



बैंक ऑफ़ बड़ौदा
Bank of Baroda

**Tender for Supply, Installation & Maintenance of
Library Software for a period of 5 Years**

Bank of Baroda

RFP/Tender ref. No.: BCC:IT:PROC:110:55

18th December, 2018

[A] Important Dates:

Schedule of RFP		
A.1	Tender No.	BCC:IT:PROC:110:55
A.2	Date & Time of Viewing Tender	08:00 PM on 18 th December 2018
A.3	Date of Pre - Bid Meeting	Not Applicable
A.4	Last Date & Time of Submission of Bids	03:00 PM on 28 th December 2018
A.5	Date & Time of opening of Part-I Eligibility cum Technical Bid (Pre-Qualification)	03:30 PM on 28 th December 2018
A.6	Date & Time of opening of Part-II Commercial Bid	To be communicated later
A.7	Earnest Money Deposit	Not Applicable
A.8	Website Address for online submission of bids (technical as well as commercial bids)	Bid must be submitted online on https://bobtenders.abcprocure.com/EP/ROC/
A.9	Website Address for opening of bids	https://bobtenders.abcprocure.com/EP/ROC/
A.10	Contact Details of M/s. e-Procurement Technologies Ltd.(ETL), Ahmedabad	M/s e-Procurement Technologies Limited Mr. Yashrajsingh Rathod Email: yashrajsinh@auctiontiger.net Phone: +91-79-40016815/6824, +91-7048878353

[B] Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means 'Bank of Baroda'
2. Recipient, Respondent, Vendor, Bidder, SI means the respondent to the RFP document
3. RFP means the Request For Proposal document
4. OEMs means "Original Equipment Manufacturers"
5. Proposal, Bid means "Response to the RFP Document"
6. Tender means RFP response documents prepared by the vendor and submitted to Bank of Baroda

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**TENDER FOR SUPPLY, INSTALLATION & MAINTENANCE OF LIBRARY
SOFTWARE FOR A PERIOD OF 5 YEARS**

A. BRIEF PROJECT REQUIREMENT

Bank of Baroda, Mumbai is having a Library at Learning Resource Centre (LRC) which currently has almost 10,000 books in various categories and languages which is continuously expanding year by year. Now Bank of Baroda has a requirement of a new Library Solution for its Mumbai office for a period of -05-Years.

B. BID SUBMISSION DETAILS

The vendors need to submit their bids against current tender through banks eProcurement website link only provided in Annexure – 1 (eProcurement guidelines) as part of e-tendering. No offline/documented bid submission will be accepted in any case. The vendors are requested to submit their bids using Class III Digital Certificates.

Following documents needs to be furnished by the vendor as part of bid submission.

1. Eligibility cum Technical Bid
2. Commercial Bid

A. Eligibility cum Technical Bid Content

- ✓ Annexure 02 – Eligibility cum Technical Bid - Table of Contents (list of document enclosed)
- ✓ Covering letter certifying eligibility criteria compliance (Eligibility criteria as defined in Annexure - 03)
- ✓ Annexure 03 - Duly filled up Eligibility Criteria Compliance. Supporting credential letters or copies of documentation from clients or purchase order copies certifying eligibility criteria compliance.
- ✓ Annexure 06 – Masked Commercial Bid
- ✓ Annexure 07 – Conformity Letter
- ✓ Annexure 08 – Undertaking of Information Security
- ✓ Annexure 09 – Bidder Profile
- ✓ Annexure 10 – Details of past implementations

B. Commercial Bid Content

- ✓ Annexure 05 - Commercial Bid

C. EVALUATION METHODOLOGY

A two stage process is adopted for selection of the vendor:

- Stage 1 – Eligibility cum technical Evaluation
- Stage 2 – Commercial Bid Evaluation

During evaluation of the Tenders, the Bank, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the

response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

1) Eligibility cum technical Evaluation

Eligibility criterion for the Vendor to qualify this stage is clearly mentioned in Annexure 02 – Eligibility Criterion Compliance to this document. The vendor would need to provide supporting documents as part of the eligibility proof.

The Technical Proposal will be evaluated only for those respondents who are fulfilling the eligibility criteria. The Technical Proposal will be evaluated for technical suitability as per Annexure – 04.

Proof of Concept (POC)

1. If required Bank may call for POC from the vendors. In the POC the vendor needs to demonstrate the proposed solution at our office in Mumbai (C-34, G Block, Bandra Kurla Complex, Bandra (E), Mumbai - 51).
2. The POC would be done to check whether the proposed solution meets the technical specifications as mentioned in Annexure - 04.
3. Any vendor who is not complying with the above POC will be technically disqualified.
4. While bank will be responsible for providing configuration details and testing the solution, the vendor has to bear all expenses for POC.

The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

Vendors who meet these criteria would only qualify for the commercial bid opening.

2) Commercial Bid Evaluation

The commercial bids of only those vendors who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible vendors. The commercial bids submitted by vendors will be evaluated based on discounted total cost of ownership. The discount rate will be used @ 10%. The key considerations of the TCO would be the total payouts for entire project through the contract period, discounted at 10% to arrive at the present value of the future cash outflows. Accordingly the L1 (Lowest Vendor) would be arrived at. The calculation performed by the Bank in this regard is as follows:

- The discounted rate will be calculated on yearly basis based on the formula $A/((1+i/100)^n)$ where A= Total value in each Year; i=10% and n =Year
- The Present Value will be calculated for all components where the payment is recurring year on year. The Present Value for the component will start from the year of purchase of that component / start of the services and calculated till the end year

of the contract. Further n – number of period will be '0' in the year of purchase of that component / start of the services and subsequently increased by 1 for subsequent years.

- Any component / service for which the payment is a One Time Cost (OTC) the NPV cost of the equipment / service for that year will be considered and the relevant year's NPV cost will be added as part of Present Value calculation for that year. Further the payment of the OTC component / services is not recurring in nature hence the present value for that component / services will be considered in the year of purchase only and not in subsequent years.

D. NORMALIZATION OF BIDS

The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the bidders to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the bidders will, by responding to this tender, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The bidders, by submitting the response to this tender, agree to the process and conditions of the normalization process.

E. CONTRACT PERIOD

The contract entered with the successful vendor will be for a period of 5 years from the date of successful implementation of proposed solution & data migration from older system. Bank will have the right to renegotiate the prices at the end of the contract period.

F. OTHER TERMS

Please note that any response which does not provide any / all of the information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard.

The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses within the stipulated time.

Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank.

Those vendors who do not fulfill any one of the required specifications and not meeting other criteria will not be considered.

G. PAYMENT TERMS

The payment will be released as follows:

a) Software Licenses - one time cost (OTC)

- 70% of the License Cost will be paid after delivery of original software license & original delivery challans duly signed by the Bank officials and vendor.
- 30% of the License Cost on submission of go-live sign off document duly signed by the Bank officials and vendor.

b) Implementation Cost – one time cost (OTC)

- 100% of the Implementation Cost on submission of go-live sign off document duly signed by the Bank officials and vendor.

c) Annual Technical Support (ATS) Charges – Quarterly in advance

- 1st Quarter payment will be released against successful completion of 1 year after implementation of the solution without any technical issue.
- 2nd Quarter onwards payment will be released against successful completion of previous quarter without any technical issue.

Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to vendor, in case of delays or defaults on the part of vendor. Such withholding of payment shall not amount to a default on the part of the Bank.

The payment will be released from IT Dept., BCC as per the payment terms on submission of related documents. The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Vendor within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.

The vendor must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the vendor, in case of delays or defaults on the part of the vendor. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the vendor in the price bid against such activity / item.

H. DELIEVERY TIMELINE

The proposed solution should be implemented within -07- days of issuance of purchase order.

I. DOCUMENTATION

Vendor will have to supply all necessary documents in English related to the certificate along with their bid submission.

J. FORCE MAJEURE

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented.

If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

K. ARBITRATION

In the event of a dispute or difference of any nature whatsoever between BOB and the vendor during the course of the assignment arising as a result of this proposal, the same will be settled through the process of arbitration conducted by a Board of Arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. BOB and Vendor will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at BOB's office that placed the order. The provisions of Indian Arbitration Act 1996 shall apply to the Arbitration proceeding.

L. INDEMNITY

The vendor will indemnify, protect and save the Bank against all claims, losses, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. in respect of the Digital Signature Certificates supplied by him.

M. CONFIDENTIALITY

The Vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party without consent in writing by BOB. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by BOB. Further, BOB shall have right to regulate vendor staff

N. INFORMATION AND SECRECY

The Vendor must provide a written undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. The Vendor will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Vendor if it fails to comply with the conditions imposed. The external and internal auditors of the bank will be given right to review the books and internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity of the internal controls of the bank

O. PUBLICITY

The vendor shall not advertise or publicly announce that he is undertaking work for BOB without written consent of BOB.

P. STANDARDS

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

Q. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part, if the Vendor fails to perform any obligation(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar services.

R. AUDIT

Vendor shall allow the Reserve Bank of India (RBI) or persons authorized by it to access BOB documents, records or transaction or any other information given to, stored or processed by Vendor in relation to the services hereunder within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI.

Vendor should allow the Reserve Bank of India (RBI) to conduct audits or inspection of its Books and account with regard to BOB documents by one or more RBI officials or employees or other persons duly authorized by RBI.

S. NO EMPLOYER EMPLOYEE RELATIONSHIP

The Vendor or any of its holding / subsidiary / joint venture / affiliate / group / client companies / or any of their employees / officers / staff / personnel / representatives / agents / shall not under any circumstances be deemed to have any employer – employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

T. AUTHORIZED SIGNATORY

The Vendor shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The Vendor shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Vendor shall furnish proof of signature identification for above purposes as required by the Bank.

For any further clarifications you may contact following officials:

Contact Person Name	Designation	Contact No.
Mr. Anupam P Bharti	Officer (IT Procurement)	022 6698 1554
Mr. Arnab Das	Sr. Manager (IT Procurement)	022 6698 3237
Ms. Archana Save	Chief Manager (IT Procurement)	022 6698 1556

E-mail all your queries to rfp.it.procurement@bankofbaroda.com

Annexure 01 - E-Procurement Guidelines

The vendors are requested to submit their commercial proposal for above mentioned procurement through website link provided below as part of e-tendering only. e-tendering / online tendering is the simulation of the manual tendering process on the internet i.e. the eligible bidders / tenders can log on to the internet website specified using a unique user name.& password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e procurement Technologies Ltd. personnel on the methodology of submitting the bids online using a digital signature/electronic key / password at the date and time specified. The bids placed by the bidders are confidential and will be opened by the authorized Bank of Baroda officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

Minimum requirement:

- 1) Computer/Laptop with internet connection
- 2) Operating System – Windows XP Service pack - 3 / Vista / Windows 7
- 3) Digital Certificate - Class II or III, signing + Encryption and it should be organizational certificate.
- 4) Web Browsers: Internet Explorer 9.0 (32-bit Browser only) & above
- 5) Vendor registration can be done online by opening Website <https://bobtenders.abcprocure.com/EPROC/> Click on Registration link, create User Id and Password and attach your Digital certificate.

Annexure 02 - Eligibility cum Technical Bid - Table of Contents

Eligibility cum Technical Bid to contain the following documents. Vendor should upload the document on e-procurement portal strictly as per the name convention as given below:

Section #	Section Heading	Performa Given	File Name Convention (for file to be uploaded on e-procurement portal)
1	Covering letter certifying eligibility criteria compliance	Vendor to provide	ToC1_Cover Eligibility Compliance
2	Eligibility criteria compliance with vendor comments	<u>Annexure 03</u>	ToC2_Eligibility Compliance
3	Conformity Letter	<u>Annexure 07</u>	ToC3_Conformity Letter
4	Undertaking of Information Security	<u>Annexure 08</u>	ToC4_Undertaking IS
5	Technical Requirement (Project Scope)	<u>Annexure 04</u>	ToC5_Technical Compliance
6	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the <u>masked price bid should not contain any financial information</u>)	<u>Annexure 06</u>	ToC6_Masked Price Bid
7	Details of Past Implementations	<u>Annexure 10</u>	ToC7_Past Implementation

Annexure 03 – Eligibility Criteria

Eligibility Criteria Compliance to be directly met by the Bidder

S. No.	Eligibility Criteria	Complied (Yes/No)	Supporting Required
A	General		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or limited company.		Documentary Proof to be attached.
2	Should be in Core business of providing installation, data migration & tech support services for Library Software at least for a period of last three years. (As on RFP date)		Documentary Proof to be attached.
3	Bidder should not be blacklisted / debarred by any Statutory or Regulatory Authorities in the past 1 year (Starting from 1 st April 2017)		Letter of confirmation
4	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation from bidder.
5	The Bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder.		Letter of confirmation from bidder
B	Financial		
1	The Bidder must have registered a turnover of Rs. 10 Lakh or above (from Indian Operations only) in each year during the last three completed financial years –2015-16, 2016-17 and 2017-18* (Not inclusive of the turnover of associate companies)		Audited Financial statements for the financial years 2015-16, 2016-17 and 2017-18* Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.

2	The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2015-16, 2016-17 and 2017-18*		Audited Financial statements for the financial years 2015-16, 2016-17 and 2017-18*. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.
C	Experience and Support Infrastructure		
1	The proposed solution should have been provided to minimum 3 organizations in India each having more than 20,000 books base, in which at least 2 should be of Government departments / PSUs / PSBs / Top Institutions (IITs/IIMs/NITs).		Documentary Proof for implementation of order / contract execution copy.
2	Bidder should have direct support offices in Mumbai. In case direct support office of the bidder is not present in Mumbai then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Mumbai whenever desired by the Bank.		Letter of confirmation

** If 2017-18 Financial Statements of any bidder is unaudited then Bank would consider the Audited Financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited All dates if not specified to be applicable from the date of the RFP.*

Authorized Signatory
Name:
Designation:
Bidder's Corporate Name
Address
Email and Phone #

Annexure 04 - Scope of Work

The Bank intends to select a vendor to Supply, Installation & Maintenance of Library Software for a period of 5 Years for Library at Mumbai Office being used by its employee. The proposed solution should be integrated seamlessly with the existing solution. Bank will award the contract to the successful vendor and the vendor should deliver the service with the following scope:

A. Vendor Scope of Work

1. Installation on Local Server

The vendor has to install the proposed solution locally on bank's premises which should be accessible to end users.

2. OPAC / Web interface Creation

The vendor shall be responsible for OPAC / Web interface creation after installation of the proposed solution.

3. Data Migration from existing system

The vendor has to migrate all the data from existing Library system to proposed solution. The present system is LIBSYS. At present the Library has a base of 10,000 books.

4. Customisation & Configuration

The vendor needs to do all initial level customisation & configuration as per bank's requirement during the implementation phase.

5. Tech Support / Onsite Support

The vendor shall provide online dedicated support and helpdesk services through phone, email and SMS alerts by qualified and competent support team for assisting Bank users. Escalation Matrix should be in place for all issues which needs to be provided by the vendor after awarding the purchase order and same should be available & updated on online portal. The Vendor support staff should be well trained to effectively handle queries raised by the Bank.

The successful vendor shall also provide online technical support for configuration and troubleshooting etc. as and when required in all respects through their own set-up or through any of its regional channel partner throughout the country. The successful vendor shall have to provide a helpline number with call logging facility with escalation matrix to the bank to which service/ complaint call shall be made.

6. Future Upgrades

The vendor shall have to install all future upgrades and patches to solution without any additional cost implications during contract period.

7. Training and Support

The vendor will be liable to provide training to Banks officials at Bank's location whenever required during the contract period without any additional cost as and when required. The training shall cover the whole process of making bank's officials conversant with the using the proposed solution & raising the concerns related to operational & technical issues.

All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the commercial bid submitted by the vendor to the Bank. No extra costs will be payable by the Bank on account of any item (Media Sets, Manuals/User Guides/Administration Manuals for the products being supplied) or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. The vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.

B. Issuance & Delivery Timeline

Vendor shall have to complete all process of installation, OPAC/web interface creation, migration of data within a period of -07- days from the date of issuance of purchase order.

C. Library Solution Technical Features:

The proposed solution should be browser-based integrated library system i.e. there is no need to install a desktop client to access staff/library functionality. The solution should be able to integrate with 3rd party application & scanner hardware like RFID, barcode, etc. The following list of features is meant to be used as a brief overview but is in no way comprehensive.

1. OPAC/Public Catalog

- Fully responsive theme should adjust properly on all devices
- Keyword and advanced searching
- Search filtering by location, item type, subjects etc
- Cover images from over 5 popular services
- Enhanced OPAC content from external products such as Open Library, Syndetics, Baker & Taylor, Library Thing, Novelist Select and iDreamBooks
- Tagging, commenting and star ratings
- Availability and online resource links shown on search results
- Virtual shelf browser
- Social network share buttons
- Permanent URLs throughout
- Overdrive API Integration
- Personalized patron experience:
 - Ability to place, suspend and cancel holds
 - List of current and past checkouts
 - Account history (fines and payments)
 - Private lists
 - Ability to register for a library card online
 - Access to account information
 - Subscribe/Unsubscribe to/from library notices via email, SMS and/or phone
 - Make purchase suggestions

2. Circulation

- Check in and out with a barcode scanner or manually
- Enter calendar of closings for calculating fines and due dates
- Book drop mode to backdate check ins
- Ability to forgive fines on check in

- Holds pull list generated on your schedule
- Course reserves
- Offline circulation for Windows and/or Firefox
- Place, suspend and cancel holds for patrons
- Transfer materials between branches
- Set circulation, fine and holds rules for each branch
- Perform collection inventory
- POS connectivity
- Communication with collection management companies
- Web-based self-check out module
- Checkout by keyword, title, call number, etc

3. Patrons

- Upload patrons in bulk
- Upload patron images individually or in bulk
- Create patron cards
- Batch modify patrons
- Run reports on circulation custom to your library
- Search patrons by phone, email address, name and more
- Browse patrons by name
- Connect children to guardians and see an entire family's current checkouts on one screen
- Set rules to prevent check out of inappropriate materials to children
- Add custom searchable fields to patron records

4. Cataloging

- Add bibliographic and authority records by batch uploading
- Add bibliographic and authority records by copy cataloging with a built in Z39.50 search engine
- Add bibliographic and authority records using the OCLC Connexion client
- Add bibliographic and authority records using original cataloging
- Add and modify items individually or in a batch
- Add and link to authority records
- Duplicate bibliographic records for sudo-original cataloging
- Catalog following AACR2 or RDA rules
- Create custom cataloging templates with pre-set values for efficient cataloging
- Built in links to Library of Congress cataloging help
- Create spine and barcode labels
- Batch modify and delete item records
- Create public lists of records at the library
- Technical processing and database development
 - Standards supported
 - Import of MARC-21 records
 - Editing records using the: MARC-21 template
 - Editing Authority Files
 - Advance Searching the Catalogue

5. Reports

- Complete access to all data stored in Koha; write any report you want

- Custom reports shared publicly on the Koha wiki
- Easily run any saved report at any time
- Group reports by branch, category or any custom criteria
- Enter filters on reports to run them on for specific item types, branches, patron categories, time frames and so much more
- Search reports for easy access

6. Acquisitions

- Enter budgets and funds
- Duplicate budgets and funds for the following year
- Keep track of all vendor information
- Order from vendor files
- Order using EDI
- Order multiple copies
- Order copies of existing records
- Order by searching Z39.50 targets
- Track order status
- Generate late reports and claim letters
- Track budget encumbrances and expenditures
- Create 'on order' items to allow patrons to place holds
- Accept purchase suggestions and keep patrons notified as the item moves through the Acquisitions process
- Importing and overlaying of pre-processing records

7. Serials

- Create subscriptions with full prediction patterns
- Receive issues one at time or in bulk
- Barcode serials on receipt if desired
- Generate late issue reports and claim emails
- See full serial history
- Print routing lists for each subscription
- Duplicate subscriptions for multiple branches
- Library defined numbering frequencies and patterns

8. Administration

- Full access to administrative functions
- Over 400 system preferences to make Koha run just the way you want
- Full circulation and fine rules matrix for each branch
- Define your own libraries, item types, shelving locations and more
- Create custom pull down menus for use in cataloging, patron management and invoicing
- Enter/change Z39.50 targets

D. Infrastructure requirement for setting up proposed library solution

As part of the technical proposal, the bidder needs to provide complete IT infrastructure details like server, operating system, database, storage requirement & other applicable requirements with provision of scalability for future expansion.

Annexure 05 - Commercial Bid Format

S. No.	Description							
One Time Costs (OTC)								
1	License Cost (A)						0.00	
2	Implementation Cost (B)						0.00	
Recurring Costs			Year 1	Year 2	Year 3	Year 4	Year 5	Total (C)
3	ATS (Annual Technical Support)		0.00	0.00	0.00	0.00	0.00	0.00
Optional Item						Cost per day	Total (D)	
4	Onsite Support / Training Cost			5 Days	0.00		0.00	
Total Cost of Operation (in words) (A+B+C+D)							0.00	

Note:

- Implementation Cost covers all scope of work as part of Annexure – 04 (Scope of Work).*
- ATS (Annual Technical Support) cost must be at least 10% of the sum of License cost & implementation cost.*
- Line item - 4 is approximate & optional in nature which will be considered for arriving at TCO for all evaluation purposes. However Bank may or may not order any no. of these quantities during the tenure of the 5 Years Contract Period at its own discretion.*

General Terms & Conditions:

- All prices mentioned are for whole contract period of 5 years.
- For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
- All the commercial value should be quoted in Indian Rupees & shall be all inclusive of taxes excluding GST. GST will be paid extra as per actuals.
- If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All deliverables to be supplied as per tender requirements provided in the tender.
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.
- Bank will deduct applicable TDS, if any, as per the law of the land.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name:

Co. Seal

Annexure 06 – Masked Commercial Bid Format

S. No.	Description						
One Time Costs (OTC)							
1	License Cost (A)						
2	Implementation Cost (B)						
Recurring Costs		Year 1	Year 2	Year 3	Year 4	Year 5	Total (C)
3	ATS (Annual Technical Support)						
Optional Item					Cost per day	Total (D)	
4	Onsite Support / Training Cost	5 Days					
Total Cost of Operation (in words) (A+B+C+D)							

Note:

- Implementation Cost covers all scope of work as part of Annexure – 04 (Scope of Work).**
- ATS (Annual Technical Support) cost must be at least 10% of the sum of License cost & implementation cost.**
- Line item - 4 is approximate & optional in nature which will be considered for arriving at TCO for all evaluation purposes. However Bank may or may not order any no. of these quantities during the tenure of the 5 Years Contract Period at its own discretion.**

General Terms & Conditions:

- All prices mentioned are for whole contract period of 5 years.
- For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
- All the commercial value should be quoted in Indian Rupees & shall be all inclusive of taxes excluding GST. GST will be paid extra as per actuals.
- If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All deliverables to be supplied as per tender requirements provided in the tender.
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.
- Bank will deduct applicable TDS, if any, as per the law of the land.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name:

Co. Seal

Annexure 07 – Conformity Letter

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

To
The Chief Technology Officer
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFP for Supply, Installation & Maintenance of Library Software for a period of 5 Years.

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No.hereinafter referred to as "RFP") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

All the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by us.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Annexure 08 – Undertaking of Information Security

(This letter should be on the letterhead of the bidder who is the OSD/ Manufacturer duly signed by an authorized signatory on Information security as per regulatory requirement)

To
The Chief Technology Officer
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFP for Supply, Installation & Maintenance of Library Software for a period of 5 Years

We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

Yours faithfully,

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name
Address
Email and Phone #

Annexure 09 – Bidder Profile Format

1	Name of the Company									
2	Year of establishment									
3	Turnover (in INR)	FY 2015-16: FY 2016-17: FY 2017-18: (if FY 2017-18 numbers not available, then provide FY 2014-15 numbers)								
4	Profit after tax (in INR)	FY 2015-16: FY 2016-17: FY 2017-18: (if FY 2017-18 numbers not available, then provide FY 2014-15 numbers)								
5	Role of the member (Consultant/SI/ Vendor/ Others (description))									
6	Head Office Address									
7	Telephone No. (with ISD/STD Code)									
8	Fax No. (with ISD/STD Code)									
9	E-mail Address									
10	Name of the Key representatives for this project									
11	Any accreditations / Certifications (e.g. CMM, ISO, ITIL etc.)									
12	previous experience in implementation of proposed solution	<p>Implementations in the last 3 years:</p> <table border="1"> <thead> <tr> <th>Name of the customer</th> <th>Library Book Base</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table> <p>Please provide details for each past implementation in <u>Annexure - 10</u></p>	Name of the customer	Library Book Base						
Name of the customer	Library Book Base									

As of this date, the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name
Address
Email and Phone #

Annexure 10 – Details of past implementations

Please provide details of prior experience in delivery of proposed service/solution.

For each prior experience reference that the bidder wants to highlight, separate sheet for each client in the below template must be submitted as part of the technical bid in the proposal.

Name of the bidder for which client reference is being provided	
Name of the client	
Country	
Client address	
Description of the assignment and the scope of services delivered by the bidder to the clients; please specify modules deployed as part of the proposed system	
Description of the solution implemented. Also indicate whether it is the same as the solution proposed to the Bank.	
Assignment duration (in months)	
Assignment start date (Month & Year)	
Assignment end date (Month & Year)	
Total no. of staff months in the assignment	
Approximate value of contract (in INR)	
Client Reference 1	Name: Designation: Address: Phone No: Mob No: Email ID:
Client Reference 2	Name: Designation: Address: Phone No: Mob No: Email ID:

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #