

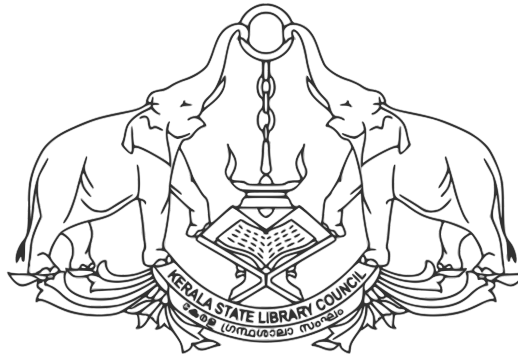
**KERALA
STATE
LIBRARY
COUNCIL**



**ONLINE
PUBLIC LIBRARY
REQUEST FOR PROPOSAL**

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1. Executive summary

Kerala State Library Council (KSLC) provides financial and technical support to council affiliated *public libraries* in Kerala. As part of modernizing our public libraries, KSLC wants to create an online web application for automating the day to day activities of public libraries and enabling the public to interact with libraries digitally.

The proposed project aims to bring all public libraries in Kerala onto a unified platform by implementing an online public library information system. The system will streamline library operations, improve access to library services, and bring libraries into the modern age of digital automation. The Kerala State Library Council will ensure that the solution is innovative, efficient, and meets the evolving needs of the libraries over time. By embracing this solution, the public libraries in Kerala will be able to offer enhanced services to the public and contribute to the growth of a knowledge-based society.

This Request for Proposal (RFP) aims to lay out the requirements of the envisaged Online Public Library System and to solicit proposals for its design, development, implementation and maintenance.

2. Background

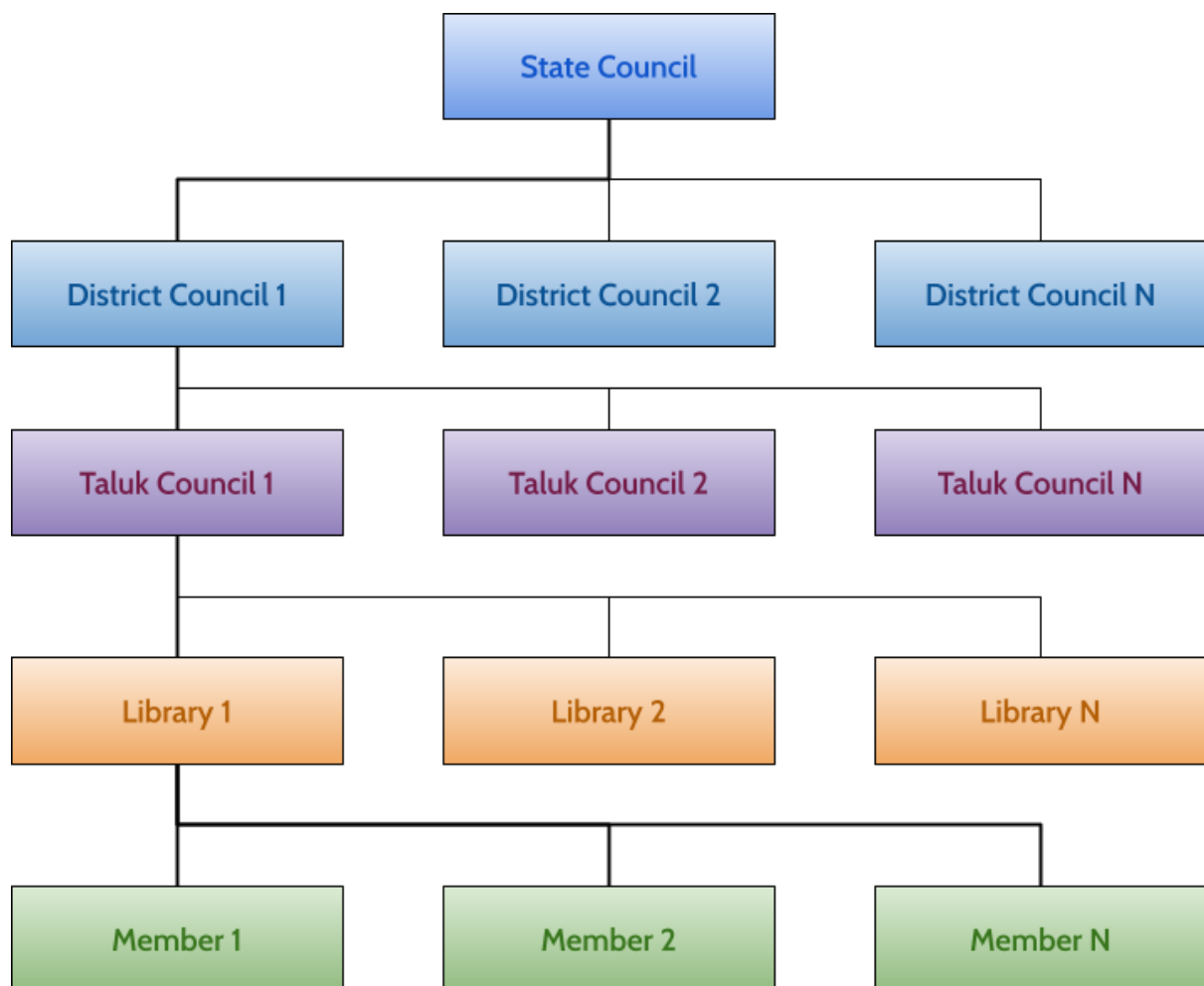
Kerala State Library Council is the governing body of public libraries in Kerala. Originally constituted in 1945 as Kerala Grandhasala Sangham, the council in its current form assumed office under the Ministry of Higher Education in 1994 as per the Public Library Act of 1989.

According to the act, each library affiliated to the Kerala State Library Council will have an 11-member executive committee elected from the monthly fee paying members of the library. This committee will select a secretary and president. A librarian will be selected by the committee, conveners for member groups like Balavedi, Vanithavedi and the like. Each library committee elects two representatives to the taluk library council. The taluk library council elects nine members to the district library council and one member is selected to the state library council. The state library council is led by a 15-member executive committee selected from these representatives.

The taluk library councils and district library councils discharge their duties under the guidelines and supervision of the state library council. The secretaries of the higher education department, finance department, cultural department, local self government department, and general education department are also ex-officio members of the executive committee.

Public libraries have played a major role in ensuring Kerala's advancements in literacy and education. Majority of public libraries in Kerala function as community centers rather than as a place for finding books. Facilities in public libraries are used as a place for people to meet, share ideas and organize events. Activism and community engagement is also a significant aspect of public libraries.

Every year, through a variety of programs like reading competitions, and book reviews KSLC enables libraries to create a strong sense of community among the public. KSLC is also supporting public libraries by evaluating their performance annually and providing them with grants based on the evaluation. For the past few years, KSLC has been on the path of modernization, and the Online Public Libraries project is an important milestone in this journey.



3. Need for the Project

The Kerala State Library Council (KSLC) has identified a need to bring public libraries to the modern age of digital automation. Currently, a majority of public libraries in Kerala are still operating manually and haven't implemented library automation. The goal of this project is to empower public libraries to carry out their day-to-day operations with the help of computers & internet. However, given the differences in workflows of individual libraries and the diverse needs of stakeholders, this is a complex challenge. The project should address the needs of KSLC, affiliated libraries, and library patrons.

- 3.1. Affiliated public libraries need a simple and easy platform that's tailor-made to the needs of public libraries, which includes automation of book circulation as well as community activities.
- 3.2. Library patrons need to access the library through the web at the convenience of their smartphones, including finding books, paying fines, etc.
- 3.3. KSLC needs to keep a close eye on the operations of libraries to identify areas that need support and also the impact of their ongoing interventions.
- 3.4. The government wants to see public libraries as an internet access point where the public can connect with the internet to seek new opportunities.

Overall, public libraries in Kerala need to be at the forefront of digital automation and enable them to provide better services to the public.

4. Project Objectives

This project aims to:

- 4.1. Provide libraries in Kerala with a unified tailor made Progressive Web Application (PWA) that professional as well as amateur librarians can conveniently use to conduct the daily activities of the Library in accordance with the Library Handbook issued by KSLC while also conforming with latest industry standards in digital cataloguing.
- 4.2. Allow the public to subscribe to the services offered by public libraries through online means.
- 4.3. Allow KSLC to make data driven funding and policy decisions.
- 4.4. Ensure that public libraries can grow beyond their traditional role and establish a strong presence in the digital space.
- 4.5. Transform public libraries as a space to form digital communities and become the front line of social action.

5. Scope

KSLC is ideally expecting a mobile friendly modular progressive web application hosted in State Data Center which libraries and patrons can use via the web from their device of choice. This system will bring multiple libraries under one application and provide per-library customizability of features they want to use. The systems is expected to address the following scopes:

5.1 Functional Scope

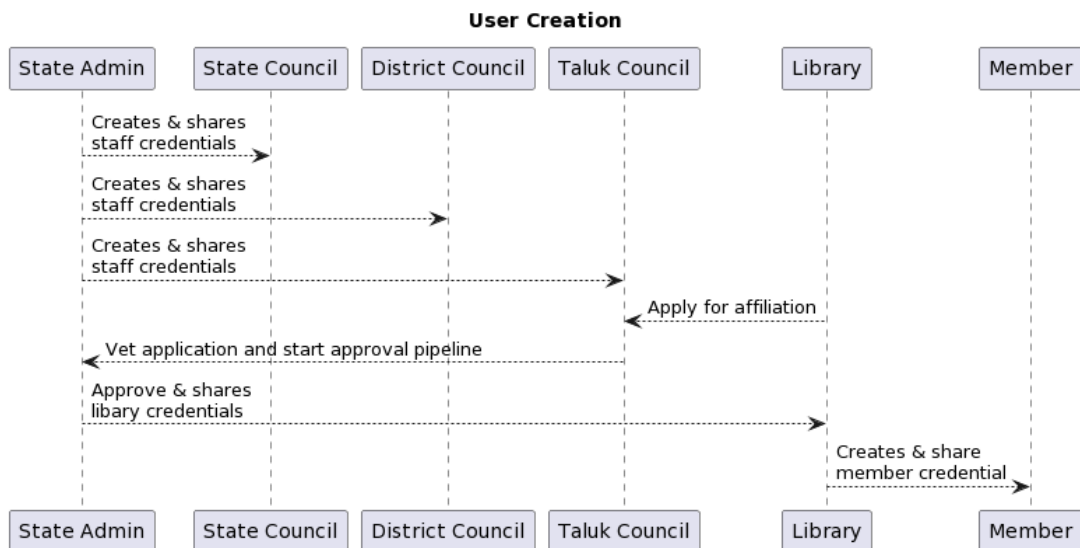
5.1.1. Master Data Management (MDM)

This module maintains the master data within the system like Districts, Taluks, Affiliated libraries, etc with historic changelog to trace the change of data across time if needed. The data stored in this system will also be of academic importance and hence the master data needs to be maintained to hold context across revisions. Eg: Formation of new taluks.

5.1.2. User Management

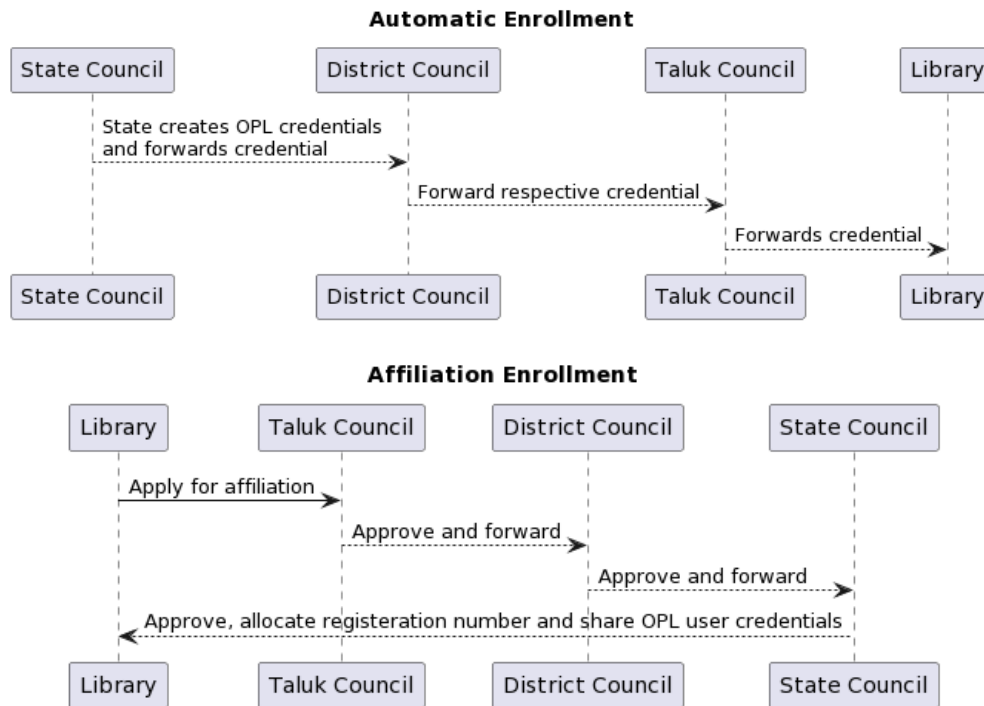
This module manages the users of the system including state staff, district staff, taluk staff as well as libraries (president/secretary) or paterons/members of libraries. All types of users should be access controlled to their specific information domains. Eg: A taluk staff should only edit libraries within the taluk he is assigned to but view all libraries. Staff users may be identified by their mobile number (OTP verified) or allocated username/password and some users could have more than one role in the system. Paterons may be identified by their Member Number.

The State admin user will be able to add state, district and taluk staff users. Library user (president/secretary) is added by state/district/taluk staff but only active after final approval from the State Admin. Library admins can add additional library staff or library patrons. Library staff can also add library patrons.



5.1.3. Library Enrollment

Already affiliated libraries will need to be automatically enrolled in a batch into the system while new libraries can apply for affiliation which then needs to be approved at taluk, district and state levels to confirm enrollment. All approved libraries will have a registration number which is allocated from the state council. Please see KSLC Library Handbook in Annexure 1 for more details.



5.1.4. Library Profile Page

This module manages details of the library as well as its profile page for the public. Details like its name, address, contact numbers, email, LSG, type of library (Panchayat library or not), Year of establishment, if owns the building, its Secretary / President / Librarian / Committee members, a brief description, library logo, working hours and its geo-location. A profile background image should also be available with various background attachment options as well as different sizes for mobile/desktop resolutions. The library profile page shall also be the place where OPAC, events, notifications etc gets displayed. This profile will be editable by all KSLC staff as well as library staff users.

5.1.5. Membership management

Libraries enrolled in the system should be able to provide services to individuals who have a member number. The library creates members and assigns them a unique member number to access the system. Members belong to specific groups with different annual fees, borrowing limits, or membership duration. Some memberships may require annual renewals. The library system may consider offering online payment facilities for membership fees and fines. Each member will receive a library card that records the books issued to them. Fees can be collected via a UPI account for the library. Please see KSLC Library Handbook in Annexure 1 for more details.

5.1.6. Stock Management & Cataloging

5.1.6.1. Book Acquisition Management:

This module is responsible for managing the entire process of acquiring new books for the library's collection. It includes features such as a purchasing system to order books, tracking of book orders and payments, and tools to manage donations and exchanges of books. Books should also account for paper books as well as E-Books.

5.1.6.2. Serial Management:

This module is used to manage the library's collection of periodicals, such as magazines, newspapers, and journals. It includes features such as tracking of subscriptions and issues, and tools to manage renewals, cancellations, and claims for missing issues.

5.1.6.3. Cataloging:

This module provides tools for creating and maintaining bibliographic records for the library's collection. KSLC aims to collect more e-books over time and hence the system must be e-book friendly. Candidate standards for cataloging include MARC21, Dublin Core, RDA, and Bibframe.

Cataloging can utilize bibliographic data from one or more data sources to minimize the data entry load and ensure data quality. Kerala State Central Library, Kerala Sahithya Academy, LOC, ISBN Database etc could be considered as data sources.

5.1.6.4. Categorization:

This module is used to organize books and other materials in the library's collection into categories, such as subject areas or genres. It includes features such as tagging and sorting tools to make it easier for patrons to find books that match their interests.

5.1.6.5. Reference Books Management:

This module is used to manage the library's collection of reference books, such as encyclopedias, dictionaries, and atlases. It includes features such as tracking of reference books borrowed by patrons, and tools to manage the reference collection's maintenance and updating.

5.1.6.6. Book Maintenance:

This module helps library staff to maintain the physical condition of the books by automating book repair and binding requests. Worn out books can be marked for binding and its status tracked as one of requested, progress, canceled or withheld. A book undergoing binding must be unlisted from catalogue.

5.1.6.7. Bulk Import/Export:

This module helps library staff to import and export data from the system via Excel Sheets.

5.1.7. Circulation

These modules should provide a user-friendly interface for library staff, seamless integration with the catalog, and comprehensive reporting capabilities for tracking circulation activities.

5.1.7.1. Borrowals: This module allows librarians to record and manage the checkout of materials to library patrons. It tracks items that have been checked out, when they are due back, and any associated fines or fees.

5.1.7.2. Returns: This module is used to record when library materials are returned by patrons, and to manage the check-in process. It can also calculate any fines or fees owed by the patron for overdue or damaged items.

5.1.7.3. Fines: This module is responsible for calculating and managing any fees or fines associated with overdue, damaged, or lost library materials. It tracks the amount owed by each patron and provides tools for librarians to collect payment and manage overdue accounts.

5.1.7.4. Library Card: This module manages the creation and issuance of library cards to patrons, including the collection of personal information and the creation of a unique identifier for each user. It is also used to manage the expiration and renewal of library cards.

5.1.8. Online Public Access Catalog (OPAC)

The OPAC module is a key feature of a modern public library information system, providing patrons with a powerful tool to search, browse and discover library resources. It should support following features:

5.1.8.1. Search: It should support both English and Malayalam language searches with Manglish search options available. An intuitive autocomplete feature enables users to quickly and easily find what they're looking for.

5.1.8.2. Browsing: It should allow patrons to browse the library's collection using various filters such as genre, author, title, and publication date.

5.1.8.3. Availability: It should allow patrons to check the availability of specific items, with the Status Enquiry feature showing whether the book is currently available, checked out or on hold.

5.1.8.4. Reservation: It should allow patrons to reserve books that are currently checked out or on hold. The system also sends automated notifications to patrons when the reserved item becomes available.

5.1.8.5. Reviews and Ratings: It should allow patrons to view/leave reviews and ratings for the books they have read, sharing their thoughts with others and helping fellow readers to discover new books. This feature is moderated by the library staff to ensure that reviews are respectful and appropriate for all audiences.

5.1.9. Patrons Portal

All the functions made available for library members should be brought under a single access portal. The portal must be intuitive, mobile friendly and accessible to screen readers. Patrons

5.1.9.1. Signup and Membership Approval:

The library information system should provide a user-friendly signup process for individuals to become library members. Upon signup, the system should require librarian approval to validate the membership. Librarians should have the ability to review and approve membership requests, ensuring that only eligible individuals are granted access to library resources.

5.1.9.2. Secure Login with Mobile Number or Allocated User Credentials:

The library information system should offer a secure login mechanism for members. It should support two-factor authentication by enabling members to log in using their registered mobile numbers and a One-Time Password (OTP). Alternatively, the system should allow members to authenticate using their allocated user credentials, such as a username and password.

5.1.9.3. Book Search and Reservation:

Members should have the ability to search for books within the library's collection through the information system. The system should provide an intuitive and efficient search interface, allowing members to find books based on various criteria such as title, author, genre, or keywords. Additionally, the system should allow members to reserve books that are currently unavailable, enabling them to be notified when the books become available for borrowing.

5.1.9.4. Access to Member's Library Card:

The library information system should offer a feature that allows members to view their library card digitally. Members should be able to access and download their library card, which would contain their unique identification information, membership details, their loan history and any other relevant information deemed necessary by the library.

5.1.9.5. Reminders for Book Dues and Membership Renewals:

The system should be equipped with a reminder functionality to notify members about impending book dues and membership renewals. Members should receive timely notifications through their preferred communication channels, such as email or SMS, informing them about upcoming due dates and renewal deadlines. The reminders should be configurable, allowing members to set their preferred reminder frequency and mode of notification.

5.1.9.6. Payment of Dues and Membership Renewals:

The library information system should facilitate a seamless process for members to pay their book dues and renew their memberships. It should support payment via UPI mechanism and scope for adding other payment instruments in future.

The system should maintain a transparent record of payment history and membership renewals, providing members with an overview of their financial transactions with the library.

5.1.9.7. Book Wish List: System should allow patrons to suggest books to the library that they would like to see added to the collection. It should include features such as a search function to check if the library already owns the suggested book, and an option for patrons to receive notifications when the book becomes available.

5.1.9.8. Clubs & Events: Patrons should be able to join/leave clubs, see updates and make posts in clubs. Registration for events and notification shall also be available.

5.1.10. Event Management

This module is designed to help librarians organize, schedule, and manage various events, programs, and workshops for the library's patrons. Here are some key features to include:

5.1.10.1. Event creation: Enables librarians to create new events, workshops, or programs and add all the relevant details such as the date, time, location, description, and target audience and publicity materials. Events cannot be back-dated for more than a month's time.

5.1.10.2. Registration management: Handle patron registration for the event, with features like online registration, automatic confirmation emails, and waitlists.

5.1.10.3. Attendance tracking: Track the attendance of patrons who have registered for the event, with features like check-in at the event and automatic reminders for registered patrons.

5.1.10.4. Event promotion: Promoting the event, such as email notifications, social media integration, and event calendars.

5.1.10.5. Feedback collection: Collect feedback from patrons who attended the event, with features like post-event surveys, feedback forms, and reviews.

5.1.10.6. Analytics and reporting: Provide analytical reports on the events and programs, with features like attendance reports, feedback summaries, and event popularity rankings.

5.1.11. Community Center

These modules and functionalities that allow the library to serve as a hub for community activities and initiatives:

5.1.11.1. Room Booking Management:

This module will enable users to book rooms in the library for community events or gatherings. The module will provide an easy-to-use interface for room availability checking, room reservation, and room cancellation. It will also generate automated email notifications to users who reserve rooms to ensure that they are informed of any changes to their reservations.

5.1.11.2. Podcast Management:

This module will enable the library to publish and manage a podcast feed. Library staff will be able to upload new episodes, edit descriptions and metadata, and publish the podcast to the library website.

5.1.11.3. Job Listing Management:

This module will enable the library to create and manage job listings for paid or volunteer opportunities available in the community. It will provide an easy-to-use interface for posting job listings, managing applications, and communicating with applicants.

5.1.11.4. Community Services Tracking:

This module will enable the library to track and manage the beneficiaries of community services offered by the library. Library staff will be able to record details of the services provided, the beneficiaries, and the outcomes of the services provided.

5.1.12. Clubs

This module helps to manage different book clubs or reading groups within the library. It enables users to create new clubs, manage club membership, organize club events, and communicate with club members. This module may also include features such as recommendations for books to read, discussion forums, and resources for running successful book clubs.

5.1.13. Geo Catalog

This module helps users to locate different library branches, local places of interest, historic sites, and cultural places on a geographic map. It enables users to search for books or other materials based on location, view availability of different resources at different branches, and make reservations or transfers for items across different branches. Additionally, this module allows users to explore nearby points of interest, including historic landmarks, cultural institutions, and other community resources. This module should provide an interface for creating named maps as well as viewing them. This feature can help users to better understand the local area and engage with the community in a meaningful way.

5.1.14. Quizzes & Polls

This module provides a platform for libraries to engage with their users through interactive quizzes and polls. This module allows librarians to create customized quizzes and polls on different topics related to books, literature, or general knowledge, and publish them for users to participate in. Patrons can access these quizzes and polls through the library's website and participate at their convenience. The module also enables librarians to analyze the results and feedback from users, helping them to understand user preferences and tailor their services accordingly. The Quizzes & Polls Module provides an effective tool for libraries to promote their resources and services, increase user engagement, and build a sense of community among their users.

- 5.1.15. **Guest Book:** This module enables visitors to leave comments, suggestions, or feedback about their library experience in text or as image from a physical copy. Selected entries can be flagged to be made public over the Library Profile Page. This can help the library to understand the needs and preferences of their patrons and improve their services accordingly.
- 5.1.16. **Visitors Register:** This module automates the process of recording visitor information, including names, contact details, check-in/out time and purpose of visit. Personal details can be selected from the database for library members while they have to be entered for non-members. This information can be used to track the flow of visitors and assist with contact tracing efforts if necessary.
- 5.1.17. **Inventory Management**
This module allows libraries to keep track of their physical assets, including books, journals, electronic resources, and other materials. It enables libraries to manage inventory, including tracking the location and status of each item.
- 5.1.18. **Assets & Maintenance:** This module helps libraries to track assets, their maintenance and repair schedules, including equipment, furniture, and facilities. It allows librarians to create work orders, assign tasks, and monitor progress to ensure that assets are kept in good working condition.
- 5.1.19. **Circulars & Notifications**
The module enables state, district, and taluk council staff, as well as librarians, to create and share circulars and notifications with library members. Notifications can be sent to other libraries or individual patrons using in-app notifications, email, or SMS. Members have the option to receive notifications regarding new arrivals, overdue books, upcoming events, and more.
- 5.1.20. **Meetings & Minutes**
This module allows librarians to schedule and organize meetings, record minutes, and track action items. The module includes features such as agenda management, meeting attendance, and minutes distribution. It also enables scheduling meetings with library committees, members or other stakeholders.
- 5.1.21. **Librarian Attendance**
This module tracks the attendance of librarians and generates reports to monitor performance. It can also link with “Open” status of the library.
- 5.1.22. **Balavedi**
This module will manage the unique membership fees, borrowing and return limits, and events associated with Balavedi members. Additionally, the system will automatically upgrade Balavedi members to other categories once they reach 18 years of age.
- 5.1.23. **Vanita Vayagoana Pustaka Vidharanam**
This module is designed to support the delivery of books to houses subscribed to the Vanitha Vayojana Pusthaka Vitharana Padhathi. There will be a separate librarian to

deliver and bring back books from subscribers. A library card is kept to mark the books delivered and returned, acknowledged by the reader.

5.1.24. Monthly Statement of Financials

This module generates a monthly statement of financials for the library. It includes details of income and expenses, and provides insights into the library's financial health.

5.1.25. API Integrations

This module integrates the library's data with external applications to provide insights into the library's operations. It includes features such as data visualization, dashboards, and analytics reports. This module can be used to make data-driven decisions and improve the library's performance. As a start, integrations are to be provided for KSLC Grant & Gradations Application.

5.2 Non Functional Scope

5.2.1. Technology:

- 5.2.1.1. The system should be Sustainable, Scalable and Robust.
- 5.2.1.2. The system should be built using Open Source technologies.
- 5.2.1.3. The system should use well-maintained 3rd party libraries.
- 5.2.1.4. The system should vendor 3rd party dependencies used for development.
- 5.2.1.5. The system should be installable on Linux Servers

5.2.2. Performance:

The system should be able to handle:

- 5.2.2.1. at least 50,000 concurrent users.
- 5.2.2.2. at least 10,000 libraries with at least 1000 loans per month per library.
- 5.2.2.3. at least 10,000 transactions per second.
- 5.2.2.4. a request in at most 100ms.

5.2.3. Security:

- 5.2.3.1. The system should use OAuth 2.0 + JWT for authentication/authorization.
- 5.2.3.2. The system should have a password policy as recommended by KSITM.
- 5.2.3.3. The system should be audited by a KSITM-approved CERT empanelled auditing agency before hosting it to the State data center.
- 5.2.3.4. The system should have an audit log of all important events as well as its source IP, timestamp and associated user.

5.2.4. User Interface:

- 5.2.4.1. The user interface should be built on web standards that will be supported by popular browsers for at least the next 5 years.
- 5.2.4.2. The user interface should seamlessly work on smartphones, tablets and desktop displays.
- 5.2.4.3. The user interface should be user-friendly, quick to load and easy to navigate.
- 5.2.4.4. The system should be accessible to users with disabilities.

5.2.5. Scalability:

- 5.2.5.1. The system should be scalable to accommodate future growth in the number of users and libraries.
- 5.2.5.2. The system should be able to scale horizontally without any downtime
- 5.2.5.3. The system should be designed to handle an increase in the number of transactions.

5.2.6. Reliability:

- 5.2.6.1. The system should be available 24/7.
- 5.2.6.2. The system should have a backup and recovery plan in case of any failures.

5.2.7. Accessibility:

- 5.2.7.1. The system should be accessible from different devices and operating systems.
- 5.2.7.2. The system should be accessible from different geographical locations.
- 5.2.7.3. The system should be designed to support different languages.

5.2.8. Maintainability:

- 5.2.8.1. The system should be easy to maintain and upgrade.
- 5.2.8.2. The system should have proper documentation to assist with maintenance and upgrades.
- 5.2.8.3. The system should be written in modular form with well-defined packages and unit testing.

5.2.9. Standards

- 5.2.9.1. The system should store all text data in utf-8 character encoding.
- 5.2.9.2. The system should ensure sanitization/transliteration of Manglish text as well as non-unicode Malayalam texts to unicode.
- 5.2.9.3. The system should ensure bibliographic information is accurate and consistent, with correct spelling, punctuation, and formatting. Any inconsistencies or errors should be identified and corrected promptly.

- 5.2.9.4. The system should comply with metadata industry standards such as MARC21, Dublin Core, and other related metadata standards to ensure interoperability and consistency.
- 5.2.9.5. The system should allow export of metadata to avoid becoming an information island and be linked to other public bibliographic datasets.

6. Roles & Responsibilities

6.1. Library Council

The State Library Council is responsible for overseeing the development and implementation of the public library information system. Their roles and responsibilities include:

6.1.1. Selection of Development Agency and Issuance of Work Order:

The Library Council will be responsible for selecting a suitable development agency through a competitive bidding process. Once the agency is selected, the Library Council will issue a work order to initiate the project.

6.1.2. Project Funding and Monitoring:

The Library Council will provide the necessary funding for the development of the public library information system. They will also closely monitor the project to ensure that it progresses as planned within the allocated budget and timeline.

6.1.3. Requirement Specification:

The Library Council will define the detailed requirements for the information system, including catalog management, circulation, and community event management. These requirements will be communicated clearly to the development agency

6.1.4. Provide Information Requested by Development Agency:

The Library Council will actively cooperate with the development agency by providing any information or data required for the successful development and implementation of the information system. This may include relevant library policies, workflows, and data formats.

6.1.5. Coordinate with KSITM to Allocate Hosting Resources:

The Library Council will coordinate with the Kerala State IT Mission (KSITM) to allocate the necessary hosting resources for the information system. This ensures that the system has the required infrastructure to operate efficiently and securely.

6.1.6. Conduct Security Audit of Application via a Third-Party Agency:

Prior to the software launch, the Library Council will conduct a thorough security audit of the developed application. This audit will be carried out by a reputable third-party agency with expertise in security assessments to identify and address any vulnerabilities or risks.

6.1.7. Coordinate with District and Taluk Councils to Conduct Training & Go-Live:

The Library Council will coordinate with the district and taluk councils to organize training sessions for library staff on the usage and administration of the information system on TOT basis. They will also oversee the smooth transition to the new system during the go-live phase.

6.1.8. Request Changes via Well-Documented Change Requests:

KSLC reserves the right to make changes to the system during and after the course of its development. If there are any changes or modifications required during the development process or after implementation, the Library Council will document and submit change requests to the development agency. These requests will clearly outline the desired changes and their impact on the system.

6.2. Development Agency

The development agency will be responsible for the actual development and delivery of the public library information system. Their roles and responsibilities include:

6.2.1. Submit Required Documentations:

The development agency will provide all necessary documentation, such as proposals, technical specifications, and project plans, as requested by the Library Council. These documents will outline the agency's approach to system development and implementation.

6.2.2. System Development:

The development agency will be responsible for designing and developing the public library information system according to the requirements specified by the Library Council. They will ensure that the system is robust, user-friendly, and meets the RFP requirements.

6.2.3. Timely Delivery:

The development agency will adhere to the agreed-upon timeline for system development and ensure that the software is delivered within the specified timeframe. They will provide regular updates on the project's progress to the Library Council.

6.2.4. Training and Documentation:

The development agency will provide comprehensive training to library staff on the usage and administration of the information system. They will also create user manuals and documentation to assist library staff in effectively utilizing the system.

6.2.5. System Maintenance and Support:

After the system launch, the development agency will provide ongoing maintenance and support services. They will address any issues or bugs identified by the libraries and ensure the smooth functioning of the system. The agency will also offer technical support to resolve any system-related problems.

6.3. Public Libraries

Public libraries in the state will be the end-users of the information system. Their roles and responsibilities include:

6.3.1. Data Entry and Management:

Public libraries will be responsible for entering and managing their catalogs and membership registers within the information system. They will ensure the accuracy, completeness, and regular updates of this data.

6.3.2. System Utilization:

Library staff will utilize the information system to manage various tasks, including catalog management, circulation activities, and community event management. They will use the system to check books in and out, update member information, and track community events.

6.3.3. Reporting and Feedback:

Public libraries will provide feedback to the Library Council regarding the functionality and usability of the information system. They will also report any issues or suggestions for improvement to ensure the continuous enhancement of the system.

7. Tender Workflow

- 7.1. **Submission of Expression of Interest (EOI) for project:** In this phase, KSLC will issue a call for expressions of interest from potential contractors or suppliers for the online public library information system project. Interested parties will be asked to provide basic information about their company, experience, and capabilities, and express their interest in participating in the project.
- 7.2. **Submission of Project Proposal:** In this phase, potential contractors or suppliers will be asked to submit a detailed project proposal for the online public library information system. The proposal will outline the contractor's proposed solution for the project, including technical specifications, implementation plan, project management methodology, and any other relevant details.
- 7.3. **Project presentation:** In this phase, the potential contractors or suppliers will be invited to present their project proposal to the procurement team responsible for selecting the contractor. The presentation will provide an opportunity for the contractor to explain their proposed solution in more detail, answer any questions from the procurement team, and demonstrate their technical expertise and capabilities.
- 7.4. **Submission of financial tender:** In this phase, the potential contractors or suppliers will be asked to submit a financial tender for the project. The tender will include the proposed budget for the project, broken down by task or deliverable, and any other financial considerations such as payment terms or warranties.

7.5. Selection of contractors on QCBS basis: In this phase, the procurement team will evaluate the project proposals and financial tenders submitted by the potential contractors or suppliers, using a QCBS-based selection methodology. The team will assign weights or scores to each proposal and tender based on a combination of technical quality, financial cost, and other relevant factors, and select the contractor or supplier with the highest overall score as the preferred contractor for the online public library information system project. The selected contractor or supplier will then be notified of the decision and proceed to the next phase of the project.

8. Deliverables

Kerala State Library Council is a strong supporter of the free software philosophy. The solution should be built using open source technologies. The source code is preferred to be open sourced and KSLC will be the owner of the product. KSLC is aiming to build a platform that is scalable, performant, secure and easy to maintain.

8.1 Design Phase: The solution provider is expected to provide the following documents:

- 8.1.1. Software project management plan(SPMP)
- 8.1.2. Solution architecture document
- 8.1.3. User flow diagrams

8.2 Development phase: After the design phase is completed, the development phase begins. Review meetings with KSLC should be conducted at the end of every milestone of development. The system is expected to handle at least 25000 concurrent connections and ten thousand libraries with 8000 books and 1k book issues every month. The below documents are required in this phase.

- 8.2.1. Stress test plan
- 8.2.2. UAT plan & test scenarios
- 8.2.3. Release plan

8.3 Deployment phase: After the development is completed, the project enters the deployment phase, where the system is deployed after passing the tests and audits. Below are the documents required in this phase.

- 8.3.1. Disaster recovery plan
- 8.3.2. UAT report
- 8.3.3. Stress test report
- 8.3.4. VAPT Report and Security Audit Certificate by a CERT empanelled agency

8.4 Handover and Support Phase: Once the project is deployed, the source code is transferred to KSLC and the project enters a support phase. Below are the deliverables required in this phase.

- 8.4.1. Project completion report
- 8.4.2. Service level agreement(SLA)
- 8.4.3. Training materials
- 8.4.4. Training of trainers(ToT) by the solution provider

9. Key Benefits To Achieve

- 9.1. Automate day to day operations of all affiliated libraries under KSLC.
- 9.2. Allow the public to search a unified catalog of all books in our public libraries.
- 9.3. Bring a standardized library management workflow into our public libraries.
- 9.4. Increase the digital presence of our public libraries
- 9.5. Let KSLC understand the field trends & come up with better policies.

10. Evaluation Criteria

Evaluation criteria are the standards or benchmarks that are used to assess the proposals received in response to this Request for Proposal (RFP). These criteria are used to evaluate and compare the different proposals and determine which vendor is the best fit for the project. In this particular case, the evaluation criteria may include the following:

- *Technical capabilities and approach:* The vendor's ability to provide a solution that meets the technical requirements outlined in the RFP, as well as their approach to designing, developing, and implementing the solution.
- *Project plan and proposed timelines:* The vendor's proposed project plan, including timelines and milestones, and the feasibility and realism of their proposed timelines.
- *Pricing and overall cost:* The vendor's pricing proposal, including costs for development, implementation, maintenance, and support, and how their pricing compares to other vendors.
- *Vendor experience and qualifications:* The vendor's experience and qualifications in providing similar solutions, including their past performance, references and customer feedbacks and testimonials.
- *Implementation plan and go-live timeline:* The vendor's proposed implementation plan, including timelines and milestones for going live with the new system, and the feasibility and realism of their proposed implementation plan.

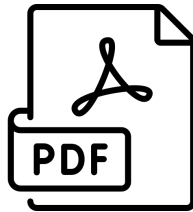
By using these evaluation criteria, Kerala State Library Council can ensure that they are making an informed decision and selecting a vendor that can provide a solution that meets their needs.

11. Conclusion

In conclusion, the proposed online public library information system project will be a first-of-its-kind project in India while also being a significant step towards modernizing the public libraries in Kerala and making their services more accessible to the general public. With the unified platform, libraries will be able to automate their daily operations and improve the overall efficiency of their services. KSLC is committed to delivering an innovative and sustainable solution that will cater to the evolving needs of libraries over time, and we look forward to receiving proposals from qualified vendors.

ANNEXURE 1

KSLC LIBRARY HANDBOOK



<https://kslc.kerala.gov.in/res/kslc-handbook-100.pdf>