NATIONAL LAW UNIVERSITY DELHI
SECTOR-14, DWARKA NEW DELHI-110078

QUOTATION NOTICE FOR REMOTE ACCESS

1. Date of Invitation of quotation   :   25th September 2024
2. Last date of submission   :   03rd October 2024

National Law University Delhi invites sealed tender from competent and reputed Dealers/Contractors for **"Remote Access Subscription for Library subscribed online resources"**.

The quotation is required to be submit in a sealed cover addressed to the Registrar, National Law University Delhi, Sector- 14, Dwarka, New Delhi – 110078 so as to reach the University on or before 1.00 P.M on 03rd October, 2024 duly superscripting the quotation for "Remote Access – E Library" on the top of sealed envelope. The tender box is available at the Reception, Academic Block where tender are to be dropped.

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 based in Delhi as evidenced by authorization letter by OEM of the eLibrary platform.
3. The proposed solution must be implemented as per scope listed at least one 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 bidder must have atleast an average revenue of Rs 50,000,00 in the last three financial years. Bidder to provide the audited PL statements/ CA Certificate/ IT Returns.
5. The proposed eLibrary solution must have been successfully implemented and currently in use in at least 5 National Law Universities or Government law organizations. Attach Purchase Order Copies.
6. The proposed solution must be successfully running in at least one National Law University continuously for the last 3 years
7. The proposed eLibrary 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 9001:201& ISO/IEC 27001:2023 certification and shall submit its proof.

DELIVERY PERIOD

1. Delivery & Installation - The eLibrary Platform shall be deployed within 07 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 all 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 National Law University Delhi to have a better understanding of these services, if required.

Scope of work: "Subscription of Remote Access"

Description of Items
Annual subscription of Cloud based eLibrary Platform for FTE 1000 users serving 24x7, global access of Open access and subscribed e-collections 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 eLibrary to deliver open access eResources and content subscribed by NLU DELHI 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 maintained by the bidder secured with an SSL encryption certificate.
6. The eLibrary platform should be fully customized with the National Law University Delhi branding.
7. The eLibrary should allow the administrator to create groups which will allow the library administrator to deliver customized access rights, search and browsing experience to different user groups. This custom experience will be driven through a user's affiliation identified after his login.

b. eContent Services

1. Aggregation of all resources subscribed by National Law University Delhi from time to time

2. Curated collection of full text resources from web related to Law eResources including eBooks, eJournals, Reports, Presentations, Theses, and Dissertations.
3. A collection of eBooks.
4. An index of 1,50,000 expert talks, bioscopes featuring top thinkers from all disciplines.
5. Ability to build topical collections by tagging or uploading eResources on the platform using an inbuilt repository building framework (no third-party integrations)
6. Real-time integration with the Web-OPACs of KOHA for a unified search

c. 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 e-news alerts.

d. 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, "" for phrase).
4. The search interface should be powered with an inbuilt Federated search engine for article level discovery across all library subscribed journals and databases including but not limited to eJournals 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:
7. Modern layout with book jackets.
8. At least 2 search view layouts – Tile and Record.
9. Sorting Options.
10. Facets – Including but not limited to Subject (2 Level ex: Engineering- Mechanical Engineering), Author, Publisher, Media Type (eBooks, Journals, etc), Accessibility (Open Source, Subscription based, Physical Collections) Year (Latest to Oldest)
11. Search within results filtration
12. Lazy loading pagination so users focus on result set rather than page clicks

e. Remote Authentication for Off-campus access

1. The platform should act as a single point of access for all subscribed databases and achieve Single Sign On through IP binding or SAML or other protocols used by the subscribed databases.
2. Remote authentication should be seamless and not require any user intervention/setup.
3. Remote Authentication must work seamlessly on the web app as well as the custom branded mobile app
4. Remote authentication should work both at the publication level the article level

f. Personalization Features

1. Ability to save search query for future re-attempts.
2. Ability to save search results into user created web folder for future references.
3. Ability to automatically see past readings.
4. Ability to send saved records via central email to peers.
5. The platform should have research support functions like the ability to export references in different citation styles (Atleast 500 like APA, MLA, Chicago, Harvard, IEEE and more)
6. Ability to follow peers and see what they their readings for social discovery of library content.
7. 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.

g. Fully featured Mobile App

1. To deploy custom branded and independent Android and iOS library mobile app for the library. Bidder to provide links of at least 10 custom branded 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 perceived 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
10. Ability for the app to achieve deep integration with Koha so users can see their reservations, check out history, items approaching due date, etc
11. Save PDF to app storage for offline reading (wherever allowed by the publisher)

h. Inbuilt Archiving/Collection Builder

1. 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
2. The platform should come with at least 2 TB of cloud storage to upload institutional resources. The storage space should be scalable without any additional cost to the library
3. The upload form should also provide the configuration to provide third party document URLs or On-request document delivery services.

i. Administration Panel for the eLibrary

1. To recommend new content addition on the home page of eLibrary including a Noticeboard

2. To view, register, edit or disable users.
3. To create different user groups for easy management.
4. Ability to designate group level administrators with rights to register a defined number of users within the group, monitor their usage or send notifications
5. Graphical usage reports to see searches and downloads by users, by publication, date wise, location or category.
6. Send both automatic and manual notifications to users via email and within the mobile app.
7. Set up self-registration rules for users

j. Other desired features

Modern Landing page with engaging library services such as

1. New Arrivals in library (Integration with LMS)
2. Trending in campus
3. Staff picks – to be managed by eLibrary administrator
4. News headlines
5. Top Users
6. A detailed page for all catalog results with bibliographic details, abstract and similar items suggestions.

k. Training, Service and Maintenance

1. Online/Offline Training webinars shall be conducted for university for the administrators and users for successful orientation and user adoption.
2. Complete documentation manual shall be provided. Video tutorials 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.

General Terms & Conditions:
1. The agency/vendor is requested to visit the University Library in order to examine the working of Remote Access before quoting their rates.
2. Cutting and overwriting in the quotation are not allowed. If, there is cutting and overwriting such quotation will not be entertained.
3. The quotation received after last date and time of submission will not be entertained.
4. Copy of PAN card is to be enclosed.
5. Copy of GST Registration certificates is to be enclosed.

I/we certify that information furnish true and correct.

Registrar

<div align="center">**FINANCIAL BID**</div>

To

The Registrar
National Law University, Delhi
Sector-14, Dwarka
New Delhi-110078

Subject: Financial Bid for AMC of Remote Access.
Sir,
I/we have gone through the quotation document and terms & conditions, understood it fully and declare that I/we shall abide by the terms and conditions mentioned therein for providing Remote Access services of the required items.

Particular	Cost (In Rs.)	Taxes (In Rs.)	Total including Taxes (In Rs.)
Subscription fee for One year			
Subscription fee for Three years			

I am submitting this quotation after carefully going through all the details. If selected, I would be providing all the desired AMC services on time.

Authorized Signature: _____

Name of the Authorized person: _____

Name of the company: _____

Address of the company: _____

Contact Number: _____

E-mail Id: _____   **Seal of Company**

Date: