Sports Authority of Jharkhand
(Dept. of Tourism, Art-Culture, Sports & Youth Affairs)
Gate No. 29, BirsaMunda Football Stadium
Morabadi, Ranchi, Jharkhand 834008

Very Short Tender Notice No: - 54 dated: 16-12-2020

Notice Inviting Re-Tender for "Development and Implementation of integrated Library Management System (ILMS), MOPAC, Library Services and other peripherals" for the Library of Sports Authority of Jharkhand.

Tenders are invited from the qualified software Bidders for "Development andImplementation of Integrated library management system (ILMS), MOPAC, Library Services and other peripherals for the library of Sports Authority of Jharkhand."

Description of work	Location	Earnest Money Deposit (Rs.) (Refundable)
Development and Implementation of Integrated library management system (ILMS), MOPAC, Library Services and other peripherals for the library of Sports Authority of Jharkhand.	BirsaMunda Football Stadium, Ranchi.	Rs.10.000/- [Ten Thousand] only

1. Time Schedule of Tender

Sl.No.	Particulars	Date
1	Tender publication date on website	17.12.2020
2	Downloading of Bidding Documents:	From 17.12.2020 to 24.12.2020 till 11:00 AM
3	Bid Submission Start date	18.12.2020 Time- 10.00 AM
4	Bid Submission end date	24.12.2020 Time- 12.00 PM
5	Date of opening of tender.	24.12.2020 Time- 03.00 PM
6	Contact Person (for any clarification)	Deputy Director, Directorate of Sports & Youth Affairs, Jharkhand, Ranchi E-mail Id - sajha9@gmail.com

Note: The bid documents and further details will be available on the website **www.sajha.in&sports.jharkhand.gov.in.** Corrigendum /Amendments to tender also shall be uploaded on this website and Published in the Leading Newspapers only.

   Eligible and interested bidders may submit their bid at the office of Sports Authority of Jharkhand, Ranchi Situated at BirsaMunda Football Stadium, Morabadi, Ranchi.

   The technical and price bid should be as per format mentioned in the tender document, and shouldbe addressed to "To TheExecutiveDirector,Sports Authority of Jharkhand, Gate No. 29, BirsaMunda Football Stadium, Morabadi, Ranchi, Jharkhand 834008".

   The Executive Director, Sports Authority of Jharkhand, Ranchi reserves the right to accept or reject any tender or a part of it without assigning any reason thereof.

Sd./-

Executive Director,
Sports Authority of Jharkhand, Ranchi

Sub: Invitation of Bid for "Implementation, support services and training on Integrated Library Management System (ILMS), MOPAC, Library Services and other peripherals".

1. Competitive quotations are invited by the undersigned for the above mentioned purpose as per following details:

Sr. No	DESCRIPTION	SPECIFICATIONS	QUANTITY
1.	Installation, configuration and general introduction to INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS)	OS: Ubuntu LTS	01 Unit
2.	Customization, Testing and Implementation of Software on Cloud with Web OPAC	In general, customization should be version independent	As per Annexure –I
4.	Support and help desk facilities for Library staff for day to day use of Integrated Library Management System (ILMS), on annual basis (from project completion date).	Support may be provided through unlimited Email, Phone, Remote Access and Skype/Google Video Chat. It includes updating INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS)& OS including any types of trouble shooting	01 Unit
5.	Additional on-line Training within the project period.	3 Days	10 Staff Members
6.	MOPAC	Mobile application for OPAC module of INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS)	01 Unit
8.	Library Services	Cataloguing with Classification, Bar-coding, Spine Labeling, Shelving of Books & Journals	5,000 apprx
8.	SMS Service	Alerts for circulation with 1year validity	10,000 SMS
9.	Biometric Integration with Integrated Library Management System (ILMS)ILMS	Biometric Integration with Integrated Library Management System (ILMS)ILMS for easy Check-in/Check-out	01 Unit
10.	Annual Subscription and Maintenance Charges after 1 year Warranty period	Subscription and Maintenance Charges of Software with Support Services	01 Unit

The quotation consists of Technical Bid (to be submitted super scribing Technical Bid) and Financial Bid (to be submitted super scribing Financial Bid) in two separates sealed envelopesaddressingto The ExecutiveDirector,Sports Authority of Jharkhand, Gate No. 29, BirsaMunda Football Stadium, Morabadi, Ranchi, Jharkhand 834008latest by 24thDecember, 2020 at 12:00 PM.

The Sports Authority of Jharkhandreserves the right to reject any or all including the lowest quotation without assigning any reason whatsoever.

Terms & Conditions:

1. Quoted Price:
     a. All duties, taxes and other levies payable by the bidder shall be included in thequoted rate. GST if any should be quoted separately.
     b. The rates quoted for each item/service shall be fixed for the duration of the contract and shall not be subject to adjustment.
     c. Each bidder must submit only one quotation.
     d. The Institute reserves the right to reject any Bidder(s) without assigning any reason thereof for the interest of the institute and lowest rate may not be the only criteria for the selection of the bid.

2. Validity of quotations:
     a. Proposals received beyond the deadline will not be opened.
     b. Email or Facsimile quotations are not acceptable.
   c. The quotation shall remain valid for a period not less than 90 days after the deadline fixed for submission of quotations.

3. General Criteria for Bidding forINTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS) software
     a. The Bidder should have an office for INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS) support in India.
     b. The Bidder must be registered under Companies Act.
     c. The Bidder must provide valid PAN, GSTRegistration Certificate, and Trade License.
     d. The Bidder must have experience of at least 3 years of the similar nature of work.
     e. The bidder must have average annual turnover of Rs. 50.00 lakhs in the past 3 financial years. The intending Bidder must submit documentary evidence in support of above in the form of certificate from chartered accountant or audited balance sheet.
     f. The Bidder must not be blacklisted/debarred by any state government/central government/ PSU. Bidders have to submit notary affidavit regarding this.
     g. The Bidder should have implemented & automated at-least 30 libraries of Higher Education Institute also at least 4 Universities using Integrated Library Management System (ILMS) in India. Kindly attach valid Purchase order or Completion certificate/s.
     h. The software must follow MARC 21 compatibility with the required metadata tags therein.
     i. Total software solution should be FOSS based.
     j. The source code for all the solution components to be used/integrated for the proposed deployment *must* be freely available under an open source license.
     k. It must follow the Z39.00 international protocol standards
     l. It must have the Radio Frequency Data Identification (RFID) qualities.
     m. It must have the MySQL server to follow the international standard.
     n. It must have the data conversion capability.
     o. It must follow the Web 3.0 standard.
     p. It must have the in-built APACHE.
     q. It must have the RSS (Real Simple Syndication) feed burners included therein.
     r. It must follow the PICS (Platform for Internet Content Substance) accreditation parameters prescribed therein.
     s. The software must have the tight security measures both at the Administrative level and the sub modular level also.
     t. It must be enabled with Google Jacket.
     u. No restrictions on number of records & Housekeeping users should be kept.
     v. Must be able to generate and print Barcode labels and Spine Labels.
     w. Must be able to generate and print Bar-coded Patron Cards.
     x. Must be able to perform Full-Text Search.
     y. Must be able to perform Automatic Indexing.
     z. It must enable Flexible reporting & Faceted Search.
     aa. It can work in consortia, multi-branch or single-branch mode.

bb.   It can generate automated overdue notices either by email or SMS.

cc.   It can email issue slips instead of printing them at point of circulation.

dd.   It should have an offline circulation module

ee.   It must be user friendly.

ff.   Biometric Integration with Integrated Library Management System (ILMS)ILMS for easy Check-in/Check-out.

4. EMD

    a.   The Bidder is required to submit Earnest Money Deposit (EMD) of Rs. 10,000.00 (Ten Thousand only). The EMD should be in the form of D.D. in favor of Sports Authority of Jharkhand, Morhabadi, Ranchi payable at Ranchi.

    b.   The MSME's will be exempted from submission of the EMD as per the Jharkhand procurement Policy. The MSME's must have to submit Certificate of Registration as a MSME's.

    c.   The Tender found without EMD as above, shall be summarily rejected.

    d.   The earnest money deposit shall be refunded to the unsuccessful Bidder after finalization of the contract. It shall be returned to the successful Bidder on receipt of the performance security deposit that is 10% of the contract amount.

    e.   No interest shall be paid on the EMD.

Other Terms & Conditions on services required:

i.   Latest stable version of open source Integrated Library Management System (ILMS) Library Management Software (LMS)should be implemented.

ii.   Data Backup: Regular data backups should be made available.

iii.   Data Privacy, Confidentiality & Security: Bidder should strictly ensure privacy,confidentiality and security of all clients' data.

iv.   Freedom from Bidder lock-in: Customer will own both software and data andshould be able to switch the Bidders at any time. In case, for any reason, if Bidderdiscontinues the arrangement of hosting and maintenance of clients data for somereason or client wants to run their own server, a notice of minimum three monthsshould be given from either side and Bidder should facilitate smooth transfer ofdata to customer's server, so that library services are not disrupted at any point oftime.

v.   Standards compliance: MARC21, Z39.50, UTF8/Unicode, SIP2 etc.

vi.   Bidder should have minimum three years' experience in implementation,maintenance of INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS) on Linux platform as Library Management System in

vii.   Academic/ Public libraries and organizing trainings for/day to day running of thesoftware.

viii.   Bidder should have implemented of INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS) in at least 30 academic/public librariesor consortia of Academic/public libraries with documented evidence, out of that 10 in Govt. departments/institutes.

ix.   Bidder should have ability to migrate data from propriety software to Integrated Library Management System (ILMS)

x.   Experience of at least one successful and live implementation on centralized serverwith multiple independent library instances, each having its own OPAC, staff clientand independent databases.

xi.   INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS) being on open source software, any customization and configuration detailsas per requirements of client should be documented and provided to client forfuture references.

xii.   Offline circulation facility is required in case of failure of internet connectivity forshort time.

xiii.   Bidder should provide details of Customer base/references and Management profile of the company.

Scope of Work
ANNEXURE – I

Technical Specifications consisting of Customization/Configurations & Fine Tuning that should be incorporated for INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS) software & Services:

	General System Requirements
1.	Total software solution should be based on Boot-Strap Technology
2.	There should be Module-wise customization
3.	Software should be enabled with one screen technology
4.	There should be scalable/flexible reporting in the reports section
5.	There should be SSL and HTTPS Access
6.	Staff must be able to manage the system without Bidder intervention and be able to shut down and restart the system without Bidder intervention. The system must check the integrity of the entire file system during each restart of the system and servers must log errors by date and time.
7.	The system must provide protection for all data files through the use of locally defined passwords or other security measures so that information critical functions cannot be performed without proper authorization. That is, the system must allow the restriction of specific functions to specific users.
8.	Procedures and programs must be established which enable rapid data recovery from software failure.
9.	Provision of Remote Database Back-up system should be provided with one click
10.	The system must provide different levels of security: Network, Database, and Application.
11.	The system must allow automatic remote mirroring and periodic backup of data and program files, if necessary.
12.	The system must 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.
13.	The system must be compatible with the barcodes currently used by the library for materials and for borrowers.
14.	The system must allow restriction of access to local or remote databases based on the IP address of the user and User's log-in ID.
15.	The system must be able to authenticate users by user name & password/Barcode/SIP and retain the user's authorization as he or she navigates among databases.
16.	Libraries must be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies.
17.	Libraries must have the ability to generate statistical reports for all data relating to the use of library materials, borrowers, and other data needed for operations of a library.
18.	The system must allow printing/email/SMS of various alerts/notices.
19.	ILS must check each user's access privileges at login, and automatically disable or enable client functions (in real time) based upon the user's profile.
20.	ILS should not require a separate login to access different subsystems; the initial login should set all privileges for all subsystems.

		Cataloguing, Database, and Authority Control Requirements
21.		The Cataloguing interface must support context sensitive hyperlink help functionality that can connect directly to a locally loaded or Internet accessible Cataloguer's reference database.
22.		Librarians must have the ability to define if records are immediately available for the Library Public Access Catalogue or must be hidden for a specified period of time.
23.		When deleting records, restrictions must 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.
24.		Item records must link in real-time to due date (if checked out), the last check-in date, number of circulations since a specified date, and holds against the item and display that information in staff programs, displaying borrower information.
25.		The system must support global updates of all occurrences of a heading in a bibliographic file with a single machine transaction. Catalogueuing must include a global editor. It must be possible to globally edit any field within the MARC record.
26.		The system must allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.
27.		The system must display "see" and "see also" references, scope notes, reference notes, and general information notes in Library Public Access Catalogue and staff displays.
28.		The system must 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.
29.		The real-time update of Catalogue records that are imported throughout the rest of the subsystems and modules.
30.		The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN.
31.		It must be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.
32.		The Cataloguing module must have the abilities to create and edit by: (a) A full screen MARC edits view. (b) The use of templates in MARC format that contain required and recommended bibliographic fields. (c) An interface for staff members unfamiliar with MARC. The data from this interface must be stored in MARC format allowing it to be retrieved, indexed, and searched the same as full MARC records.
33.		Ability to change record formats (e.g. Book to sound recording).
34.		10 and 13 digit ISBN searching.
35.		Indexing of 505 subfield codes.
36.		URL checker for 856 tags
37.		Ability to edit item records regardless of circulation status (e.g. Checked out, on hold…)

	Public Access Catalogue and User Portal Requirements
38.	The general functions of the Online Public Access Catalogue (OPAC) are: • The portal must be custom designed by the Bidder based on the specifications of library staff. It is desirable for the Bidder to offer a template or templates, but not to limit the library to templates only. • Patrons must be able to what type of search strategy they want to use. • Patrons must be able to limit search by format, language, call number, and publication date. • OPAC must interact with the circulation system in real time. • 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 must display a "generic" cover art image as an option • It must be possible to link directly from an item to a MAP of the library • It must be possible to configure a MAP of the library to highlight holdings by using call number range or collection. • It must be possible to highlight various call number ranges or collection(s) on a MAP with differing colors and shapes. • The System must offer a federated search option to include at a minimum: Library Catalogue, Remote Resources including news feeds & websites, and Subscription Databases all in ONE search. • The Web-based OPAC should have the capability to be accessible from Phone / PDA /other mobile devices with necessary graceful degradations. • OPAC must provide English and Bengali and Hindi versions.
39.	The Library Public Access Catalogue must 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 must allow authenticated patrons access to licensed databases from locations outside of the library.
40.	User portals must allow users to renew their checked out items, place hold(s) unless restrictions have been placed on either the material, such as holds for someone else or on their borrower privileges. They should be able to cancel the specific hold.
41.	User portals must allow users to view their circulation accounts for items checked out, fines and fees owed, and other relevant information.
42.	The system must allow users to use their account to keep a history of materials they have previously checked out and therefore must be interactive with circulation.
43.	The Library Public Access Catalogue must include an online tutorial accessible from any session of the Library Public Access Catalogue.
44.	The system must allow librarians to define whether or not selected items such as *lost, in transit, or withdrawn* be displayed to users.
45.	Library Public Access Catalogue which may include number, type, duration, response times, unsuccessful, help requests, prints, downloads, e-mails and other relevant information.
46.	Hardware and software standards for the OPAC are: • System must be able to function on a standard keyboard. • System must be fully compliant with MARC21 and Z39.50 standards. • System's public Catalogue interface must be accessible from any type of client running a Web browser

47.	The display of the OPAC must include the total number of records found along with brief bibliographic information, circulation status for an item. It should provide hyperlinked author, class number and subject fields.
48.	Ability to see logs/report of unsuccessful searches (no hits).
49.	Ability for virtual shelf browse (limit by format, Dewey number).
50.	Support a tag cloud display.
51.	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

52.	Circulation must manage all basic Circulation operations of the library -- check-out, check-in, renewal, fine and fee processing, managing holds and recording statistical usage of library collection and borrowers.
53.	Circulation must allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines, maximum fines and fees.
54.	An offline circulation product must be available to enable the check out and check in of materials on a circulation workstation or portable device and to be able to load these transactions to the online system at a later time and within the circulation interface.
55.	At the time of new borrower registration, the system must perform a duplicate check to determine if there are existing records that meet the criteria being entered.
56.	Borrower records must contain at least name, borrower id, permanent address and telephone, secondary address and telephone, cell telephone number, e-mail address (es), and must be searchable by all of these fields.
57.	Circulation must support a calendar function to define closed days and automatically adjust check-in times accordingly.
58.	The module must not confuse patron barcode number with material barcode numbers.
59.	An automatic update in the Catalogue of item status when it is checked in or checked out etc.
60.	Statistical records kept for all transactions.
61.	The system must produce a "purchase alert" for titles when certain number of holds is place on certain numbers of copies. This ratio should be a library defined ratio.
62.	Patron record does not lock if accessed on multiple staff workstations
63.	Permissions that can be set by staff role and workstation to restrict access and/or modification to patron records.
64.	Support patron types tied to different expiry periods.
65.	Support ability for the Library to specify which kinds of materials can be borrowed by specific patron types.
66.	Support ability for the Library to specify limits on number of items held and/or the type of items held by a patron at any one time; this limit to be set by the Library for each patron type/item type.

Checkouts

67.	System must be able to check out items when the borrower's barcode card is not present.
68.	The system must treat each checkout as a separate transaction but be able to list all checkouts for each person on one receipt.
69.	The system must check all items for outstanding holds, charges, and circulation restrictions before allowing them to be checked out.

70.	The system must 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.
71.	Circulation must support expiration dates for borrower privileges and must automatically message library staff when that date is approaching and not check out items beyond that date.
72.	Circulation must support extension of expiration dates with a simple keystroke at the time of checkout or access to the user's record.
73.	If a claims returned, missing, or lost items are scanned during inventory, in library use, or at check-in or check-out, the status must automatically revert to on shelf or checked out status without requiring staff intervention.
74.	Circulation must restrict checking out of materials designated as non-circulating and allow library staff intervention to proceed with a single keystroke.
75.	The system must display at least the following on the checkout screen: Patron name, Borrowing category, Patron barcode number, Lending status, Item identification number, Short title, Call number, Due date, Outstanding blocks (if any), Comment field on Patron's record.
76.	The system must alert (audio and text) staff if the item being checked out is already checked out to another patron. Staff must also have the ability to override the alert and checkout the item.
77.	Staff must be able to check out items by barcode, or title.
78.	Support backdate of check out.
79.	Support in house check out/in to track materials used within the Library.
	Check-ins
80.	Circulation must allow manual reset of check-in date to accommodate book drop check-in and unexpected closures.
81.	Circulation must support a batch check-in that does not message and require action for each fine transaction calculated during check-in.
82.	The system must support retention of the last two borrowers for each item in order to manage problems such as damages, at the library's option.
83.	If an item is deemed to be damaged, the system must allow the operator to identify the responsible borrower and invoke a message to be sent through standard notification parameters.
84.	Staff must be able to check in items by barcode, or title.
85.	The system must display at least the following on the checkout screen Patron name, Patron barcode, Title, Due date, Shelving location, Overdue alert (if any).
86.	During check-in the system must alert (audio and text) staff if an item is on hold and give the option to print a hold slip.
	Blocks
87.	The block functions of the circulation module are: The system must provide automatic restriction of borrower privileges for Library-defined criteria, That blocks can be overridden by staff, That blocks alerts must be audio and/or visual, Fines must be able to be paid easily from the same window, System must block patrons with overdue materials and unpaid fines from placing holds, borrowing, or renewing items.

88.	The system must 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.
89.	The system must 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.
90.	Authorized library staff must be able to override restrictions on borrowers or on materials by using one keystroke without leaving the transaction in progress.
	Holds, Renewals
91.	The holds and renewal functions of the circulation module are: • That it must generate e-mail/sms notifications when items become available. • System must block the placing of holds on lost, missing items, available item, or non-circulating items. • System must allow staff view and alter the sequence of holds in a queue, • System must 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 must monitor the length of time that an item sits on the hold shelf. • System must automatically print hold slips when items on hold are checked in. • System must allow the Library to restrict the number of renewals.
92.	Circulation must 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.
93.	The system must allow for renewal of all items or individual items for a borrower with a single command.
94.	The system must 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.
95.	Circulation must 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.
96.	Circulation must 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.
97.	The system must 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.
98.	The system should allow library staff to remove a hold by a simple straightforward action. Librarians must have the ability to move a copy up or down in the hold list and define a priority for filling holds
99.	The system must support holds for "on shelf" items
100.	The system must allow staff to initiate a recall for specific titles or copies with a recall message notice produced and managed with standard notice procedures.

101.	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.
102.	Ability to automatically delete all cancelled, unfilled or expired hold requests after a library specified period of time.
	Fines, Over dues
103.	The fines and overdue functions of the circulation module are: • That it must generate e-mail/sms notifications of overdue notices. • System must allow the Library to set the parameters for overdue and bill notices. • Fines must be calculated at the time of check-in, renewal, or checkout. • System must allow full or partial payment of fines with receipts. • Staff must have the capability to exempt fees and fines. • System must automatically cancel the lost status when an item is returned. • System must keep a history of patron fine and fee payments.
104.	Circulation must support library defined fines and fees with automatic calculation of fines when items are checked in late and calculation of estimated fines due if overdue books were returned today by borrower.
105.	The system must be able to accept debit, or credit card payments for fines and fees and other costs.
106.	The system must support a cash register function and print receipts for collections of fines, fees, *lost* books, and miscellaneous fees assessed such as photocopies and printing.
107.	The system must 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.
108.	Alert staff of overdue fines on incoming items, allowing staff to pay, waives or charge such fines to the patron's account.
109.	Support ability to account for closed days and holidays or grace periods in the calculation of overdue fines; grace periods being defined by library.
110.	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.
111.	Keep all completed account transactions in a patron account history for a library-determined length of time.
112.	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)
113.	Circulation must support printing of date due slips, fine and fee payments, hold flags, or other system alerts to an assigned printer that prints formats (such as a cash register type format).
114.	Circulation must produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.
115.	Circulation must 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.

116.	The library must have the ability to create a mailing list from the borrower's file and to create its own message for notification to users.
117.	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.
118.	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
119.	Circulation must support item status of *missing* with library staff action invoking status of *missing*.
120.	Circulation must 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.
121.	Library staff must have the ability to define whether or not *lost* items are displayed in the Library Public Access Catalogue.
122.	When copies are flagged as *missing, claims returned, or lost,* a report must be automatically routed to the technical services staff defined by the library.
123.	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
124.	Circulation must 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 must be sorted by library defined parameters.
125.	The system must retain circulation history of individual items but not of individual borrower's information to protect the privacy of patrons.
126.	Circulation must compile a list of overdue, missing, claims returned and lost items for searching shelves, which can be printed, downloaded, or e-mailed.
127.	The system must allow reports to be generated by any authorized library or computer staff.
128.	Libraries must be able to design report and notice formats.
129.	The system must allow for a variety of library defined notices to be generated for notification using mail, e-mail, or SMS.
130.	The system must support customizable report generation and production functions that will allow library and computer staff to prepare customized reports as necessary.
131.	The system must support a variety of standard reports and notices for users based on library defined parameters such as over dues, fines and fees, lost books.

132.	The system must support the ability to send user notifications by email, SMS, and print through mail and must 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.
133.	Circulation must send an alert message at check-out, renewal, or check-in, or any other transaction that accesses the borrower records that items are available on the holds shelf and accumulated fines etc.
	Acquisitions Requirements
134.	The Acquisitions program must 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.
135.	Selection lists must be able to be converted to purchase orders or imported into the purchase order format.
136.	Acquisitions must allow for adequate security and password features so that authorized staff has rights to perform only those functions for which they are authorized.
137.	Acquisitions must 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.
138.	The module must allow for MARC record downloads into the acquisitions module directly. Field(s) filtering is required.
139.	F-12 should be mapped in such a way that it will accepts prefix of the Accession Series and will show last accession number.
140.	Acquisitions must support viewing of effects on the fund before, during, and after an order is sent.
141.	Acquisitions must support entry of brief title records that will be overlaid by full MARC records when each title is received and Catalogued.
142.	Acquisitions must 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.
143.	The ability to print barcode labels by individual accession numbers and/or range of accession numbers
144.	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.
145.	It should support different order types including firm orders, subscriptions, and gifts.
146.	Can it handle Standing Order?
147.	Ability to support multiple overlapping fiscal periods in fund accounting structure.
148.	Ability to create, manipulates, and order/receive in multiple fiscal years.
149.	Capability to produce fund summary reports that include fund allocations, amount encumbered and expended, and remaining percentage free for a given fiscal year.
150.	Ability to adjust amount encumbered and expended in a fund, and ability to transfer monies between funds.
151.	Ability to search orders/requests, approvals, main Catalogue, Cataloguing working file.
152.	Ability to retrieve last/previous order worked on.

153.	Ability to track an item through processing.
154.	Ability to place orders using overspent funds.
155.	Ability to receive items not ordered via acquisitions module (e.g. local purchases).
156.	Ability to receive and pay for incomplete orders.
157.	Ability to edit amounts and funds when paying, which automatically adjust encumbrances.
158.	Ability to receive a partial order.
159.	Ability to receive items without purchase order.
160.	Ability to suppress on-order items and on-order bibliographic records from displaying in PAC depending on order type.
161.	Ability to detect duplicate orders and provide alert of duplication at the time order is created.
162.	Acquisition status report that include encumbrances, expenditures, and funds available (e.g. outstanding orders).
163.	Monthly reports: generation, verification, payment.
164.	Year-end reports: year-end process, fund summary, year-end carry forward Process.
165.	Ability to delete items from order or re-order with different Bidder.
166.	Ability to add new title to existing P.O. or change quantities.
167.	Ability to deal with duplicate invoice #'s.
168.	Ability to transfer outstanding item from previous years to new year.
	Serials Control Requirements
169.	The Serials module must notify staff when a subscription is about to expire.
170.	The Serials module must support prediction patterns and notify staff automatically if a new prediction pattern, based on the check in, is needed.
171.	The Serials module must support claiming from a list or individual claims.
172.	The Serials module must support binding.
173.	The Serials Control module must include a fully integrated database with check-in tracking of all periodically published materials.
174.	Serials Control must support access to serials information by using standard searches that are available in other programs.
175.	Serials Control must keep complete check-in history files of all issues received and automatically update without the need for staff to enter data.
176.	Serials Control must 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.
177.	Check-in history must be sorted and displayed in issue date order so that issues checked in out-of-order do not skew the receipt history.
178.	The system must produce claiming notices and allow claiming of missing and late issues.
179.	Serials Control must provide a "notes" option to track claims and subscription extensions.
180.	Serials Control must automatically create a summary holdings statement to be displayed in the Library Public Access Catalogue with

181.	Ability to check in items by scanning the SICI (Serial item and contribution
182.	identifier)
183.	The user to override the predicted number if the received issue is not the expected issue but does conform to the prediction pattern.
184.	Ability to combine issues that arrive unexpectedly as a combined issue.
185.	Ability to undo the check-in of issues erroneously checked in.
186.	Ability to manage subscriptions (additions, renewals, cancellations).
187.	Ability to view a subscription list, indicating all subscriptions eligible to be renewed.
188.	Ability to cancel or reopen a subscription.
189.	Allow automatic claiming or mediated claiming.
190.	Claim notices must be available in print and electronic formats.
191.	Claiming data must include: supplier information, subscription ID, claim response, claim reason, notes, claim history, issue claimed, number of issues claimed.
192.	Ability for staff to claim issues from a list of pending claims.
193.	Ability to show missing volume/issues along with bound volume data.
	Training, Documentation and Technical Supports
194.	Describe and provide a copy of its training plan.
195.	Provide a minimum of three five-hour, consecutive days of onsite training in the use of the system modules, features, and administration.
196.	Must train the Library and system administration staff to manage and operate the system on a day to day basis including: (a) Start-up and shutdown. (b) Monitor system performance and perform routine management tasks. (c)Handle emergencies. (d) Troubleshoot and resolve routine problems. (e) Load bibliographic and patron records. (f) Perform backups, restoration, recommended preventive maintenance, and security measures. (g) Provide documentation updates and release notes electronically.
197.	Should have an "Online Ticketing System" where a customer will be provided a user ID and password wherein he/she can log-in and launch a support ticket. The support call will be recorded and support services will be provided as per the requirement at the earliest possible time. These records can be used for future reference too. The Up-time & Down-time will be calculated and further penalty will be imposed on the Bidder if they are not able to provide the services as required within the stipulated time period.

ANNEXURE – II

Technical Specifications for Required Library Services:

- **Data Entry of Books (with Classification):**
- Accessioning of Books, (Data Entry of Books in MARC 21 format in Integrated Library Management System (ILMS)ILMS), Classification of books as per DDC 23rd Edition (Book No. + Author Mark)
- **Bar-coding of Books:**
- Work Flow: Generation of bar-code from software – Printing of 2 barcodes in Barcode Label Stickers* – Sticking of 2 barcode in one book
- **Spine Labelling of Books:**
- Work Flow: Generation of Spine labels from software –Printing of 1 spine label in Spine Label Stickers* – Sticking of 1 spine label in one book
- **Shelving :** Shelving of books as per call number

ANNEXURE – III

Technical Specifications for Android Application App (MOPAC) for Integrated Library Management System (ILMS)ILMS

- Supports all version of Android
- Availability of application in Google Play Store
- User/Patron Login system
- Catalogue Search and check availability of items
- JSON encrypted data fetching from Integrated Library Management System (ILMS) database through API
- Featured dashboard
- New Arrivals display with cover images from Google/Amazon jacket
- Dynamic Library details with background auto sliders
- Dynamic Display of Library rules with background auto sliders
- Dynamic Display of Library collections with background auto sliders
- Dynamic Display of Library member details with image
- Circulation history
- Online payment of fines for overdue membership (payment gateway will be provided by customer)
- And others on demand basis (additional charges extra)

APPENDIX – I
FORMAT OF PRICE BID

Sr. No.	Description	Units	Unit Rate (Rs.)	Taxes (Rs.)	Total Amount (Rs.)
1.	Installation, configuration and general introduction to INTEGRATED LIBRARY MANAGEMENT SYSTEM (ILMS)	01			
2.	Customization, Testing and Implementation of Software on Cloud with Web OPAC	01			
4.	Support and help desk facilities for Library staff for day to day use of Integrated Library Management System (ILMS)LMS, on annual basis (from project completion date).	01			
5.	Additional on-line Training of 3 days within the project period.	01			
7.	MOPAC	01			
8.	Library Services Including: Cataloguing with Classification, Bar-coding, Spine Labelling, Shelving of Books & Journals	5,000 apprx.			

8.	SMS Service for circulation with 1year validity	10,000 SMS			
9.	Biometric Integration with Integrated Library Management System (ILMS)ILMS	01			
10.	Annual Subscription and Maintenance Charges after 1 year Warranty period	01			

We agree to execute the above project in accordance with the technical specifications for a total contract price of Rs …………… (In figures) (Rs …………………………………. (In words).

We also confirm that the normal Support Service of ……………………….months shall apply to the offered goods.

(Bidder)
Name: …………………………………………
Signature: …………………………………..
Date: …………………………………………..
Address: …………………………………….