



GUJARAT UNIVERSITY LIBRARY
INVITATION FOR QUOTATION

Date: 13/02/2017

Gujarat University Library invites tender proposal for Cloud hosted Remote access solution subscription services for Library subscribed online resources:

Quotations complete in all respects should be submitted on or before 18/02/2017 to the address mentioned below. Quotations received after due date will not be entertained. Competent authority reserves the right to accept any or reject any/all offers, as per prescribed rules of the centre.

Address:- The Librarian

Gujarat University Library,
Gujarat University Campus, Navrangpura,
Ahmedabad-380 009.

Scope: Gujarat University Library is providing seamless access of online subscribed digital resources like Databases, Journals, E-Books etc. to Faculty, Students & researchers from the institute IP addresses.

In order to extend this online digital resources access in 24x7 mode from Home, Office or Anywhere (to use with mobile devices), we invite quotation to subscribe for a Cloud VPS hosted Remote access solution subscription services with dedicated IP address and login credentials as per technical specifications, scope of subscription and terms & conditions mentioned herewith.

A. Specifications

1. **Period of Subscription:** This contract shall remain in force for either a period of one or three-years commencing from the date of satisfactory implementation of remote access solution in all aspects. Quotation should indicate the offer for 1 year and 3 year subscription.
2. **Licensing Agreement:** The vendor should enclose draft Licensing Agreement. Gujarat University reserves the right to modify or deny any point/clause mentioned while signing the agreement.
3. **No. of Users:** 1-5000 Users. Quotation should also indicate the additional charges for additional users in the multiple of 500 users.
4. **Professional Services:** The vendor should include consultancy, training and other support services during installation, customization (Client and Administration interfaces), implementation, warranty support and maintenance.
5. **Cloud Infrastructure and IP Address:**
 - a. Cloud infrastructure for proposed remote access service should be hosted in Tier-3 or Tier-4 datacenter. The vendor should configure dedicated VPS (Virtual Private Server) and dedicated IP address that can be registered with individual publishers for Gujarat University Library. Vendor has to design and configure landing portal as per library requirements to organize its e-resources.
 - b. The solution should integrate with Login server of the Centre for authentication of respective users in case library opts for such an authentication. Solution should support LDAP/active directory authentication. The authentication integration mechanism should be in secured mode. Vendor should provide complete technical details for the same in his proposal.
 - c. Vendor should provide complete architecture details of proposed remote access solution.
6. **Solution Features:** Following minimum User, Administrator and safety features should be delivered:
 - I. **Users:**
 - a. Web based access and compatible with any browser desktop and mobile device using fixed or Wi-Fi or cellular network (2G/3G/4G).
 - b. Proposed Remote access service must have a provision to request users to accept Library Usage policy and change their password during first time login or later in case of update in the usage policy.
 - c. End users are registered by Administrator only. No client end user registration is required.
 - d. User should access one single landing page with login and password to access e-Resources and should not require visiting any special page or installing any client software or plug-in or preferences or browser configuration etc. to access online resources.

II. Administration:

- a. The proposed Remote Access system should allow center admin to configure access to both IP authenticated resources and User ID & Password authenticated resources. And once authorized users have logged into the proposed remote access system then they need not know or remember User name & Password for accessing individual UID & PWD authenticated resources. Only admin will know & configure actual UID & PWD for such resources.
- b. Proposed remote access software should allow administrator to post announcements; news-letters and help assistance to specific user/user category directly from the system dashboard.
- c. 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, Expiry at the Group Level.
- d. Administrator 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).

III. Safety and Security:

- a. The proposed remote access software should have provision to configure range of on-campus IP's and provide standard reports to identify on-campus and off-campus access of subscribed e-resources.
- b. Proposed remote access software must provide option for Users to submit their alternate email Id or personal mobile no. for resetting their Password using password reset link sent on their registered alternate email or OTP received on their registered mobile in case they forget the same.
- c. Preventing robotic login using captcha.
- d. Session expiry after 30 minutes of inactiveness or time as requested by the administrator.
- e. Access Devices: Secure (HTTPS encrypted) remote access on the all range of desktop and mobile irrespective of operating system (OS).

B. Scope of Subscription

1. **Fulfillment clause:** The subscription will start only after satisfactory completion of following:
 - a. Completion of all customization as mentioned.
 - b. Uploading of all credentials rights of users (login/passwords).
 - c. Secure access using https and customized interface for client.
 - d. Secure access using https and customized dashboard interface for administrator.
 - e. 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.).
2. **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.
3. **Proof of Contract/Work order:** Bidder should have implemented similar solutions to at least 5 government institutions/organizations in the last 2 years. As a proof, copies of contracts/work orders shall be attached.

C. **Price Quotes:** Pricing for One year & Three years to be submitted in following format

Description	Basic Amount in Indian Rupees	Applicable Service Tax	Total Amount Indian Rupees
Subscription fee for 1 Year			
Subscription fee for 3 Years			

C. Terms and Conditions:

1. Service charges: Service charges accepted shall be firm and fixed during the currency of the contract.
2. Emergency call: Emergency/Breakdown or any denial of services or the solution should be attended immediately but not later than 24 hours at no extra cost.
3. Scope of post implementation: Should support for completely offered solution including its maintenance, trouble shooting, operational problems, upgrades. Support Executive in case of emergency troubleshooting/discussion of solution.
4. Support In-house R & D efforts for further developments including customization and also should provide software upgrades as and when released.
5. Payment: 100% after satisfactorily completion of all points under fulfillment clause. Taxes, surcharge and CESS there upon will be deducted from the service contract bills as per Government rules & regulation and subject to change as per any fresh amendments issued by Government. PAN number, VAT Number & Service Tax Number must also be quoted on the bill submitted for payment.
6. Final Decision: The internal committee will recommend list of accepted and rejected offers based on the compliance to technical specifications and security features.