No. 1(24)/2016-TPS
GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY
NATIONAL INFORMATICS CENTRE
TENDER PROCESS SECTION
A-BLOCK, CGO COMPLEX, LODHI ROAD, NEW DELHI-110003

Dated: 16/01/2019

To
M/s C-NET Infotech Pvt. Ltd.
Ground Floor, B-35, Sector-60,
Noida-201301 (UP)

Kind Attn.: Mr. Bikash Shrivastava, Mobile+91 9810797077
Email Address: bikash.shrivastava@cnet-india.com

**Empanelment No. NIC/TPS/2016/20/RC/01**

Subject: Rate Contract against Tender No. NIC/TPS/2016/20 for Empanelment of agencies in NIC for rolling out e-Granthalaya Services – Extension of Validity.

Sir,

I am directed to refer to our Rate Contract no. NIC/TPS/2016/20/RC/01 dated 23/11/2017 which was valid upto 22/11/2018 and to say that it has been decided with approval of the Competent Authority to extend the validity of the above mentioned rate contract on the existing rates, terms & conditions for a further period of one year w.e.f. 23/11/2018 or till finalization of new tender /services available on GeM Portal, whichever is earlier.

2. The other terms and conditions of the rate contract/tender will remain unchanged.

Yours faithfully,

(Mahesh)
Deputy Director (TPS)
Tel# 24305433
Email: tenders.section@nic.in

**Copy to:**

1. TD (RKM), e-Granthalaya Division, NIC-HQ, New Delhi.
2. GM (Tender-NICSI)
3. Director (IFD), NIC-HQ, New Delhi.
4. Office Copy.
To

M/s C-NET Infotech Pvt. Ltd.
Ground Floor, B-35, Sector-60
Noida-201301 (UP)

Kind Attn: Mr. Bikash Shrivastava, Mobile No. +91 9810797077  
E-mail: bikash.shrivastava@cnet-india.com

Subject: Rate Contract against Open Tender No. NIC/TPS/2016/20 for Empanelment of agencies in NIC for rolling out e-Granthalaya Services

Sir,

I am directed to refer to your quotation (rates given below) against the above mentioned tender and to inform you that you are contracted for rolling out e-Granthalaya Services in NIC for one year from its date as per the below rates and terms and conditions of the tender no. NIC/TPS/2016/20. The rate contract can be extended for one more year on mutual consent on the existing rates, terms and conditions.

**PART-I RATES**

<table>
<thead>
<tr>
<th>SN</th>
<th>Service Components</th>
<th>Unit</th>
<th>Activities</th>
<th>Unit Cost in Rupees</th>
</tr>
</thead>
</table>
|    | GO LIVE Service    | One Library | LOCATION of WORK: NIC  
- Database Configuration  
- Application Configuration  
- Login Creation  
- Library/User Profile Updation  
- Testing LIVE Application | A  
60,000/- |
| 1  | Training Service   | One Physical Site | LOCATION of WORK: User Dept/Library  
- 5-Days On-Site Training to Library Staff | B  
15,000/- |
| 2  | Data Entry Service | Per Book/Member | Basic Data Entry | C  
5/- |
|    |                    |      | Detailed Data Entry | D  
20/- |
|    |                    |      | Member Data Entry | E  
5/- |
| 3  | Data Migration Service | Per Record | Data Migration | F  
10/- |
| 4  | Manpower Deployment Service | One Man Month | Resource Type for Hiring of Manpower  
Minimum Rates Per Month  
Agency charges % per month | G-H-I  
Library Associate  
Library Assistant  
Data Entry Operator  
Rs.35,000/-  
Rs.25,000/-  
Rs.20,000/-  
7,000/-  
5,000/-  
4,000/- |

Note: Applicable taxes at prevailing rates will be paid extra as per actual.

Dated: 23/11/2017
PART-II TERMS AND CONDITIONS

1. Background and Requirements

1.1. National Informatics Centre (NIC) is a premier IT (Information Technology) organization under the aegis of Department of Electronics and Information Technology (DeitY), Government of India. It was established in 1976 and has spearheaded creation of IT infrastructure and e-Governance application development for Government to support the governance at Central, State and District levels since more than last 30 years. It has created state of the art IT infrastructure consisting of National Data Centers, State level Data Centers, District level and Block level IT infrastructure and linking them in a nationwide network, NICNET which is integrated with the National Knowledge Network (NKN) and National Optical Fiber Network (NOFN). It has developed a large number of e-Governance applications for various central and state government ministries/departments/organizations including various flagship welfare programs of the Government. Several of these e-Governance applications are being rolled out in states, districts Blocks and Panchayats of the country for delivering e-Governance services to citizens throughout the country including rural areas.

1.2. The Libraries form the back-bone of India’s educational development. At present very few libraries are automated in the country using commercial library management software or in-house or Open Source Software. It has taken about 20 years for about 10000 libraries to get automated after obtaining Library Management Software from commercial agencies or agencies like NIC and INFLIBNET. If we allow the libraries to get automated at this rate we will not achieve the desired levels of modernization and development of the libraries in the country as fast as we need to have it.

1.3. E-Granthalaya (http://egranthalaya.nic.in) is a comprehensive package developed by National Informatics Centre (NIC) designed for automation and networking of libraries. It is designed with a view of aiming at the requirements of different classes of the libraries in the country. The software installation base has gone over 3600 libraries in the country. To name few of them are from Police and Prison organizations, Navodaya Vidyalaya Schools, Central Schools, Universities and Colleges Libraries, Public Libraries, Government Libraries, Indian Army, Indian Navy, etc. Regular training programs for working librarians in India on Implementation of eGranthalaya Software are organized at NIC Centres as well as user premises.

1.4. During October 2015, A web-based version of e-Granthalaya i.e. Ver.4.0 has been released and available on NIC National Cloud for Online Data Entry and Member Services. Member Libraries are provided Online Account where they can login the Application and can do data entry and Issue/Return of documents. The Database as well as Application are hosted in NIC and no need to install any component in end user desktops. The libraries need to have internet PCs only to access the application. The Application is having a separate OPAC for searching the library catalog online and for accessing other member services.

1.5. The vision of eGranthalaya – Digital Agenda is the automation and networking of libraries and creation of integrated Digital Library. The objective is networking of 5 lakh Libraries in the country and converting them into “e-Libraries” towards India becoming a Knowledge Society. With the emphasis on automation and networking of libraries as a part of e-Governance / Digital India and to reach far flung areas of the country, the
demand for support services for application has increased manifold. To meet this objective, NIC has been charged with the responsibility of working out suitable mechanism for leveraging the capacity to deliver eGranthalaya Software services in an accelerated manner. Towards this objective, it is proposed to empanel organizations/agencies of repute for providing Rollout services for eGranthalaya software. This project spans whole of the country.

1.6. NIC intends to Empanel Agencies on All India Level for Rolling-Out of e-Granthalaya Application including all services as mentioned in Annexure – I: “List of e-Granthalaya Services”. The expected Number of Libraries every month to be on-board on NIC Cloud are around 20.

1.7. Two or more Agencies will be empanelled on the basis of this tender and the empanelment will be initially for a period of two years which can be extended for One more year through mutual consultations. However, the rates finalized will remain valid throughout the period of empanelment/extended empanelment.

1.8. The work will be for a definite period and will not amount to any kind of employment obligation on the part of Central Govt./State Govt./NIC/ User Departments/Libraries.

1.9. Presently, this empanelment will be utilized by any of the Central and State Governments organizations for their Libraries Automation and Networking using e-Granthalaya Software Only.

1.10. Same empanelment may be utilized in future for Aided/Autonomous/private Institutions Libraries also after approval from competent authority.

1.11. Each User Department who wish to implement e-Granthalaya on Cloud will identify the Nodal Officer for Implementation of the e-Granthalaya Software in their respective library, who will be responsible for overall monitoring & coordination of activities related to the Implementation.

1.12. Trainers’ Training :-

a) One Week Training will be imparted to Master Trainers of Agencies after getting offer Letter from NIC based on L1 rates to train their manpower for managing the project on a charged basis @Rs 10,000/- per Master Trainer. Minimum 5 Master Trainers have to be trained for each selected Agency. Training will be imparted by NICSI Empanelled Agency.

b) The selected agencies will deposit the training charges as applicable with NICSI after getting offer Letter from NIC based on L1 rates within a month from the date of receipt of the offer letter from NIC or mutually agreed date by NIC, NICSI & Training Agency. On receipt of funds from selected Agency, NICSI will place the work order to its Empanelled Training agencies to conduct training program.

c) After getting training, Master Trainers of selected Agencies will further train their manpower. NIC will evaluate all trainees of selected agencies and Training certificates will be issued jointly by NIC and NISI on charged basis i.e. Rs.1000/= per person.
Based on successful training completion report, NICS I shall release payment to NICS I empanelled training agencies.

Bidders will have to submit an undertaking as a part of technical eligibility criteria that within a month from the date of receipt of the offer letter from NIC or mutually agreed date by NIC, NICS I & Training-Providing-Agency, they will deploy Master Trainers for taking training on applications. (Technical Bid : Annexure – Undertaking)

1.13. The User Department will issue a Work Order for desired services (Annexure I: List of e-Granthalaya Services) of their choice to any of the empanelled agencies. Such an Agency will collect from User Department:- a) The Official Letter and duly filled Request Form (Annexure VI: Request Form Format) for using e-Granthalaya on NIC Cloud and b) Copy of WO issued by User Department and submit both to the NIC.

1.14. The User Department will issue work orders initially for level-I activities as mentioned in Annexure – I: “List of e-Granthalaya Services. On completion of Level 1 activities, work order for level-II (if any) will be placed by User Department as per requirements defined in scope of the work.

1.15. The Empanelled Agency after getting the copy of WO issued by User Department will initiate the project and will prepare a plan/chart/document of the activities/target/milestones etc. and will deploy the required manpower on or before 15 days from Date of WO issued by User Department as given in Annexure II – Resource Criteria.

1.16. During the period of empanelment validity, in case of non-satisfactory services by agencies empanelled, User Department has right to hire the services of the other agencies empanelled.

1.17. The responsibility of distribution of works among empanelled agencies will rest with respective User Department/Library. Empanelled agencies may approach User Department/Library for taking work at own level.

1.18. The manpower being provided by the agency under the project will work under the supervision of management of Nodal Officer from the User Department and whole project will be co-ordinated by a Team Leader from agency.

1.19. The User Department should ensure that the certificate issued by NICS I and NIC as per Point no 1.12 is available with the manpower before deployment to ensure that the Candidate is having the requisite skills to operate the e-Granthalaya application.

1.20. Empanelled agency should have at least 5 or more e-Granthalaya certified manpower on rolls at all times during the period of empanelment. The preference for work order award will be given to such empanelled agency who will have sufficient number of trained and certified manpower.

1.21. As software is hosted on Cloud and no component needs to be installed at user end.

2. Scope of the Work

[A]. Summary – Items under the Scope
Level 1 / Stage 1 – GO LIVE Service (To be carried out by Agency in NIC)
- Database Configuration on Cloud
- Application Configuration on Cloud
- Login Creation
• Library Profile Updation
• Testing LIVE Application

**Level 1 /Stage 2 – Training Service (To be carried out by Agency in User Department)**

- 5 Days On-Site User Training

**Level 2 Services – (To be carried out by Agency in User Department)**

**Data Entry Services**
- Basic Data Entry
- Detailed Data Entry
- Data Entry of Members

**Manpower Deployment Services**
- Data Entry Operators
- Library Assistant
- Library Associate

**Data Migration Services**
- Data Migration

**[B]. Details of the Work**

**A. GO LIVE Service**

- Agency will collect an official letter (Addressed to NIC) and duly filled Request Form from Eligible User Department/Library to get online e-Granthalaya software.

- Agency will submit the same to NIC

- Agency will set the application/Database/Cluster on Cloud using Database Administrator Account.

- Agency will Create a Library Account of User Department.

- Agency will update the User Profile/Library Profile/Logo of user Department, Information, etc.

- Agency will TEST the application and will certify readiness to NIC Co-Ordinators

- All GO LIVE activities will be done in NIC in co-ordination with e-Granthalaya team.

**B. On-Site Training**

This activity needs to be completed within a period of 5 days by deploying requisite number of Manpower in user library. Following activities need to be carried out by e-Granthalaya Certified Agency Trainer for On-Site User Training:-

- Deploy the requisite e-Granthalaya Certified resources as per work order at user Department/Library site for User training.
- Provide on-site 5-Days training to library/concerned officials as per WO/proposal.
- Deliver **Two sets** of user manual in Print.
- Enter 100 Samples Record of books in e-Granthalaya
- Enter 10 Sample Records of Members
- Get Certificate from User Department/Library which will be submitted to NIC,
- NO TA/DA/Lodging/Boarding will be provided by NIC/User Department/Library.
• Training must be provided by the Resource Persons with Qualifications and working experience given in the Annexure. (Annexure – II: “Resource Criteria”)
• The Required infrastructure for training will be provided by User Department/Library (Pcs/Net Connectivity/Projector, etc.).

C. Data Entry Services (User Department will have choice for type of data entry as per their requirements)

1. Basic Data Entry / Members Data Entry

Basic data entry includes data entry in eGranthalaya software using data entry form of e-Granthalaya (Cataloguing data + Copy Data + Acquisition Data), barcode generation, labelling and pasting and shelving. It does not include construction of class numbers (classification) and Entry of Abstract fields and Uploading of Photo Cover/Image of books. In case of Basic data entry, the Library will provide the readymade data of call number, etc. Data entry would be made as per AACR2 or other cataloguing standard as per user library choice. Total core fields for data entry would be 20 for books/journals and 20 fields of member records. Data Entry of One copy of document will be counted as single unit and will be regarded as One Record.

In case of Members data, details of the Member will be entered in the software along with photo of the member which will be provided by the user. All members data will only be treated as Basic Data Entry type and one member will be calculated for payment as one record equivalent to one copy of Book record. Maximum 3 barcode labels will be pasted (Label quality: Polyester Barcode Label, size 50x25 mm/ Resin Ribbon , size: 110mm x 300 mts.)

Agency has to complete the basic data entry of books with a minimum holding up to 5000 documents in a library in a month. The data entry job of 5000 documents will be treated as a single block and for more collection or bigger size library; the data entry job will be multiplied in block of as one unit library having 5000 documents size. This activity needs to be completed within a specified period by deploying requisite number of Resources with the qualification mentioned in Annexure-II – “Resource Criteria”.

There will be maximum 20 core fields for data entry of books and members (Title, Authors, Publishers, Vol Details, Holding details, etc.). After issuance of work order for data entry, following activities needs to be carried out:

• Data Entry of documents as per AACR2/Other cataloguing standard of library holdings of documents in the prescribed format for basic data entry purpose.
• (Cataloging Data + Copy Data + Acquisition Data)
• Assigning Keywords and Subject Heading
• Generation of Bar Code, Labelling, pasting and shelving.
• Get the data verified by Library Coordinator and get the Data Verification Certificate.
• For Printing the barcode labels of Accession No / Member No - agency will use its own infrastructure (barcode Printer, Stationery, etc.). However, space and Electricity will be provided by user department.
• Data entry of members records where member details will be provided by user library. Member photo will be provided in soft format by user department.
Member data will be regarded as one record where photo of the member has to be uploaded and printed Member Cards will be provided using agency infrastructure.

- Printing of Member Cards on simple paper. Printer/Stationery will be provided by the agency.
- Lamination of Member Cards by Agency using its own infrastructure
- No book cover photo will be uploaded under Basic Data Entry.
- No Classification/Abstract will be included under Basic Data Entry.
- Required PCs/Net Connectivity will be proved by User Department/Library.

3. Detailed Data Entry

This involves more detailed jobs including Construction of call number—Classification of Documents as per DDC or UDC scheme or other scheme, Finding subject headings from Thesaurus or Subject heading Lists, Controlled key words, Downloading/scanning photos of books from Internet and saving into local system, Generation of Bar coding, labelling, pasting and shelving. Detailed Data Entry will also include entry of ABSTRACT of the documents. In case, net connectivity is not available in the user library then Agency has to use its scanner to scan the cover photo of the book to be uploaded with book details.

Agency has to complete the detailed data entry with a minimum holding up to 5000 documents in a library in a month. The data entry job of 5000 documents will be treated as a single block and for more collection or bigger size library; the data entry job will be multiplied in block of as one unit library having 5000 documents size. This activity needs to be completed within a specified period by deploying requisite number of Resources with qualification and experience (Annexure-II—"Resource Criteria").

After issuance of work order for data entry, following activities need to be carried out:

- Data Entry of Documents as per AACR2/Other Cataloging Standard of library holdings of documents in the prescribed format for detailed data entry purpose.
- **Cataloging Data; Acquisition Data; Copy Data; Abstract and Classification** are covered under this data entry mode
- Construction of call number. Classification of Documents as per DDC or UDC scheme.
- Finding subject headings from Thesaurus or Subject heading Lists, Controlled key words.
- Downloading/Scanning photos of books and inserting in document record using agency scanner.
- Detail data entry up to 30 fields for a collection including ABSTRACT/Acquisition Data and a photo of document and member.
- Bar coding, labelling, pasting and shelving using Agency Infrastructure (Barcode Printer/Stationery).
- Get the data verified by Library Coordinator and get the Data Verification Certificate.
- For Printing the barcode labels of Accession No. / Member No., agency will use its own infrastructure (barcode Printer, Stationery, etc.).
- Required Infrastructure like PCs/UPS/Net Connectivity will be provided by the
There may be need to hand-hold the operations for a specified period for data entry, report generation, execution of processes, and documentation of implementation. Accordingly, requisite number of persons may be deployed in terms of (i) Library Associates, (ii) Library Assistants and (iii) Data Entry Operators. These manpower will provide various kinds of supports to the user Library to run the software smoothly and to attend the troubleshooting, if anything is required. The Qualification and Experience of such manpower are given in the Annexure-II – “Resource Criteria”.

5. Data Migration Services

It may be desired to migrate data from existing applications and databases to e-Granthalaya. The existing data will be provided by the User Department/Library in EXCEL Format only and agency will migrate the data using NIC Utility. Agency will not write any program/utility for exporting data from existing application. After migration of data from EXCEL to e-Granthalaya – each record will be verified with the book and if required, record will be updated by the agency. Besides, after migration/verification/ updation of each migrated record, barcode labels will also be printed/pasted accordingly. The Catalog / Member data will only be migrated. Circulation and Loose Issues data will not be migrated.

The cost must be decided based on number of records to be migrated into e-Granthalaya Software. One Record of Documents or Member will be treated as single unit.

Activities involved:-

• Get data in EXCEL format from the User Department.
• Finally Migrate data from EXCEL to e-Granthalaya database using built-in utility from NIC.
• Verify all migrated records matching with book by taking book from shelf
• Update migrated records if required, add the data from books if required. Editing all the records so migrated by matching from books (Every book needs to be checked) and adding/modifying fields accordingly
• Generation of barcode labels/pasting, etc.
• Placing the books on the racks.

5.1 The list of resource categories for which the empanelled Agency would be expected to provide manpower resources to User Department/Library given in the Annexure-II (Resource Categories).

5.2 The manpower resources provided by an agency shall work in accordance with a defined scope of work to achieve the milestones of the project in close coordination with management of the User Department and NIC.

5.3 No extra cost will be paid to the empanelled agencies for any upgradation/enhancement made by NIC in e-Granthalaya Software during the roll out period.

5.4 The empanelled agencies will manage independently all the operations under the control of the respective User Department/Library Administration.

5.5 This tender does not include the third party devices, software integration with e-Granthalaya Software like UPS/Barcode Printer/Scanner, etc.
5.6 E-Granthalaya Software Online Account will be created a fresh for each Library under GO LIVE service in co-ordination with e-Granthalaya team of NIC and in case legacy data migration required then it will be covered under the scope of the work as Data Migration Service.

5.7 The performance and discipline of the resources provided by the bidder should be ensured by the agency. The agency will replace the manpower in case she/he is not performing satisfactorily as evaluated by user department.

5.8 For level II, the resource requirements shall be finalized by the User Department/Library and manpower will report to the Nodal Officer of the respective user department.

5.9 The empanelled agency will undertake all the indicative activities defined above in the detailed Scope and any other associated activities. Adequate resources will be deployed by the agency so that no activities are lost sight of and all of them are handled with reasonable efficiency.

5.10 The empanelled agency will prepare a Plan-Document and time-chart for all the activities, in consultation with User Department and ensure that the activities are performed within the specified time frames.

5.11 The Project must be managed / supervised by Team Leader of the Agency. Team Leader will co-ordinate with User Department/NIC/Deployed Manpower.

6. Security Deposit: You have to submit security deposit of ₹1,00,000/- in favour of National Informatics Centre, New Delhi valid for 27 months.

7. Intellectual Property Rights

7.1. NIC shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes, design, products, software, specifications, reports, drawings and other documents which have been developed by the Service Provider during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Service Provider undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to NIC and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of NIC.

7.2. If NIC desires, further, the Service Provider shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are inter-alia necessary for use of the infrastructure installed by the Service Provider, the same shall be acquired in the name of NIC, prior to termination of this Contract and which shall be assigned by NIC to the Service Provider for the purpose of execution of any of its obligations under the terms of this tender. However, subsequent to the term of this Contract, such approvals etc. shall endure to the exclusive benefit of NIC.
7.3. The Service Provider shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Service Provider shall keep NIC indemnified against all costs, expenses and liabilities howsoever arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Service Provider during the course of performance of the Services.

7.4. The source code would be the property of NIC and the agency would not use the same for any demonstrations or other projects.

8. Confidentiality

8.1 The Agency shall not use Confidential Information, the name or the logo of NIC except for the purposes of providing the Service as specified under this contract;

8.2 The Agency may only disclose Confidential Information in the following circumstances with the prior written consent of NIC to a member of the Agency if she/he is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract.

8.3 The Agency shall do everything reasonably possible to preserve the confidentiality of the Confidential Information to the satisfaction of NIC.

8.4 The Agency shall notify NIC promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of NIC.

9. Penalty for Delay

9.1 If delay is on the part of User Department/Library in providing data/information/site not ready support to empanelled agency due to unavoidable circumstances, the User Department/Library will have the right to take decision on extension of work order/cancellation of work/imposing penalties.

9.2 Any delay in deployment of manpower (Level-II) or delay in achieving the milestones (Level 1 and Level 2) in stipulated time period as mentioned in Work Order or any unjustified and unacceptable delay in the deliverables beyond the time indicated in the order delivery will invite penalty at the rate of 1.00% of the order value per week of the delay with a maximum limit of 10%.

9.3 If the delay is such that the delay penalty has reached maximum limit of 10% of the order value, The User Department/Library will impose the penalty as above and will have an option to cancel the order and award the work to any other empanelled agency and get the work done from any other source at the risk and cost of such defaulting agency. The EMD/Security Deposit and the Performance bank Guarantee submitted by the agency would be forfeited and empanelment cancelled. Defaulting agency would be de-barred from participating in any NIC Tender for a period of three years.

10. Payment Process

10.1 A pre-receipted bill, along with certificate of satisfactory performance from the User Department/Library authority will have to be submitted for the mentioned work order issued to the agency.

10.2 Payments shall be subject to deductions of any amount for which the agency is liable.
10.3 If the Agency has been engaged in operational manpower, payments will be made at the end of each month for the period of engagement based on attendance and performance report signed by the Nodal Officer of the User Department/Library.

10.4 If the Agency has been engaged on milestone basis, payments will be made on completion of milestones as per the project plan accepted by User Department. The payment milestones schedule is as under.

### Payment schedule Level 1 Activities

<table>
<thead>
<tr>
<th>Stage No.</th>
<th>Payment Milestones</th>
<th>% of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage-1</td>
<td>GO LIVE Service:- Application Initialization &amp; Preparation in NIC (Level 1: Stage 1 Activities mentioned in Annexure I – List of e-Granthalaya Services)</td>
<td>80% after Configuration and Testing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20% on GO LIVE</td>
</tr>
<tr>
<td>Stage-2</td>
<td>Training Service:- On Completion of On-Site Training Annexure I – List of e-Granthalaya Services /Scope of Work</td>
<td>100% After completion</td>
</tr>
</tbody>
</table>

### Payment schedule Level 2 Activities (Hand-Hold Services)

<table>
<thead>
<tr>
<th>Stage No.</th>
<th>Payment Milestones</th>
<th>% of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Data Entry Service :-</td>
<td>Monthly Payment after completion of month</td>
</tr>
<tr>
<td></td>
<td>• Basic Data Entry</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Detailed Data Entry</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Member Records Entry</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Manpower deployment Service:-</td>
<td>Monthly Payment after completion of month</td>
</tr>
<tr>
<td></td>
<td>• Library Associate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Library Assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Data Entry Operator</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Data Migration Service</td>
<td>100% payment On Completion of Data Migration/Editing/Checking/Labelling/Pasting</td>
</tr>
</tbody>
</table>

11. General Conditions

11.1 No interest shall be payable for the Earnest Money Deposit.

11.2 In case the empanelled agency is found in breach of any condition(s) of tender or supply order, at any stage during the course of supply / installation / commissioning or on-site warranty or software subscription period EMD / Security Deposits will be forfeited. Further NIC reserves the right to initiate legal action as per Govt. rule/laws and also debarring the defaulting agency concerned from participating in NIC Tenders for three years.

11.3 The User Department/Library Nodal Officer of the project would observe the working days/hours of deputed staff. Honorarium, overtime etc. for the work done on holidays or beyond office hours are not admissible to the deputed Support
If the Agency has been engaged in operational manpower, payments will be made at the end of each month for the period of engagement based on attendance and performance report signed by the Nodal Officer of the User Department/Library.

If the Agency has been engaged on milestone basis, payments will be made on completion of milestones as per the project plan accepted by User Department. The payment milestones schedule is as under.

### Payment schedule Level 1 Activities

<table>
<thead>
<tr>
<th>Stage No.</th>
<th>Payment Milestones</th>
<th>% of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage-1</td>
<td><strong>GO LIVE Service:-</strong> Application Initialization &amp; Preparation in NIC (Leve1 / Stage 1 Activities mentioned in Annexure I – List of e-Granthalaya Services)**</td>
<td>80% after Configuration and Testing, 20% on GO LIVE</td>
</tr>
<tr>
<td>Stage-2</td>
<td><strong>Training Service:-</strong> On Completion of On-Site Training Annexure I – List of e-Granthalaya Services /Scope of Work**</td>
<td>100% After completion</td>
</tr>
</tbody>
</table>

### Payment schedule Level 2 Activities (Hand-Hold Services)

<table>
<thead>
<tr>
<th>Stage No.</th>
<th>Payment Milestones</th>
<th>% of Payment</th>
</tr>
</thead>
</table>
| 1         | **Data Entry Service :-**  
- Basic Data Entry  
- Detailed Data Entry  
- Member Records Entry | Monthly Payment after completion of month                                        |
| 2         | **Manpower deployment Service:-**  
- Library Associate  
- Library Assistant  
- Data Entry Operator | Monthly Payment after completion of month                                        |
| 3         | **Data Migration Service**                                                        | 100% payment On Completion of Data Migration/Editing/Checking/Labelling/Pasting |

### 11. General Conditions

11.1 No interest shall be payable for the Earnest Money Deposit.

11.2 In case the empanelled agency is found in breach of any condition(s) of tender or supply order, at any stage during the course of supply / installation / commissioning or on-site warranty or software subscription period EMD / Security Deposits will be forfeited. Further NIC reserves the right to initiate legal action as per Govt. rule/laws and also debaring the defaulting agency concerned from participating in NIC Tenders for three years.

11.3 The User Department/Library Nodal Officer of the project would observe the working days/hours of deputed staff. Honorarium, overtime etc. for the work done on holidays or beyond office hours are not admissible to the deployed Support Staff.

11.4 Empanelled agencies will take care the matter related to Provident Fund,
Employees Insurance or Bonus. These issues must be settled between empanelled agencies and the manpower deployed by them from time to time.

11.5 NIC reserves the right to float a fresh tender any time during the currency of empanelment for this tender without assigning any reason.

11.6 The empanelled agencies will provide service all over India.
No TA/DA is admissible to the deployed resource in the project.

17. The Rate Contract under this empanelment will only be used in e-Granthalaya Project and manpower/services will not be used in other NIC project.

12. Security Deposit & Performance guarantee

12.1 EMD of the empanelled Agency shall be refunded on receipt of Security Deposit of equivalent amount in the form of Bank Guarantee of any Nationalized / Commercial bank drawn in the name of National Informatics Centre, New Delhi valid for 27 months.

12.2 Agency shall furnish additional Performance guarantee for every purchase/work order equivalent to 10% of the purchase/work order value in the form of Bank Guarantee of any Nationalized / Commercial bank drawn in the name of respective User Department/Library for the period specified in the purchase/work order + 03 months within 15 calendar days of acceptance of purchase/work order.

13. Indemnity

13.1 The selected Agency shall indemnify the NIC and User Department/Library against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/hardware/manpower etc. and related services or any part thereof. NIC and User Department/Library stand indemnified from any claims that the hired manpower may opt to have by virtue of working on the project for whatever period. NIC and User Department/Library also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower while working on the project.

13.2 NIC stand indemnified from any legal complication arising out of any dispute related to manpower or any other matter between User Department/Library and empanelled agency.

18. Termination for Insolvency

14.1 NIC may at any time terminate the purchase order/contract by giving written notice of four weeks to the empanelled Agency, without any compensation to the Agency, if the Agency becomes bankrupt or otherwise insolvent.

14.2 NIC will not be responsible for any misinterpretation or wrong assumption by the Agency.

19. Employee Verification

15.1 All the manpower deployed by the agency may be subjected to proper background verification.
15.2 The agency shall submit the background verification report as mentioned above for each manpower to be deployed on the project along with the acceptance letter of the work order.

20. Responsibilities of the Agency

20.1 The manpower for the works assigned to the Agency will have to deploy within two weeks of issue of the work order or as specified in the work order.
20.2 (a) If due to any unavoidable circumstances the deployed manpower needs to be replaced / changed then the agency will ensure complete knowledge transfer during the replacement ensuring continuity of the project.
   (b) The agency will give one month notice prior to replacement of any resource manpower.
20.3 The agency is liable for damages on account of any violation by the employees deployed under the Information Technology Act and other prevalent laws of the country.
20.4 Agency shall provide an undertaking for the implementation of Data Confidentiality and privacy of the projects undertaken.
20.5 In case, the person employed by the Agency commits any act of omission/omission that amounts to misconduct/indiscipline/incompetence, the Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work / project and any other necessary action as required by User Department/Library authority / NIC and provisions of the legal framework of the country.
20.6 The Agency shall replace immediately any of its personnel who are found unacceptable to this Department because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from hospital.
20.7 The resource staff deployed by the bidder should observe proper decorum in the office, dress appropriately and follow basic office etiquettes.

21. Liability of the Agency

21.1 Agency shall be liable for all acts of omissions and commission by its employees deployed under this empanelment and NIC stand and insulation against aggrieved third-party complaints against any civil or criminal actions of the service provider or its employees.
21.2 Agency to indemnify for non-compliance with the specifications given to create the software, for any intellectual property infringement of any third party, for any employee-related claims, for any personal injury or property damages, etc.
21.3 The total penalty that can be levied on the agency shall not exceed the work order value.

22. Force Majeure

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as “events”), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as
practicable, but within 21 days from the date of occurrence and termination thereof all prac-
satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

23. Arbitration:

19.1 If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996.

19.2 The Authority to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).

19.3 The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.

24. Applicable Laws

20.1 The Agency shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

20.2 All disputes in this connection shall be settled in Delhi jurisdiction only.

20.3 NIC reserves the right to cancel this tender or modify the requirement.

20.4 NIC also reserves the right to modify/relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective agencies / parties to be kept informed about it.

20.5 NIC in view of projects requirement may reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing state.

All terms and conditions in the tender No. NIC/TPS/2016/20 shall be ipso facto applicable.

(Mohesh)
Deputy Director
Tender Process Section, NIC
(011) 2430-5454, 5446
Email: tenders.section@nic.in

Copy for information:-
1. TD (RKM), e-Granthalaya Division, NIC-Hq, New Delhi.
2. Tender Division, NICSI, New Delhi.
3. Director (IFD), NIC-HQ, New Delhi.
✓ Office Copy.
### Annexure I:
**List of e-Granthalaya Services**

<table>
<thead>
<tr>
<th>Level</th>
<th>Service Name</th>
<th>Activities</th>
<th>Duration to complete work</th>
<th>Manpower to be engaged</th>
</tr>
</thead>
</table>
| 1.    | GO LIVE Service                | Activities to be carried out in NIC by the Agency:  
**Stage 1**  
- Database Configuration  
- Application Configuration  
- Login Creation  
- Library Profile Updation  
- User Profile Updation  
- Testing LIVE Application | One Week Per Library | Programmer.  
(Qualification/Experience duties as per Annexure II – Resource Criteria) |
|       | Training Service               | Activities to be carried out in User Department / Library:  
**Stage 2**  
- 5 Days On-Site User Training | One Week Per Physical Site | Trainer.  
(Qualification/Experience duties as per Annexure II – Resource Criteria) |
| 2.    | Data Entry Service             | - Basic Data Entry  
- Detailed Data Entry  
- Data Entry of Members |  
- Total Months will be calculated based on Volume for data entry  
- Minimum 5000 Entries in One Month  
- Work needs to be completed in a period not longer than Six Months | Appropriate No of DEO will be deployed based on Volume of books available (Work need to be completed not beyond 6 months)  
(Qualification/Experience/Duties as per Annexure II – Resource Criteria) |
|       | Manpower Deployment Service    | Hiring of Manpower  
- Data Entry Operator  
- Library Assistant  
- Library Associate | Manpower on Man Month basis as required by User Department | DEO/Lib. Asstt. /Lib Associate  
(Qualification/Experience/Duties as per Annexure II – Resource Criteria) |
|       | Data Migration Service         | Data Migration from EXCEL File and verification/ updation/ labelling /pasting etc | Same as in Data Entry Services (min 5000 per month) | DEO/Lib Asstt / Lib Associate (no. as per requirements) |

**NOTE:** Read Details of Services in Heading 2- "Scope of the Work" in the RFP Document
## Annexure II:
### Resource Criteria
#### Educational Qualification and Experience

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Level of Manpower</th>
<th>Experience in Years (Work Detail as per “Scope of the Work”)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Programmer</td>
<td>2+</td>
</tr>
<tr>
<td>2.</td>
<td>Trainer</td>
<td>Nil</td>
</tr>
<tr>
<td>3.</td>
<td>Library Associate</td>
<td>1+</td>
</tr>
<tr>
<td>4.</td>
<td>Library Assistant</td>
<td>1+</td>
</tr>
<tr>
<td>5.</td>
<td>Data Entry Operator</td>
<td>Nil</td>
</tr>
</tbody>
</table>

### RESOURCE POSITIONS AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Resource</th>
<th>Desirable Qualification</th>
<th>Role &amp; Responsibilities / Duties</th>
</tr>
</thead>
</table>
| 1.   | Programmer      | • B. Tech. /BE/MCA/M.Sc IT or equivalent from Recognized Institution with Specialization in Computers  
• 2 years experience of managing large software development / Implementation/project and Tech Support.  
• The incumbents must independently handle large projects on all aspects /concept /stage / implementation.  
• They should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams  
• They must have expertise in handling software deployment and implementation related issues.  
• Experience with standard software applications like MS Office, Windows.  
• Database management skills. Familiarity with support and general troubleshooting  
• Organizational skills, ability to prioritize Must | **GO LIVE Services Activities:**  
• Will do work in NIC with eGranthalaya Team for Level 1 Stage 1 Activities:-  
  o Database Configuration  
  o Application Configuration  
  o Login Creation  
  o Library Profile Updation  
  o User Profile Updation  
  o Testing LIVE Application  
• Interaction with NIC  
• Interaction with User Department / Library  
• Presentation/Demo/Marketing of the product to User Department  
• Management of Resources Deployed under the Project.  
• Preparation of Status Report  
**Data Migration Services Activities:**  
• Will export data from excel file to e-Granthalaya using NIC utility  
• EXCEL file/data will be provided by user department  
• Verify migrated data, do correction/updation, if required.  
• Labelling and Pasting  

**NOTE:** List of Activities details – Plz see under Heading No.2 – “Scope of the Work” in the RFP Document.
<table>
<thead>
<tr>
<th>2.</th>
<th>Trainer</th>
<th>Training Services Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Master Degree in Library and Information Science / Associate-ship in</td>
<td>• To Provide On-Site Training to the Library Staff of the User Department.</td>
</tr>
<tr>
<td></td>
<td>Documentation/Informati on Science from DRTC/NISCAIRS or Equivalent</td>
<td>• Enter 100 Samples Record of books in e-Granthalaya.</td>
</tr>
<tr>
<td></td>
<td>• He/She must be an “e-Granthalaya Certified Trainer” under the</td>
<td>• Enter 10 Sample Records of Members.</td>
</tr>
<tr>
<td></td>
<td>project.</td>
<td>• To solve the Query raised by the Library staff about Library automation and Networking subject.</td>
</tr>
<tr>
<td></td>
<td>• Must have proper knowledge and experience of all the Modules of the</td>
<td><strong>NOTE:</strong> List of Activities details — Plz see under Heading No.2 — “Scope of the Work” in the RFP Document.</td>
</tr>
<tr>
<td></td>
<td>Software</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Library Associate</td>
<td>• Perform duty under the supervision of User Department.</td>
</tr>
<tr>
<td></td>
<td>• Master Degree in Library and Information Science / Associate-ship in</td>
<td>• Co-ordinate with Team Leader of the agency.</td>
</tr>
<tr>
<td></td>
<td>Documentation/Informati on Science from DRTC/NISCAIRS or Equivalent</td>
<td>• Work which will be assigned by User Department.</td>
</tr>
<tr>
<td></td>
<td>• One Year Experience of handling Library Automation and working in</td>
<td>• Will be deputed in User Department/Library.</td>
</tr>
<tr>
<td></td>
<td>Library</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• E-Granthalaya Certified professional</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Experience of using any Library Software</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Library Assistant</td>
<td>• Perform duty under the supervision of User Department.</td>
</tr>
<tr>
<td></td>
<td>• Minimum B.Lib.Sc or equivalent from recognized institution</td>
<td>• Co-ordinate with Team Leader of the agency.</td>
</tr>
<tr>
<td></td>
<td>• 1 Year Experience in working in Library / Automation Project</td>
<td>• Work which will be assigned by User Department.</td>
</tr>
<tr>
<td></td>
<td>• E-Granthalaya Certified Professional</td>
<td>• Will be deputed in User Department/Library.</td>
</tr>
<tr>
<td></td>
<td>• Experience of using any Library Software</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Data Entry Operator</td>
<td>• Data Entry</td>
</tr>
<tr>
<td></td>
<td>• Minimum Certificate / Diploma in Library Science from Recognized</td>
<td>• Issue/Return</td>
</tr>
<tr>
<td></td>
<td>Institution</td>
<td>• Labelling/Pasting/Barcoding</td>
</tr>
<tr>
<td></td>
<td>• E-Granthalaya Certified professional</td>
<td>• Other work assign time to time by User Department.</td>
</tr>
</tbody>
</table>
ANNEXURE-III
Completion Certificate for Level 1 - Stage I

Date:

It is certified that STAGE I ACTIVITIES of Level 1 have been completed successfully and report is submitted.

Reference: Work Order No:

User Department Details:

Activities completed:

- Database Configuration
- Application Configuration
- Login Creation
- Library Profile Updation
- User Profile Updation
- Testing GO LIVE Application
- Any Other Activity given under SCOPE OF THE WORK

Payment will be released as per "Payment Process" at Clause 15.

(Signature of Agency Representative)

(Signature of NIC Co-Ordinator)

(Signature of User Department Co-Ordinator)
ANNEXURE-IV
Completion Certificate for Level 1 - Stage-II
Date: 

I certify that following activities have been completed successfully:

Stage 2: On-Site Training, User Acceptance, Modifications and Go-live.

Reference: Work Order No: 

User Department Details: 

Activities completed:
1. 5-Days On-Site Training to end-users imparted.
2. Feedback of the master data and configuration received during training.
3. Trial & Go-live.
4. 2 Sets of Printed Copy of User Manual supplied to User Department
5. Any other activity given under SCOPE OF THE WORK:

100% payment of the above reference work order value may be released.

(Signature of Agency Representative)

(Signature of User Department Co-Ordinator)