RABINDRA BHARATI UNIVERSITY

Ref. No.: PUR/040/2019   Date: 26/08/2019

Notice Inviting Tender

In order to extend online digital resources access (subscribed through Rabindra Bharati University) in 24x7 mode from Home, Office (to use with mobile devices) or anywhere, the University invites quotations to subscribe for software services and maintenance as per technical specifications, scope of subscription and terms and conditions as mentioned below for a single year (2019-2020) of subscription period. Last date of submission of quotations is **04/09/2019**.

A. Invitation of Proposals
1. This TENDER is non-transferable. Assignment and subletting is not permitted.
2. Authorization letter from OEM specific to this tender should be submitted by the bidder.
3. All bids shall be valid for atleast 180 days.
4. The University reserves all rights to reject any or all bids without assigning any reason whatsoever.
5. All bids, ink signed and completed in all respect, should be submitted at the **Purchase Section** of the University between 11 AM to 4 PM, except Saturdays, Sundays and University holidays. No bid shall be accepted through telegraphic / fax /email means.

B. Specifications:
1. **Period of Subscription:** This contract shall remain in force for a period of one year commencing from the date of satisfactory implementation of remote access solution. Quotation should indicate the offer for single year subscription including GST.
2. **Participating Library:** Central library, Rabindra Bharati University. Contact details will be provided after finalisation of the order.
3. **Licensing Agreement:** The bidder should enclose draft Licensing Agreement. Rabindra Bharati University reserves the right to modify or deny any point/clause mentioned while signing the agreement.
4. **Cloud Infrastructure and IP Address:**
   a. Dedicated Virtual Private Server (Cloud) hosting environment for the complete services.
   b. Cloud service should be located in Tier-3 or Tier-4 compliant datacenter in India.
   c. Dedicated IP address should be assigned to Rabindra Bharati University, Kolkata during the period of subscription.
5. **Solution Features:** Following minimum "Client and Administrator" features should be delivered –
   a. <u>Client end</u>:
      i. Web based access and compatible with any browser desktop and mobile device using fixed or Wi-Fi or cellular network (2G/3G/4G).
      ii. Proposed remote access service must have a provision to request users to accept individual Library Usage policy and change their password during first time login or later in case of update in the usage policy.
      iii. Client end users should be able to register through the remote access portal. Registration of end users should be approved by the Administrator only.

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b. <u>Administration</u>:
   i. The proposed remote access system should allow the Administrator to configure access to both IP authenticated resources and User ID & Password authenticated resources. Once authorized users have logged into the proposed remote access system then they need not know or remember Username & Password for accessing individual User ID & Password authenticated resources. Only Administrator will know & configure actual User ID & Password for such resources.
   ii. Proposed remote access solution should allow the Administrator to post announcements, news-letters and help assistance to specific user/user group directly from the system dashboard.
   iii. Every aspect of User Management should be from the Web Admin front-end/Dashboard like account creation, bulk import of users data, grouping into categories, user accounts auto-expire, expiry date setting, usage reports (on various frequency), e-Resources Group, ability to allocate one User Group to multiple e-Resource groups, ability to allocate one e-Resource Group to multiple User Groups, setting Expiry at the Group Level.

c. <u>Safety and Security</u>:
   i. The proposed remote access software should have provision to configure range of on-campus IPs and provide standard reports to identify on-campus and off-campus access of subscribed e-Resources.
   ii. Multiple instances of login by individual should not be permitted.
   iii. "Forgot password" option (to recover password) with sufficient security within the campus.
   iv. Preventing robotic login using captcha.
   v. Session expiry after 15 minutes of inactiveness or time.

6. **Compatibility:** Proposed service should work with any browser for desktop and mobile device using fixed or Wi-Fi or cellular network (2G/3G/4G). Users should be able to login with their configured User ID / Email & password without having to install any client software or do browser configuration for accessing online resources.

7. **Professional Services:** The bidder should include consultancy, training and other support services during installation, customization (Client and Administration interfaces), implementation, warranty support and maintenance.

8. **Access Devices:** Secure (HTTPS encrypted) remote access on the all range of desktop and mobile irrespective of operating system (OS).

C. Scope of Subscription

1. **Remote Access Technology:** The vendor should provide the complete user-friendly solution for accessing subscribed e-resources to Rabindra Bharati University, Kolkata Digital Library in 24x7 mode from Home, Office or Anywhere. The solution should be "Ready to Use" software compatible to all standard browsers without the need to install any client-end software or executable modules and without either modification of user preferences or browser configuration.

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2. **Administrator Accounts:** The vendor should provide individual administrator accounts for user administrator account to Rabindra Bharati University, Kolkata for overall administration.
3. **Fulfillment clause:** The subscription will start only after satisfactory completion of following:
   a. Uploading of all credentials rights of users (login/passwords).
   b. Secure access using https and customized interface for client.
   c. Secure access using https and customized dashboard interface for administrator.
   d. Testing of secure, user friendly and seamless access of the complete solution from any Desktop, tablet or mobile type or model (Windows, Linux, Android and iOS etc.).
4. **Customization:** Customization of web based interfaces of the solution as per local need communicated / discussed /mutually agreed upon within 7-10 days should be provided.
5. **Usage Statistics:** Should be able to generate usage statistics such as Overview reports (day-wise, user category-wise, resource-wise and user-wise); Category report (day-wise, resource-wise and user-wise); Resource report (day-wise, category-wise and user-wise) and Day report (category wise, resource-wise and user-wise). All logs and its reports should be strictly owned by "Rabindra Bharati University" Only.

D. Payment

100% payment shall be made on submission of bills in triplicate after signing of Service Agreement on satisfactory implementation of the remote access solution.

F. Jurisdiction

The court at Kolkata only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of this contract.

F. Quotation for Single Year to be submitted in prescribed format:

S. No.	Description	Amount
1	RemoteXs license subscription for online digital resources access. 200 users license.	

Registrar