Sreenarayanaguru Open University

Kollam

LIB/01/Digital Library/SOU/2025   Dated:15/12/2025

Expression of Interest (EoI)

Implementation of Digital Library (SaaS Model)

1. Introduction and Project Background

Sreenarayanaguru Open University (SNOU), Kollam, proposes to establish a state-of-the-art Digital Library to enhance its global visibility and to support its academic community by providing equitable and timely access to a wide array of resources, overcoming the traditional constraints of time and location. The Digital Library will function as an institutional repository to manage, disseminate, and preserve the university's scholarly output.

Interested organizations are invited to submit an Expression of Interest (EOI) for the implementation, hosting, and maintenance of the SNOU Digital Library platform, to be delivered under a Software as a Service (SaaS) model.

2. Project Scope and Requirements

The selected partner will be responsible for providing a complete, managed Digital Library system that supports the functions and characteristics outlined in this document.

2.1 Key Functional Requirements

The Digital Library platform must possess the following characteristics:

- **Comprehensive Collections:** Support for various digital formats including text, audio, video, graphics, animation, and pointers to print and other materials.

- **Access and Organization:** A unified organizational structure with consistent access points, supporting quick and efficient access to large distributed and interlinked information sources.

- **Services:** All processes and services offered by a traditional library adapted for both digital and paper media.

- **Accessibility:** Continuous, remote access (24/7) to resources for the user community, including economically disadvantaged students.

- **Archiving and Preservation:** Long-term preservation and enhanced security of digital works and research outputs.

- **Enhanced User Features (Value-Added Services):** Citation analysis, personalized publication lists, hit counts, and author commentary support.

2.2 Software Platform Requirement (DLMS)

The system should ideally leverage an established Digital Library Management System (DLMS), preferably open-source solutions such as DSpace, EPrints, or Greenstone. The system must be capable of handling:

- Journal articles (preprints/postprints)

- Electronic theses and dissertations

- Technical reports, working papers, and conference papers

- Audio/video, images, lecture notes, and datasets (statistical, geospatial, scientific)

- Digitized library collections (e.g., Sreenarayanaguru collections)

3. SaaS Model Delivery

The solution must be delivered as a Software as a Service (SaaS) model. The proposing organization shall be fully responsible for:

- **Hosting and Maintenance:** All necessary server infrastructure, routine maintenance, upgrades, and performance optimization.

- **Technical Support:** Continuous technical support and 24/7 system availability.

- **Security:** Robust data security for all digital objects and metadata.

4. Project Timeline, Support & Financial Conditions

- **Project Duration:** The project shall be completed within **one (1) year** from the date of award.

- **Post-Implementation Support:** The system shall be supported for **three (3) years** after successful project handover.

- **Annual Maintenance Contract (AMC):** Continued support beyond three years shall be provided based on **AMC charges**.

- **Cost Inclusions:** The quoted price must be **all-inclusive**, covering:

    - Hardware cost

    - Hardware installation

    - Software installation and configuration

    - Scanning and digitization of documents

    - Any other allied services required for full implementation

- **Support Coverage:** Project support shall be provided for **three (3) years after handover**, and continued service thereafter shall be governed by AMC terms.

5. Technical Specifications (SaaS Provider Responsibility)

The proposing organization must clearly outline the technical environment to be provided under the SaaS model.

Component	Minimum Requirement
Software Installation	Fully operational DLMS (DSpace/EPrints/Greenstone) with Repository, User Interface, and Identifier systems
User Interface	Browser compatibility (Chrome, Firefox, modern equivalents) and Search Engine discoverability
Database / Metadata	Support for standard metadata formats such as MARC and Dublin Core
Storage (Repository)	Scalable, managed storage for digital objects and metadata
Interoperability	Integration capability with research systems and other platforms
Hardware (Hosting)	Cloud or dedicated infrastructure with redundancy, scalability, and high bandwidth
Data Security	Measures ensuring long-term accessibility and protection of digital assets

6. Qualifying Criteria

To be eligible for consideration, the proposing organization must meet the following mandatory criteria:

1　The organization must be a legally registered entity.

2　The organization must have relevant experience in implementing Digital Library / Institutional Repository solutions.

3　The organization must have executed similar SaaS-based projects for academic or research institutions.

4　**Open Source Experience (Newly Added):** The organization must have verifiable experience in implementing Digital Library solutions using established open-source platforms such as **DSpace, EPrints, or Greenstone**.

7. Submission Requirements

Interested organizations must submit their Expression of Interest (EOI), which should include, but is not limited to:

- **Organizational Profile:** Company name, contact details, legal status, and brief history.

- **Relevant Experience:** Details of similar Digital Library / Institutional Repository projects successfully implemented under SaaS model.

- **Technical Proposal:** Description of proposed DLMS, hosting infrastructure, security, and compliance with functional and technical requirements.

- **Financial Proposal:**
  - Must include complete project cost

- Must include support for **three (3) years**

- Must clearly specify **AMC cost for ten (10) years**

- **Service Level Agreement (SLA) Draft:** Proposed terms for 24/7 support, uptime guarantees, and maintenance schedules.

8. Two-Cover Tender System

The tender shall be submitted under a **Two-Cover System** consisting of:

- **Cover 1:** Technical Bid

- **Cover 2:** Financial Bid

Only technically qualified bidders' financial bids will be opened.

9. Next Steps

Submission of this EOI is strictly for shortlisting purposes only and does not constitute a commitment to award a contract. Shortlisted organizations will be invited to participate in the formal tender process.

The vendor shall submit an authorization letter and attach documents proving their previous experience in providing/implementing similar services in other organisation. Interested vendors are advised to submit sealed tenders along with supporting documents in proof of eligibility and qualifications and it must reach the office of the Registrar on or before 11.AM, 22/12/2025. For technical quires, please contact: 9188909904, email- registrar@sgou.ac.in. The tenders will be opened on 22/12/2025 at 4.PM.

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Registrar