LEGAL AND HUMAN RIGHTS CENTRE

Justice Lugakingira House, Kijitonyama, P. O. Box 75254, Dar es Salaam, Tanzania
Telephone: 2773048, 2773038, Fax: 2773037, E-mail: lhrc@humanrights.or.tz
Website www.humanrights.or.tz

REQUEST FOR PROPOSAL

FOR

INSTALLATION AND INTEGRATION OF ONLINE PUBLIC CATALOGUE (OPAC)

FEB 2023

1. **<u>INTRODUCTION</u>**

Legal and Human Rights Centre (LHRC) is an independent, non-partisan, and non-profit human rights organization, that seeks to promote internationally recognized human rights norms and standards in Tanzania. The organization specializes in legal and human rights monitoring, legal aid, civic awareness, research, and advocacy for policy and legal reforms. The organization has a mission of empowering the people of Tanzania, to promote, reinforce and safeguard human rights and good governance in the country. The broad objective is to create legal and human rights awareness among the public and the underprivileged section of society through legal and civic education, advocacy linked with legal aid provision, research, and human rights monitoring.

To achieve its vision, the LHRC publication unit (library) is there to enable Tanzanians to easily access and read different books, publications on human rights, constitutional books, laws, and reports issued by the LHRC as well as various books on human rights issued by different people/organization/institutions in the world and by integrating with other institutions and organizations. This is the same as providing education to the public to defend and protect human rights in the country.

LHRC has the plan to digitize its library by installing an Online Public Access Catalogue (OPAC) system, so that different publications, books, and reports can be easily accessed by all users around the world. Therefore, LHRC is looking for an experienced consulting firm/ who can install OPAC and train users.

2. **<u>SPECIFIC OBJECTIVES OF THE PROJECT</u>**

In today's world, life has changed, leading people to prefer reading books online because of convenience but also to save time. Therefore, the main objectives are.

1. Facilitate easy access to LHRC Publications
2. To get feedback on LHRC reports and publication's users for future improvements.
3. To reach more people
4. Extending our number of users

5. To allow users to successfully find, identify, select, obtain resources, and easily access LHRC.

3. **Functionality Requirements**
The suggested system must have

i. The platform should provide unlimited access licenses for web OPAC users from any device.

ii. System provides an online "help" function that users can access without losing their place in the feature being used.

iii. Pop-up help windows must contain a menu bar that allows staff to print help topics.

iv. The system allows staff to modify usernames and passwords.

v. The system must allow the administrator to configure the hours and days as well as the tasks they want to limit to prevent lengthy tasks from running during certain timeframes.

vi. The system provides a report to track the usage of the Web-OPAC

vii. The system must allow staff to run and download a report of all the books which have been viewed by users.

viii. The system provides the ability to print reports in PDF and Excel formats.

ix. The system must have monthly statistics, borrowers, and daily statistics.

x. Support for English and Swahili searching interfaces.

xi. The system allows search results to be sorted by at least relevance.

xii. The system allows the staff to identify items that will not be displayed.

xiii. The system provides for the search of materials by author, title, and publication date.

xiv. The system allows the user to limit searches based on language, location, library, material type, and/or publication date (before, after, or during a specific year)

xv. The list of search results will contain the following information for each title: title, author, publication date, and the number of copies owned and available.

xvi. The system displays the following holding information for each book record in the search functions: description, pages.

xvii.   The system will display a "Did you mean" helper if a basic keyword search returned no hits showing suggestions based on data cataloged in the collection.

xviii.   The system allows the user to search for other items with SEE and ALSO cross-references for authors, subjects, and series directly from within the book/publication record display.

xix.   The system does not require the user to enter a password or ID for each database searched each time the database is searched.

xx.   All formats, including book covers and other media items, are displayed with search results.

xxi.   The system allows patrons to request more copies of an existing title, or new titles to be added to the collection.

4. SPECIFIC REQUIREMENTS

4.1: Home page.

A home page is the primary web page that visitors will view when they navigate to a website via search, this page must have i.e., a logo, and footer, as shown in the below examples,

Home	Catalog	database A-Z	New Collections	Search Catalog	Library Branches	Ask a Library?

- Be able to view all library catalogs from the *Catalog* menu.
- Be able to search the catalog by keyword and media types of options from *Search Catalog*

4.2: Catalog

The Catalog must have a structure like below.

Title	Authors/Editors	Publisher	Type	Copies	Categories	Search Catalog

- Clicking on the *Authors* button, be able to click any specific author and view the item related to this author.
- *Search Catalog* button, should open the search page of all library books

- On the *Categories* button, users should be able to view the list of library categories. Should be able to see the number of items under each category. By clicking on any specific category, be able to view all the items which are related to the category.
- On the *Publishers* button, users should be able to view all the publishers of the library catalog.

4.3: Database A-Z

Database A-Z is the section where you can browse your items in alphabetical order or numerical order.

- By clicking any character, then should be able to see the list of items by that specific character.
- For example, if the user clicks on B, then you can see the list of items that are starting with B.

4.4: New Collections

New Collections is the section where you can find those items which have been added recently to the library. Not less than 100 new items are to be displayed.

- On *New Collections,* then all the newly arrived items in the library will appear.

4.5: Search Catalogue

Search Catalogue is the section where you can search the entire library catalog items using a specific keyword or selecting a media type option. You can also browse the catalog by categories, authors, and publishers.

- At first if the user wants to *search the catalog* by a specific media type option, then users should be able to choose that media from the dropdown menu.
- On the drop-down menu
  - All
  - E-Books
  - E-Journals
  - Publications
  - Audio/Visuals

- If the user wants to search the catalog by any *keyword*, then should be able to choose the *Default* mode. Users can also use specific search fields such as Title, Publisher, and more options for better results.

5. <u>THE PROPOSAL</u>

i. Introductory Profiling including a letter of attorney for the representative.

ii. Description and profile of the firm, including all the necessary legal documents.

iii. Service Provider shall provide a detailed work plan on how they will carry out the scope of this work should include a very detailed approach and methodology, and specification of any involved equipment and accessories.

iv. Project team organization

v. Reference clients for similar scope (client name/country/year/contact). Evidence of past related experience (give contact details of the past clients and attach award contracts 5.6: Financial Proposal Must show time/Manpower distribution and must be in Tanzania Shillings, relevant Taxes should be included and accounted for.

6. <u>SERVER ENVIRONMENT</u>

Legal and Human Rights Centre will provide a hosting environment with the following.

- ✓ Operating system: Unix/Linux
- ✓ Enough Storage space
- ✓ SSL Certificate

Legal and Human Rights Centre will provide another server for scheduled backups, the Contracted company will be needed to set up different backup schedules, and ensure that all data are backed up and tested as per LHRC data Backup policy.

Note: For different Server Configurations Proposal should clearly be advised why not use the provided server.

7. DELIVERABLES

The consultant shall submit the following outputs.

a) Inception Report.

b) Implementation Plan

c) Final Working and hosted Version of the System

d) Capacity building

e) All Required documentation, e.g., User Manuals

f) Final Report of the work.

No	Deliverable	Activity
(a)	Inception report	➢ Preliminary review, Preparation, and submission of Inception Report. ➢ Clearance of Inception Report by LHRC ICT Department
(b)	Implementation Plan	➢ Submission of the plan ➢ The consultant discusses with the LHRC ICT Department
(c)	Final Working and hosted version of the system	➢ Presentation of the final working and hosted version of the OPAC system
(d)	Capacity Building	➢ Training the Administrator of the system
(e)	All required documentation e.g., User Manuals	➢ Prepared User Manual and Present to LHRC for approval
(f)	Final Project Report	➢ submit final project report to LHRC

8. SYSTEM MAINTENANCE & SERVICE LEVEL AGREEMENT (SLA)

System maintenance activities shall include but are not limited to.

i. System updates: the contracted System development company will assist with an update when the changes that must be made are not possible from the administrative user interface.

ii. The contracted Supplier will oversee backup procedures in collaboration with the LHRC technical team, through the duration of the contract.

iii. The backup will be stored at the client's preferred location.

iv. The contracted Company will follow the terms of the standard SLA provided in the proposal.

v. The contracted Company will provide consultancy SLA that shall be part of their proposal also indicating a Maintenance scheme after deployment. The SLA will include financial penalty clauses should the company break the terms of the agreement. And this will be charged only after 1 year post deployment.

9. COMPANY PROFILING

A company should have: -

i. Proven experience in OPAC Deployment.

ii. Strong experience in developing well-known and widely used open-source platforms.

iii. Understanding of End Users needs to match with adequate technical solutions.

iv. Should prove to have undertaken at least 3 Similar projects in the past 7 year.

10. SELECTION CRITERIA

Companies will be required to submit, their technical and financial proposals, with the budget broken down by activities, after submission shortlisted companies will be invited for presentation to defend their proposals, after which a contract will be awarded to the finalist.

The final evaluation will be as per the criteria below.

a) Company Profile 15%

b) Technical capacity and experience of contracted company and their understanding of the task 50%

c) Accessibility and proximity of the support team 15%

d) Pricing 20%

11. <u>CONFIDENTIALITY</u>

i. The consultant shall keep all information acquired while performing the herein-referred assignment strictly confidential. Shall not under any circumstances disclose any information or matter relating to LHRC to any person or utilize the same information for any purpose which is or may be detrimental to the business, security, or image of the LHRC or any purpose other than authorized and instructed.

ii. In any case where the consultant or its employee or agent discloses any information or matter relating to LHRC to any person or utilizes the same information for any purpose which is or may be detrimental to the business, security, or image of LHRC and or any purpose other than authorized and instructed by the LHRC, the Consultant shall be liable for any loss, detriment or damage that LHRC shall incur or encounter due to the above referred.

12. <u>CONTRACT</u>

i. The Company appointed for the assignment shall be required to enter a contract with the Client.

ii. The Company must propose a schedule of payments that will be discussed and finalized at negotiations.

iii. The Contract between the Client and the selected Company will be signed under the Laws of the United Republic of Tanzania. 11.4: All submitted proposals become the property of the Client. However, only the submissions by the successful Company will be used.

iv. The decision of the Client regarding the choice of a Company is final and is not subject to appeal.

v. Only perpetual Licences will be accepted for Off shelf Solutions, and custom-made Systems, All the Work Done, Source Codes, and systems developed will be the sole property of LHRC, and LHRC will hold the Copyright.

13. **<u>SUBMISSION</u>**

Interested Companies will be required to submit their proposals as per this TOR Guidelines to the address below.

Executive Director

Legal and Human Rights Centre

Justice Lugakingira House

Kijitonyama, Opp. Institute of Social Work

P.o. Box 75254

Tel: +255(0) 222773038/48

Fax: +255(0) 222773037

Email: lhrc@humanrights.or.tz

Attn: Procurement Officer.

The deadline for submissions is 23rd FEB 2023. Inquiries should be directed to itsupport@humanrights.or.tz with a subject **"OPAC INSTALLATION".**