by hand/password protected e-mail along with mobile number/contact number in the Office of the **Registrar, CDLU, Sirsa** in the name of the "**Registrar CDLU, Sirsa**" latest by **24.07.2021. E-mail address is librariancdlu@gmail.com** .The password shall be obtained telephonically by the committee at the time of opening quotation at given contact number.

2. The Quotations received after due date and time or incomplete shall be rejected out rightly.

3. The following charges and terms may be spelt out in your offer clearly: -

(a) F.O.R.
(b) Rates of VAT/Excise Duty/GST (in percent), if any. Please note that the University does not issue Form 'C' or 'D'.
(c) Payment terms.
(d) Delivery period.
(e) Guarantee/Warranty period.
(f) After-sales service.
(g) Installation charge, if any.
(h) Validity period of the quotation.
(i) Bank Draft charges, if any.
(j) Misc. charge such as Packing & Forwarding charges, Insurance charges, etc., if any.

4. The packing, forwarding, fright, insurance charges etc. may be quantified in terms of amount. These charges will not be payable against such vague statement as "packing, forwarding, fright, insurance charges etc. extra".

5. Charges not mentioned in the quotation shall not be paid.

6. FOR shall be CDLU, Sirsa.

7. The offer must be valid for a period of at least three months from the date of opening of quotation.

8. Quantity may increase or decrease without any notice.

9. If the Supplier or their Principals are on rate contract with GeM, this may be mentioned specifically in the offer and a photocopy of the same, duly attested, may be appended.

10. The University is situated within the Municipal limits, as such, Octroi, of any, shall be payable. In case, the material is supplied through a Transport Company by road, the Transport Company's charges, labour charges and octroi charges shall be borne by the supplier. It may be mentioned specifically as to whether the material will be sent by rail or by road through a Transport Company.

11. The item/good shall be supplied by the supplier within the time limit specified in the supply order. The delivery period can be extended by the Registrar, only in exceptional cases on written request of the Supplier giving reason/ explaining circumstances due to which delivery period could not be adhered to. In case, the material is not supplied within the delivery period, the supplier shall be liable to pay the University the compensation amount equivalent to 1% (one percent) of the cost of material per day or such other amount as the Vice-Chancellor may decide till the supply remains incomplete, provided that the total amount of compensation shall not exceed 10% (ten percent) of the total amount of the cost of material to be supplied. Appeal against these orders shall, however, lie with the Vice-Chancellor, CDLU, Sirsa whose decision shall be final.

12. TDS/Taxes as applicable will be deducted by the University as per rules/instruction of Govt.

13. In case, the supplier/contractor fails to execute the supply order/contract on the rates, and conditions as contained in the supply order within the stipulated period, they shall be liable to such action as blacklisting, debarring from having any business with this University, forfeiture of earnest money/security, besides any other action as may be deemed proper by the University.

14. As a general policy, the University tries to make 100% payment within 15 days of the receipt of the material subject to proper installation, wherever applicable and satisfaction of the Inspection Committee. No advance payment against documents negotiated through Bank shall be made.

15. The acceptance of the material shall be subject to satisfactory report of this Office's Inspection Committee/Technical Committee/Experts Committee.

16. The acceptance of the quotation/tender shall rest with the undersigned who does not bind himself to accept the lowest quotation and reserve the right to reject any or all items of quotation without assigning any reason therefore. The under signed also reserve the right to accept quotation/tender in part i.e. any item or any quantity and to reject it for the rest.

17. In case, any other information/clarification is required, you can contact at Telephone No. 01666-239822 on any working day (Monday to Friday) during office hours (9 a.m. to 5 p.m.).

18. The dispute, if any, the same be referred to the sole arbitrator to be appointed by the Vice-Chancellor, Sirsa on equal cost and shall subject to the jurisdiction of Court at Sirsa. Any other jurisdiction mentioned in the quotation or invoices of the manufacturers/distributor/dealers/supplier etc. Shall be invalid and shall have no legal sanctity.

19. Terms and conditions printed on Quotation of the firm, if any; shall not be binding on the University, except those mentioned specifically on the supply order, and your acceptance of the order shall be construed as your agreement to all the terms and conditions contained in the order.

20. The successful bidder shall submit an agreement on stamp on Rs. 100 and no payment shall be made without signing of agreement by the parties.

-Sd-

Estate Officer

Eligibility Criteria for Bidders:

1. The Bidder should be a registered company in India under Companies Act 1956 and should have been in operation for at least Four years as on date of this request for quotation.
2. The Bidder must be either an OEM or an authorized business partners of repute of an OEM for the e-Library platform as evidenced by authorization letter by OEM.
3. The Bidder must have implemented the proposed e-Library platform for as per scope listed in Annexure A in at least three Govt organization of repute in India. The bidders shall attach copies of purchase order or certificates of work completion as proof in the technical bid.
4. The proposed e-Library solution must have been successfully implemented and currently in use in State Government/National Universities in Haryana/India. Attach Purchase Order Copies.
5. The proposed solution must be successfully running in at least one State Government University (Haryana) for last 2 years.
6. The proposed solution should have 10,000 enrolled student users in a single implementation at any University / College / Education Trust / Public Library in India.
7. The proposed e-Library solution should be a proprietary product, full integrated and developed in-house using open source technologies by the OEM. OEM should take responsibility of providing regular updates and bug fixes.\
8. The bidder shall not have been blacklisted by any of the Departments/Ministries/organization of the Government of India. A duly signed undertaking to this effect must be submitted with the technical bid.
9. The bidder should possess valid GST Number. Attested copies of the same must be submitted with the technical bid.
10. The Firm shall have ISO 9001:2013 certification and shall submit its proof.

Delivery Period

1. Delivery & Installation - The e-Library Platform shall be deployed within 10 days from the date of PO and maintained on a cloud server sourced by the successful bidder.
2. The technical committee may ask the participating firms/companies to demonstrate the features, functionality, experience or performance of the proposed solution of the date of opening for the technical bid to ascertain the competence of the company to complete the job based on the eligibility criteria mentioned in the tender document. Failure to demonstration feature/s will lead to direct disqualification of the bid.
3. List of the services to be integrated has already been provided in this document with details. However, interested bidders are free to contact CDLU to have a better understanding of these services, if required.

Scope of Work

Annual subscription of Cloud based e-Library Platform for FTE 500 users serving 24x7, global access of Open access and subscribed e-collections of CDLU meeting all the technical requirements as listed below.

Requirements

a. Deployment, Architecture and Security

1. Hosted and maintained by the bidder on a MEITY approved, secure cloud infrastructure of either on SAAS (software as a service) model with an uptime assurance of over 98%.All servers shall be automatically backed up on remote location for an un-interrupted experience in case of a natural accident.
2. To setup 1 independent e-Library to deliver open access e-Resources and content subscribed by the CDLU Library currently or in future; to all affiliated and authorized users.

3. All users will be registered on the platform and given a unique, 2-factor identity for authentication. This unique identity can be the created using email address, enrollment number or any other existing unique identification.
4. The service must be fully hosted in India and covered by Indian Laws governing privacy of information and data flow.
5. The platform should be hosted on the DNS of maintained by the bidder secured with an SSL encryption certificate.
6. The e-Library platform should be fully customized with the CDLU branding.

b. e-Content Services

1. Aggregation of all resources subscribed by CDLU from time to time.
2. Curated collection of full text resources from web related to Science, Technology, Social Sciences, Arts and Humanities, Health & Medicine, Agriculture and Law of over 10,00,000 e-Resources including e-Books, e-Journals, Video Lectures, Reports, Presentations, Theses, courses, virtual lab experiments and Dissertations.
3. Local index of at least 10 Million full text research articles to facilitate scholarly research and learning.
4. A collection of at least 15000 eBooks featuring literary classics, poetry, biographies and novels in Hindi, English, Urdu and other regional languages.
5. A local index of expert talks, bioscopes featuring top thinkers from all disciplines
6. Real-time integration with the public Web-OPAC (KOHA to be implemented) and existing institutional repositories. The company must provide URL of such live implementation.
7. Ability to build topical collections by tagging or uploading e-Resources on the platform

c. Search and browse

1. The platform must allow user to browse through the aggregated catalog by A-Z scale, Publisher, Subject collections or Media type.
2. The platform should have a simple but powerful search interface to perform keyword searches in Title, Author, Publisher, etc.
3. The search interface should have auto-complete feature and support Google like Boolean operators (AND, OR, &NOT for phrase).
4. The search interface should be powered with a Federated search engine for article level discovery across all library subscriptions including but not limited to e-Journals databases, theses databases, bibliographic databases, standards and conference proceeding collections.
5. The search should have an advanced search form to perform complex, concatenated or Boolean queries.
6. The search result page should be modern and have all the following features:
   a) Modern layout with book jackets.
   b) At least 2 search view layouts – Title and Record.
   c) Sorting Options.
   d) Facets – Including but not limited to Subject (2 Level ex: Engineering- Mechanical Engineering), Author, Publisher, Media Type (e-Books, Journals, etc), Accessibility (Open Source, Subscription based, Physical Collections) Year (Latest to Oldest)
   e) Search within results filtration
   f) Lazy loading pagination so users focus on result set rather than page clicks.

d. Personalization Features

1. Ability for users to share search results on different social media.
2. Ability to save search query for future re-attempts.
3. Ability to save search results into user created web folder for future references.
4. Ability to automatically see past readings/searches.
5. Ability to send saved records via central e-mail to peers.

6. Ability to export citation in at least 3 different standard citation (APA,MLA, Chicago)formats.
7. Inbuilt social library feature
   a) Ability to follow peers and see what they their readings for social discovery of library content.
   b) Find top users in the library and check reading ranks.
8. Security and privacy features to prevent peers from following and to remove/report activity posts
9. Ability to harvest any web page for metadata and save the link for future reference.
10. To generate Login/Logout file with all browsing details on daily/ weekly /monthly and annual basis.

e. News services

1. Ability for users to see headlines of more than 50 online news publications
2. Ability for users to see news related to trending terms/ topics or keywords selected by Administrator.
3. Ability for users to browse the e-news clippings harvested by the administrators.
4. Ability for users to setup automatic e-news alerts. The user will specify keyword of choice and shall receive daily headlines related to that keyword on email with full text links.
5. Ability for administrator to manage news headlines page by topic or publication.

f. Fully featured Mobile App

1. To deploy custom designed and independent Android and iOS library mobile app for the library. Bidder to provide links of at least 10 custom designed library apps currently running on iOS and Android app stores.
2. The app must not ask for special provisions and permissions to call logs, internal storage that might be seen as a security/privacy threat by the users.
3. To show all open access collections, Union OPAC records in the Library Mobile app.
4. To show new arrivals, staff picks, trending content.
5. Ability to browse or search by keyword.
6. Should support federated search for research and news article
7. Should show collections curated by the Administrator
8. Push Notifications feature
9. Voice-to-text search feature

g. Separate, independent Administrator for all the e-Library

1. To manage staff picks on the home page of e-Library including a Noticeboard for new e-Library updates.
2. To view, register, edit or disable users.
3. To create different user groups for easy management.
4. A standard based, inbuilt repository feature for the administrator to upload texts, datasets, video lectures, question papers or power points with full bibliography and build topical collections
5. The platform should come with at least 100 GB of cloud storage to upload institutional resources. The storage space should be scalable up to 500 GB without any additional cost
6. The upload form should also provide the configuration to provide third party document URLs or On-request document delivery services.
7. Graphical usage reports to see searches and downloads by users, by publication, date wise, location or category.
8. Send both automatic and manual notifications to users via email and within the mobile app.
9. Set up self-registration rules.

h. Other desired features

1. Modern Landing page with engaging library services such as
a) New Arrivals in library.
b) Trending in campus.
c) Staff picks – to be managed by e-Library administrator.
d) News headlines.
e) Top Users.

2. A detailed page for all catalog results with bibliographic details, abstract and similar items suggestions.
3. The e-Library must have a Chat box with natural language processing to:
   a) Respond to common user queries like access related, content collections or feature related queries.
   b) Allow audio input in English and Hindi.
   c) Provide search results based on audio queries by users in a robust manner.

i. Training, Service and Maintenance

1. Training shall be conducted at least 2 times in a year for the library staff/staff and users for successful orientation and user adoption.
2. Complete documentation manual shall be provided. A video tutorial must be created after full implementation and uploaded on the homepage.
3. The bidder shall continuously update the platform with new features developed and launched by the firm/company.
4. A dedicated 24x7 support desk to resolve all platform related support requests, queries.

Quotation Format

S.No.	Item Description	Quantity	Unit Pricing (Excluding Taxes)	Total Pricing Inclusive of Taxes
1.	Annual Subscription for the Customized, Cloud based e-Library for 500 FTE users.	1		