Annexure I (Scope of work)

1. The bidder has to provide the annual maintenance contract to maintain existing Linux based Koha server and ensure the functionality of all the modules of Koha software, customization of all the reports, OPAC, update the KOHA with the latest version, and service support, training of Koha open source Library Management Software at NID, MP

2. **Technical Specifications to be incorporated for Koha software & Services:-**

   i. Total software solution should be based on Boot-Strap Technology and RFID compatible with advance protocols like NCIP/SIP2.
   ii. The system must be able to authenticate users by username & password/RFID cards/SIP and retain the user's authorization as he or she navigates among databases:
   iii. There should be scalable/flexible reporting in the reports section;
   iv. Library must have the ability to generate statistical and other reports for all data relating to the use of library resources, acquisition, serial, cataloging, patrons/ borrowers, and other data needed for operations of a library;
   v. The system must allow printing/email/SMS of various alerts/notices:
   vi. Integration with open source citation and indexing software's like Mandelay, Endnote etc. which should be accessible from the OPAC portal;
   vii. There should be provision for MOPAC: Android/windows/iphone application for OPAC in different platforms (Smart phones/Tablets/ipad etc);
   viii. There should be module-wise customization i.e Serials, Acquisition , Circulation, Patrons, administration, tools etc. details of few modules are described in below para.

3. **Cataloguing, Database and Authority Control Requirements: -**

   i. 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.
   ii. 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.
   iii. 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.
   iv. The system must support global updates of all occurrences of a heading in a bibliographic file with a single machine transaction. Cataloguing must include a global editor. It must be possible to globally edit any field within the MARC record.
   v. The system must allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.
   vi. 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.
   vii. 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.
   viii. The real-time update of Catalogue records that are imported throughout the rest of the subsystems and modules.

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ix. The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN etc.

x. It must be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.

xi. 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.

xii. Ability to edit item records regardless of circulation status (e.g. Checked out, on hold).

xiii. The library OPAC and other applications should be integrated with **social media** to keep members informed about the new arrivals and other required information.

4. **General functions of the Online Public Access Catalogue (OPAC):-**

i. The portal must be custom designed by the vendor based on the specifications of library staff. It is desirable for the vendor to offer a template or templates, but not to limit the library to templates only.

ii. Patrons must be able to what type of search strategy they want to use.

iii. Patrons must be able to limit search by format, language, call number, and publication date.

iv. OPAC must interact with the circulation system in real time.

v. Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue.

vi. If no cover art image is available the system must display a "generic" cover art image as an option

vii. It must be possible to link directly from an item to a MAP of the library (virtual model of the library, shelves, racks and documents.

viii. It must be possible to configure a MAP of the library to highlight holdings by using call number range or collection.

ix. It must be possible to highlight various call number ranges or collection(s) on a MAP with differing colors and shapes.

x. 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.

xi. The Web-based OPAC should have the capability to be accessible from Phone (any android or windows or iphone) / PDA /other mobile devices with necessary graceful degradations.

5. **Circulation and Inventory: -**

i. Circulation must manage all basic Circulation operations of the library – self check-out, check-in, renewal, fine and fee processing, managing holds and recording statisticalusage of library collection and borrowers.

ii. Circulation must allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines, maximum fines and fees.

iii. 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.

iv. 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.

v. Borrower records must contain at least name, borrower id, permanent address and telephone, secondary address and telephone, cell telephone number, e-mai address(es), and must be searchable by all of these fields.

vi. Circulation must support a calendar function to define closed days and automatically adjust check-in times accordingly.

vii. Provision should be made to enter details of the documents and other materials written in Hindi, English and other Indian official languages.

viii. An automatic update in the Catalogue of item status when it is checked in or checked out etc.

ix. Statistical records kept for all transactions.

x. 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.

xi. Patron record does not lock if accessed on multiple staff workstations

xii. Permissions that can be set by staff role and workstation to restrict access and/or modification to patron records.

xiii. Support patron types tied to different expiry periods.

xiv. Support ability for the library to specify which kinds of materials can be borrowed by specific patron types.

xv. 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.

6. **Ease of Usage: -**

i. Library Staff must be able to manage the system without vendor intervention. The systemmust check the integrity of the entire file system during each restart of the system and servers must log errors by date and time.

ii. The implementation strategy, reviewing mechanism system on daily basis on the progress of work will be formulated in consultation of the ministry before starting of the project which will be followed strictly.

7. **Training, Documentation and Technical Supports**

i. Onsite/ online training on all features of Koha Library Management Software to be provided to the library staff for successful functioning of the library automation

ii. Onsite/online training programme shall comprise of minimum three consecutive days in the use of the system modules, features, and administration.

iii. The training programme must train the library and system administration staff to manage and operate the system on a day to day basis including to monitor system performance and perform routine management tasks, handle emergencies, perform backups, restoration, recommended preventive maintenance, and security measures, upgradation of version without any extra cost.

iv. Complete documentation manual in international format with a chapter on indexing with page number.

8. **Security Features and Data back up:-**

i. There should be SSL and HTTPS Access and protected from hacking;

ii. 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.

iii. Procedures and programs must be established to enable rapid data recovery from backup of data and service provider has to provide the recovery and restoration of all services with 24 hours, in case of software failure.

iv. Provision of Remote Database Back-up system should be provided with one click.

9. **Report Generation:-**

i. Library must be able to design report and notice formats.

ii. 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 e-reports must be sorted by library defined parameters.

iii. All the reports of serial and acquisition modules.

iv. The system must allow for a variety of library defined notices to be generated for notification using mail, e-mail, or SMS.

v. The system must support customizable report generation and production functions that will allow library staff to prepare customized reports as and when necessary.

vi. 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.

10. **Notifications (Print/Email/SMS)**

i. 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 cashregister type format).

ii. Circulation must produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.

iii. Circulation must support communicating channels of notification to registered library users through e-mail, SMS 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.

iv. 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.

v. 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.

vi. 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.

vii. Library staff must have the ability to define whether or not lost items are displayed in the Library Public Access Catalogue.

viii. Circulation must send an alert message at check-out, renewal, or check-in, or any other transaction that accesses the borrower records that item are available on the holds shelf and accumulated fines etc.

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11. **AMC for first year:**

i.   Support and help desk facilities to be provided for day-to-day usage of Koha Library Management Software on annual basis;

ii. The support should be provided through e-mail, phone and online docketing system and if required, visit of service engineer has to be provided;

iii. The AMC support 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.

iv. The Up-time & Down-time will be calculated, and further penalty will be imposed on the vendor if they are not able to provide the services as required within the stipulated time period.

v.   Failure to rectify the problem within 24 hours of reporting will attract penalty @ 0.2% of AMC amount per hour;

vi. The AMC for first year will have the provision to be extended by a period of another two years on same rate, terms and conditions subject to agreeability of both parties.

12. **Other terms and conditions:-**

i.   **Latest stable version** of open source Koha Library Management Software (LMS) should be provided and implemented;

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

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

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

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

vi.   KOHA being on open source software, any customization and configuration details as per requirements of NID MP should be documented and provided to the Institute for future references;

vii. Offline circulation facility is required in case of failure of internet connectivity for short time;

viii. Vendor should provide details of Customer base/references and Management profile of the company;

ix.   Vendor will bear it own travel cost required for providing training & software installation etc. if any.

x.   Vendor will clearly state compliance to above points and/or submit documents wherever applicable.