



NATIONAL INFORMATICS CENTRE
Department of Information Technology
Ministry of Communications and Information Technology
New Delhi

***e-Granthalaya*^(TM)**
A Digital Agenda for Library Automation and Networking

Memorandum of Understanding

Between

National Informatics Centre

And

e-GranthalayaTM Customer

1. Preamble

1.1 “**e-Granthalaya™** : A Digital Agenda for Library Automation and Networking” is library automation software designed, developed and maintained by National Informatics Centre (NIC). The software is provided to the various customers as in India as per the “costing policy” approved by the competent authority in NIC. (Annexure A)

1.2 **National Informatics Centre (NIC)** is a premier S & T organization of the Government of India under Department of Information Technology, Ministry of Communications and Information Technology. NIC is in the field of Informatics services and Information Technology applications, and has been instrumental in steering Information and Communications Technology (ICT) applications in Government departments in Central, State and Districts, facilitating improvement in Government Services, wider transparency in Government functions, and improvement in decentralized planning and management. To facilitate this, NIC has established a nation-wide ICT Network – NICNET – with gateway nodes at about 53 Central Government Departments, 35 State/UT Secretariats , and 570 Districts Collectorate, for IT services. Besides, NIC provides many IT applications to various sectors, library is one of these, which are used by the public, administrators, academicians, scientists, etc.

1.3 As per the QMS policy, a **Customer** is an individual or an Organization which needs IT services and / or various applications software from NIC, guided by the various customer policies of the NIC.

1.4 This **Memorandum of Understanding** is between NIC and **e-Granthalaya™** customer mentioned above for the distribution, implementation, support, training and use of the **e-Granthalaya™** software for their library, guided by the “costing Policy” framed by the NIC.

2. Scope

The scope of the Memorandum of Understanding covers the implementation, training, support of the software as per the NIC policies. This also covers the responsibilities of the software provider agency i.e. NIC and the Customer.

3. Costing Policy

NIC has framed valid costing policy, approved by the competent authority, for distribution, implementation, training and support of the **e-Granthalaya** software. The software / support are provided at zero costs to the Government libraries. (See Annexure A)

4. Infrastructure to be Used

The complete infrastructure that includes hardware , software, LAN / Internet connectivity, Database management software (MS SQL Server), etc will be provided by the customer. NIC will provide only the **e-Granthalaya™** software on CD-ROM. For systems requirements, please see the “Annexure – B”, attached with this MoU. It is also advised to use the License version of the software (OS, DBMS, etc).

5. Software Delivery

The **e-Granthalaya™** software will be delivered on CD-ROM. All the updates will also be delivered on CD-ROM only.

6. Software License Issues

The software i.e. **e-Granthalaya™** is governed by the NIC Software license policy which is compliant with Indian IT laws, As per the policy no software will be re-distributed by the customer free or on charge to other person or organization.

7. Implementation of the Software

NIC will implement the software in the customer’s systems and after initial testing the system will be handed over to the customers. The implementation involves the installation of the software in client PCs, restoring database in Server PC and installation of the “**WebOPAC**” interface in Server PC. Also, Customer will be trained to install / implement the software her/him self so that he/she can start the use of the software.

8. Training and Support

After implementation of the software NIC will provide training to the customers as per the requirements, depending of the number of users, etc. Generally, NIC organized training programs for **e-Granthalaya™** users regularly in the NIC, HQs, New Delhi. However, training programs can also be organized in the Customer’s premises for a short duration to provide initial tips for use of the software. The costing of the training program is guided by the costing policy referred above.

Proper support for maintaining the software in various Government ministries, departments, etc is provided by the local NIC cell setup there (if any). However, non-Government customers will also be provided support whenever it is required in extreme conditions. However, it must be noted that the NIC will maintain only the **e-Granthalaya** software and not the hardware/OS/DBMS/LAN, etc. (if not already maintained by the NIC)

9. Travel Expenses

This is the sole responsibility of the local customers (customer located in the same town/city where NIC cell exists) to provide means of travels for NIC officials if he/she visits the customer for implementation, training and support, etc. However, in case the customer office is located beyond the municipal corporation of the NIC implementation office, then TA/DA will also be provided to the visiting NIC Officer as per the Central Government rules.

10. Change Management

NIC has framed a valid policy as per the *QMS (Quality Management System)* for making changes in the software suggested by the customers. The customer has to provide the change request via the form attached with the MoU, the requests will be reviewed by the Review Committee and only those changes will be accepted which is/are beneficial for all the customers.

Changes suggested by the customer and accepted by the review committee will be done immediately if these are for front end programs and not affecting the workflow/database of the existing customers. However, changes suggested / accepted for database will only be done in the next higher version of the software.

11. Database backup

This is the sole responsibility of the customer to take regular backup of the database on CD-ROM. In case any mishap/break down of the system, NIC will not be responsible, however, NIC will help in restoring/recovering the records. Also, NIC will provide the proper training for maintaining the system in running condition.

12. Visit of NIC Official

On genuine request of the customer, NIC Officer will visit the customer and will provide the proper support, etc. However, customer has to make proper/official request for his/her visit, well in advance.

13. Up-gradation

NIC makes regular efforts to improve its products and services to suite the customer requirements, based on the feedback received, R&D output and change in Technology, as a result of this, new version of the software will be released from time to time. Whenever, new version of the software will be released, customer software will also be upgraded, without any charge.

14. General

Any dispute or difference arising in connection with this MoU, the same shall be settled by mutual discussions, failing which the decisions taken by the DG(NIC) and representative from Customer together will be final and binding.

This MoU signed hereunder shall be effective from the date of signing and will be valid for a period of ten years.

(P K Upadhyay)
Scientist D & Officer In charge,
Library & Information Services Division
A-Block, CGO Complex, Lodhi Road,
New Delhi

(Customer representative)
(Head of the Organization / Library)
(With Official Seal)

Annexure "A"
e-Granthalaya
A Digital Agenda for Library Automation & Networking

Costing Policy

Library Automation for Public Libraries

1. "e-Granthalaya" will be supplied FREE of cost
2. Training, Customization and technical support are free

State/Central Government Libraries

1. This software will be supplied free
2. Training per day at user premises will be charged Rs.1000/=
3. Travel expenses have to be borne by the customer

PSU (State/Central) Libraries

1. This software will be charged Rs.5000/=
2. Training per day Rs.1000/= at user place
3. Travel expenses will be borne by customer

School / College Libraries

1. The software will be supplied free
2. Training per day Rs.1000/=
3. Travel expenses will be borne by customer

Annexure "B"

e-GranthalayaA Digital Agenda for Library Automation & Networking
SYSTEM REQUIREMENTS**For Stand-alone Mode**

Hardware: P-IV or above with backup drive (CD Writer)
OS: Windows 2000/2003 Server / Professional / XP
RDBMS: MS SQL Server 2000/2005 (Personal/Standard Ed)
Service Pack 2 (SP2) for XP / SP4 for Windows server

For Client/Server Mode

Hardware : Pentium IV or above with backup device
OS : For Server – Windows 2000/2003 Server
OS : For Client – Windows 2000 Professional/ XP
RDBMS : MS SQL Server 2000/2005 (Standard Ed)
Connectivity : Internet / LAN

NOTE: MS SQL Server 2005 – Express edition with advance features may be used which is free at Microsoft web site

<http://msdn.microsoft.com/vstudio/express/sql/download/>