



# **RUMI LIBRARY**

## **ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY**

### **AWANTIPORA, KASHMIR**

Dr. Fayaz Ahmad Lone  
Librarian

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**Expression of Interest for the “Remote Access Subscription Service” for the Rumi Library’s Online Resources for the Financial Year 2023-24**  
**(No: 02 of 2023)**

Rumi Library invites expression of interest on prescribed format from reputed vendors/ companies for the remote access subscription service for the subscribed online resources for the financial year 2023-24. The document can be obtained from the office of the University Librarian or can be downloaded from the University Website [www.iust.ac.in](http://www.iust.ac.in). The documents must be submitted along with DD of Rs. 1000/- (Non-Refundable) as the cost of the document and FDR of Rs. 20,000/- (Twenty thousand) as a security deposit from any Nationalized /scheduled Bank pledged to the Islamic University of Science & Technology, Awantipora, Kashmir with a validity of more than three years. The application form, complete in all respects and properly signed by the authorized signatory of the company/firm kept in a sealed envelope, should reach the office of the University Librarian, Islamic University of Science & Technology, Awantipora Kashmir- 192122 by or before **05<sup>th</sup> October 2023 by 3 PM** and to be opened on **06<sup>th</sup> October 2023 at 2 PM**. Quotations received after the due date will not be entertained. The competent authority reserves the right to accept or reject any/all offers, as per the prescribed rules of the university.

Sd/-  
**Librarian**

No. IUST/LIB/Software Subscription/23/ 584  
Dated:15/09/2023.



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<b>NOTICE (No: 02 of 2023)</b>	
<b>for the Remote Access Subscription Service</b>	
<b><i>LAST DATE &amp; TIME FOR SUBMISSION:</i></b>	<b><i>05<sup>th</sup> October 2023 at 3:00PM</i></b>
<b><i>DATE &amp; TIME OF OPENING:</i></b>	<b><i>06<sup>th</sup> October 2023 at 2 PM</i></b>
<b><i>PLACE OF OPENING:</i></b>	<b><i>Office of the Librarian, IUST</i></b>

Rumi Library invites expression of interest in the prescribed format from reputed vendors/ companies for the remote access subscription service for the subscribed online resources for the financial year 2023-24. The document can be obtained from the office of the University Librarian or can be downloaded from the University Website [www.iust.ac.in](http://www.iust.ac.in). The documents must be submitted along with DD of Rs. 1000/- (Non-Refundable) as the cost of the document and FDR of Rs. 20,000/- (Twenty thousand) as a security deposit from any Nationalized /scheduled Bank pledged to the Islamic University of Science & Technology, Awantipora, Kashmir with a validity of more than three years. The application form complete in all respects properly signed by the authorized signatory of the company/firm kept in a sealed envelope should reach the office of the University Librarian, Islamic University of Science & Technology, Awantipora Kashmir- 192122 by or before 05th October 2023 by 3 PM and to be opened on 06th October 2023 at 2 PM. Quotations received after the due date will not be entertained. The competent authority reserves the right to accept or reject any/all offers, as per the prescribed rules of the university.

## **I. Scope:**

Rumi Library provides seamless access to online (subscribed/ open access) digital resources like Databases, Journals, E-Books etc. to faculty, students and researchers from the institute's IP addresses. In order to provide the access to online digital resources in 24x7 mode from Home, Office



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or anywhere (allowing mobile devices, via Mobile app), we invite quotations to subscribe for a Remote access solution service with a dedicated IP address and login credentials as per technical specifications, scope of subscription and terms & conditions mentioned herewith.

**1. Period of Subscription:** The period of subscription 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. The quotations should indicate the offer for 1-year and 3-year period.

**2. Licensing Agreement:** The vendor should enclose draft Licensing Agreement. Islamic University of Science and Technology reserves the right to modify or deny any point/clause mentioned while signing the agreement.

**3. No. of Users:** 1-2000 Users.

**4. Professional Services:** The vendor should provide consultancy, training and other support services during installation, customisation (Client and Administration interfaces), implementation, warranty support and maintenance.

**5. Cloud Infrastructure and IP Address:**

- a) Cloud infrastructure for the proposed remote access service should be hosted in Tier-3 or Tier-4 datacentre. The vendor should configure a dedicated VPS (Virtual Private Server) and dedicated IP address that can be registered with individual publishers for Rumi Library, Islamic University of Science and Technology. The vendor has to design and configure a landing portal as per library requirements to organise its e-resources.
- b) The landing page should have the search option, preferably Federated search.
- c) The solution should integrate with the Login server of the Centre for authentication of respective users in case the library opts for such an authentication. The authentication integration mechanism should be in secured mode. The vendor should provide complete technical details for the same in his proposal.



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- d) The vendor should provide complete architecture details of the proposed remote access solution.

**6. Solution Features:** The 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 or above).
- b. The Proposed Remote access service must have a provision to request users to accept the Library Usage policy and change their password during the first time login or later in case of an update in the usage policy.
- c. End users shall be registered by Administrator only, with No client end user registration 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 the library admin to configure access to both IP-authenticated resources and User ID (UID) and password (PWD) - authenticated resources. Once authorized users have logged into the proposed remote access system they need not know or remember the User name and password for accessing individual UID and PWD authenticated resources. Only the admin should know and configure the actual UID and PWD for such resources.
- b) Proposed remote access software should allow the administrator to post announcements, and newsletters and help assistance to specific user/user categories directly from the system dashboard.



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- c) Every aspect of User Management should be from the Web Admin frontend/Dashboard like account creation, bulk import of user data, grouping into categories, user accounts auto-expire, expiry date set, usage reports (on various frequencies), 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) The administrator should be able to generate usage statistics reports such as overview reports; Category reports; Resource reports and Day report. The administrator interface should have option to sort report viz-a-viz day-wise, category wise, resource-wise and user-wise.

### **iii. Safety and Security:**

- a) 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) The software must provide an option for users to submit their alternate email Id or personal mobile no. for resetting their password using the 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 a captcha.
- d) Session expiry after 15 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 devices irrespective of operating system (OS).

## **II. Scope of Subscription**

**1. Fulfilment clause:** The subscription will start only after satisfactory completion of following:

- a) Completion of all customization as mentioned.
- b) Uploading of all credential's rights of users (login/passwords).



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- c) Secure access using https and a customized interface for the client.
- d) Secure access using https and a customized dashboard interface for the administrator.
- e) Testing of secure, user-friendly and seamless access to the complete solution from any Desktop, tablet or mobile type (Mobile App) 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. Vendor should allow integration of various options such as Webopac (SOUL 3.0 or above), Open access resources etc. without any additional charges.

**3. Proof of Contract/Work order:** Bidder should have implemented similar solutions to at least three (3) higher education institutions (universities, IITs, IIMs, and NITs) and research centres (CSIR, ICAR, etc.) in the last 3 years. As proof, copies of contracts/work orders shall be attached.

**4. Price Quotes:** Pricing for One year and three years to be submitted in a prescribed format as given below:

S.no	Description	Basic Amount in (Indian Rupees)	Applicable Taxes (Indian Rupees)	Total Amount (Indian Rupees)
1.	Subscription fee for 1 Year			
2.	Subscription fee for 3 Years			

### III. Terms and Conditions:

1. **Subscription Fee:** the rates quoted should be final, including all the taxes and charges etc.
2. **Emergency call:** Emergency/Breakdown or any denial of services or the solution should be attended to immediately but not more than 24 hours at no extra cost to the University/Library.



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3. **Scope of post-implementation:** Should have support for completely offered solution including its maintenance, troubleshooting, operational problems, and upgrades. Support In-house R & D efforts for further developments including customization. Also provide software upgrades as and when released.
4. **Payment:** In case of one year, 100% after satisfactory completion of fulfilment clause (signing of service agreement) and working/commissioning of the remote access solution. Taxes, surcharge and CESS thereupon will be deducted from the bills as per Government rules & and regulations and subject to change as per any fresh amendments issued by the Government. A copy of PAN card, and GST certificate must also be quoted on the bill submitted for payment. However, in case of the 3-year subscription, the payment will be made on annual basis proportionally. Besides, the university reserves the right to cancel the order after one year in case of unsatisfactory service.

#### **IV. Jurisdiction:**

In case of any dispute, the same shall be resolved initially by mutual discussion between the parties within a period of 60 days failing which appropriate courts at Srinagar will have the jurisdiction to adjudicate upon the matter. The University reserves the right to relax any condition enumerated or arising out of this notice, without assigning any reason/s thereof.

In the event of deviation on any of the aforementioned counts, the University shall be free to cancel the supply order and/or blacklist the supplier which may also result in the forfeiture of the security deposit of the supplier.

Place: Awantipora

Date:     /     /2023.

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**DETAILS OF BANK DRAFT & FDR TO BE ATTACHED WITH THE FORM**

1. Name of the Supplier. ....
2. Complete Address with Telephone No. ....  
.....  
.....
3. Cost of Application Document (to be deposited along with the application)
  - a) Bank Draft No. ....
  - b) Date. ....
  - c) For Rs. ....
  - d) Drawn on. ....
4. Security Deposit (to be deposited along with the application document)
  - a) FDR No. ....
  - b) Date of Maturity. ....
  - c) For Rs.....
  - d) Bank Name. ....





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## ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY AWANTIPORA, KASHMIR

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**(Application Form for the “Remote Access Subscription Service” for the Rumi Library  
Subscribed Online Resources for the Financial Year 2023-24)**

1. Name of the Firm. \_\_\_\_\_

2. Registration No. \_\_\_\_\_

(Please enclose a copy of the Registration Certificate)

3. Name of the Proprietor. \_\_\_\_\_

4. Name of Partner (if any). \_\_\_\_\_

5. Date of Establishment of Firm. \_\_\_\_\_

6. PAN/ TAN of the Firm. \_\_\_\_\_ (Attach a copy

7. GST NO of the Firm \_\_\_\_\_ (Attach a copy )

8. Address. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

9. Phone no. \_\_\_\_\_ Fax. \_\_\_\_\_

Cell No. of contact person/s \_\_\_\_\_

Website (if any) \_\_\_\_\_

E-mail address \_\_\_\_\_ @ \_\_\_\_\_

10. List of reputed clients among the institutions of higher learning like Universities, IITs, IIMs, and NITs you have served REMOTE Access software solution. Copies of the satisfactory performance certificate from at least 3 such institutes be attached. The certificate of satisfactory performance should be of last three Financial Years.

- a)
- b)
- c)



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11. Enclose a copy of the last three (3) Income Tax Returns filed.
12. Enclose copy of the last GST returns filed.

Declaration:

*I/ We do hereby declare that entries made in this application form are true to the best of my/ our knowledge and belief. Further, the above terms and conditions are acceptable to me/ us in letter and spirit.*

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Signature of Partners/ Proprietors with Seal

Date:    /    /2023.