



**NATIONAL LAW INSTITUTE UNIVERSITY, BHOPAL**  
**Kerwa Dam Road Bhopal-462044**

Ref. No. 1826 / NLIUB

Dated: 17-04-2023

## **Notice Inviting Quotations**

National Law Institute University invites tender proposals (in Two Bid System) for technical and financial proposals from experienced and reputed bidders. for Cloud hosted Remote access solution subscription services for Library subscribed online resources:

Quotations complete in all respects should be submitted on or before 12:00 pm of 27/04/2023 to the address mentioned below. 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 center. The quotation should be addressed to the REGISTRAR, NATIONAL LAW INSTITUTE UNIVERSITY, NEAR KERWA DAM ROAD, BHOPAL-462044, superscribing the envelope with "Cloud hosted Remote Access Solution subscription services for Library".

**Address:-** Registrar,  
National Law Institute University  
Kerwa Dam Road Bhopal-462044.

**Scope:** Gyan Mandir Library NLIU is providing seamless access to online subscribed digital resources like Databases, Journals, E-Books, etc. to the Faculty, Students & researchers from the institute's IP addresses.

In order to extend this online digital resource 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 service with a dedicated IP address and login credentials as per technical specifications, the 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 year commencing from the date of satisfactory implementation of the remote access solution in all aspects. The quotation should indicate the offer for 1-year subscription.
2. **Licensing Agreement:** The vendor should enclose a draft Licensing Agreement. National Law Institute University, Bhopal reserves the right to modify or deny any point/clause mentioned while signing the agreement.
3. **No. of Users:** 1000 Users. The quotation should also indicate the additional charges for additional users in the multiple of 100 users.
4. **Professional Services:** The vendor should include consultancy, training and other support services during the installation, customization (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 data center. The vendor should configure a dedicated VPS (Virtual Private Server) and dedicated IP address that can be registered with individual publishers for Gyan Mandir Library NLIU Bhopal. The vendor has to design and configure landing portal as per library requirements to organize its e-resources.
  - b. The solution should integrate with the Login server of the Centre for authentication of respective users in case the library opts for such authentication. The solution should support LDAP/active directory authentication. The authentication integration mechanism should be in secured mode. The vendor should provide complete technical details for the same in his proposal.
  - c. Vendor should provide complete architecture details of the proposed remote access solution.
6. **Solution Features:** Following minimum User, Administrator, and High safety features should be delivered:
7. **Mobile App:** the portal should have a well-configured mobile app with all the login other specifications as mentioned in this tender document for the portal. This app should have the logo and name of the Institution i.e. National Law Institute University, Bhopal as a header and App name on the Play or App store. The app should have support for ios and Android.
1. **Users:**
  - a. Web-based access and compatible with any browser desktop and mobile device using fixed or Wi-Fi or cellular network.
  - b. Proposed Remote access service must have a provision to request users to accept Library Usage policy and change their password during first login or later in case of an 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 the center admin to configure access to both IP-authenticated resources and User ID (UID) & Password (PWD) authenticated resources. And once authorized users have logged into the proposed remote access system, they need not know or remember the User name & Password for accessing individual UID & PWD authenticated resources. Only the admin will know & configure actual UID & PWD for such resources.
- b. The proposed Remote Access system should have at least 100 GB of dedicated space to create institutional repository and provision to post content over it.
- c. Proposed remote access software should allow the administrator to post announcements; newsletters and help assistance to specific user/user categories directly from the system dashboard.
- d. 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 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.
- e. Administrator should be able to generate usage statistics such as Overview reports (day-wise, user category-wise, resource-wise, database-wise, Journal-wise and user-wise); Category report (day-wise, resource-wise, database-wise, Journal-wise and user-wise); Resource reports (day-wise, user category-wise, database-wise, Journal-wise and user-wise) and Day report (day-wise, user category-wise, resource-wise, database-wise, Journal-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 a captcha
- d. The data of users and usage statistics should be confidential and the bidder should assure the safety of data & privacy in every manner.
- e. Username and login should be restricted with an institutional email domain i.e. @nliu.ac.in.



- f. Session expiry after 30 minutes of inactivity or time as requested by the administrator.
- g. Access Devices: Secure (HTTPS encrypted) remote access on 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 credential's 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 proof, copies of contracts/work orders shall be attached.
- c. **Price Quotes:** Pricing for One year & to be submitted in the following format

Description	Basic Amount in Indian Rupees	Applicable Service Tax	Total Amount Indian Rupees
<b>The subscription fee for 1 Year For 1000 Users</b>			

Quotation should have Rubber stamp and authorized signature of the bidder.

**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 to 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, troubleshooting, operational problems, and upgrades. Support Executive in case of emergency troubleshooting/discussion of the 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 satisfactory completion of all points under the fulfillment clause. Taxes, surcharge, and CESS thereupon will be deducted from the service contract bills as per Government rules & regulations and subject to change as per any fresh amendments issued by Government. PAN number and Goods & Service Tax Number must also be quoted on the bill submitted for payment.
6. Final Decision: The internal committee will recommend a list of accepted and rejected offers based on compliance with technical specifications and security features.
7. If the services of the Remote access platform are found unsatisfactory at any stage the agreement may be canceled and the balance amount will be refunded by the vendor to the institution on pro-rata bases.
8. While the purchaser and the vendor shall make every effort to resolve amicably by direct informal negotiation, even than in any disagreement or dispute arising between them under of in connection with the contract shall be settled under the Court of Law within its Jurisdiction at Bhopal, Madhya Pradesh. The resultant contract will be interpreted as per Indian Laws
9. The bidders may be called to join through google meet for a live demonstration or clarification on specifications during technical evaluation.
10. For the purpose of selection of the bidder, a two-bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Financial Bid. Evaluation will be done strictly on Eligibility Criteria and Technical Specification as mentioned in this tender. Both the bids should be in different sealed envelopes which needs to have bidders name address and superscribing the envelope with “ Financial quote for Cloud hosted Remote access solutionsubscription services for Library” as well as with “ Technical Bid for Cloud hosted Remote access solutionsubscription services for Library” in respective envelope.

*V. J. B. S.*  
12/11/2017

Registrar

