

Shri Lal Bahadur Shastri National Sanskrit University
(A Central University)
B-4, Qutub Institutional Area, New Delhi -110016

Central Library

Subject: Quotation invitation for customization and AMC of DSpace (Institutional Repository)

Quotations are invited from the interested parties for customization and Annual Maintenance (AMC) of D Space installed in the Central Library, SLBSNSU, New Delhi. The sealed quotation should be submitted as per the following scope of work and terms & conditions

Sr. No	Type of Work	Scope of Work	Remarks
1.	DSpace Software	Installation of latest stable version of DSpace software with supportive software.	
2.	DSpace Software Up-gradation	Time to time up-gradation of DSpace software with the consent of the client.	
3.	Data Migration	After up-gradation, migration of current version data into the latest stable version of the DSpace.	
4.	Access Authorization	The access should be allowed to only valid user/ members by user ID and Password.	
5.	Data Protection	No document/ image/ video/audio/ files of DSpace collection should be allowed to download, copy, screenshot, and print except authorized persons	
6.	Trouble Shooting	Trouble shooting of DSpace software operational and technical time to time, if any reported by the client	
7.	Data Backup	Regular backup of data should be automatically/ scheduled to avoid possible data loss.	
8.	Collection Visibility	The total collection of each community, sub-community and item should appear in a box at the Index page or separate link should be provided.	
9.	Customization	Basic customization of home and other pages (its color scheme, putting SLBSNSU, New Delhi, name, contact information), with high resolution images and OAI Interface	
10.	Usage Visibility/ Usage report/ Statistics	The Usage figure should appear against each document and a report/ usage statistics on month, year, document, author etc. should be generated.	
11.	Auto-Suggestions for Further Study	Develop the dynamic approach for suggesting further study based on the user search interest and history.	
12.	Post Customization two year AMC	After up-gradation with the latest stable version (if any) and customization of DSpace, three year extended AMC is required (1+2).	

Eligibility Criteria:

1. The service provider shall have experience of services in any academic(Government/PSU/Private) organization for last three years. A completion certificate from the concerned organizations should be attached.
2. Provide attested copy of PAN/ GST No. for similar services.

Terms and Conditions:

1. Please submit your quotations within the stipulated time, which should contain the complete technical specifications and valid for 90 days (3 months) from date of submission.
2. Quotation should be sent under sealed cover and the word "Quotation for DSpace AMC" should be written prominently on envelop and the price quoted should include all taxes.
3. The Shri Lal Bahadur Shastri National Sanskrit University, New Delhi reserves the right to accept or reject or cancel any quotation or modify or relax any part of the quotation offer, without assigning any reason thereof.
4. The quotations received after due date and time or incomplete shall be rejected out-rightly
5. The service provider should neither be blacklisted by any Govt. department nor is any criminal cases registered against the firm or its owner/ partners anywhere in India. The service provider shall submit an affidavit regarding this.
6. During the AMC, unlimited free of cost online training/ support shall be extended to library staff.
7. The AMC contract will be initially for a period of one year from the date of issue of order and successfully installation and implementation of D Space. Based on satisfactory performance, the contract may be extended for further period of one year. In the mean time if library changes or due to the failure of the server hardware a fresh installation should be taken care as and when required.
8. Once the quotation is accepted by the Institute, the service provider has to submit an undertaking that the firm will provide service to Shri Lal Bahadur Shastri National Sanskrit University, New Delhi library as per terms and conditions.
9. SLBSNSU, New Delhi can terminate the contract with one-months' notice if the services are not found satisfactory. SLBSNSU, New Delhi will pay on actual work basis (Pro-rata basis) for the duration for which the services were used during the period. After deducting penalty, if any.
 - a. In case of delay in supply, installation and commissioning SLBSNSU, New Delhi reserves the right of imposing penalty @ 0.5% per week on the overall value of the order subject to maximum 10% of the total cost of work order
10. The Service Provider shall raise invoices with PAN/ GST No. on Quarterly basis on completion of each quarter (3 month's period). Payment will be made after deducting penalty amount (if any), on receipt of bills. No advance payment will be made
 - a. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills
11. The dispute, if any, shall be subject to the jurisdiction of Courts at Delhi, any other jurisdiction mentioned in the quotations or invoices of the service provider shall be invalid and shall have no legal sanctity.

12. Service provider has to quote in the following format:

Sr. No	Name of the work	Rate	GST	Amount	Remarks
1.	DSpace Software AMC (as per Above mentioned scope of work)				

13. In case, any other information/ Clarifications is required, the Assistant Librarian may be contacted at Telephone No. 011 46060531 and email ID rajeshpandey@slbsrsv.ac.in on any working day (Monday to Friday) from 12:00 PM to 06:00 PM.

The sealed quotation must super-scribe "**Quotation for DSpace AMC**" must reach the office in the name of "Registrar, Shri Lal Bahadur Shastri National Sanskrit University, B-4, Qutub Institutional Area, New Delhi by 18.03.2025 up to 5:00 PM.

