

Subject: Notice Inviting Tender for Annual maintenance and Annual Support/ Development/Update contract includes preventive as well as corrective maintenance of LMS-Koha Software.

National Institute of Technology, Silchar invites sealed quotations from firm dealing in computer software and services with credentials, and income tax clearance for **Annual maintenance and Annual Support/ Development/ Update contract includes preventive as well as corrective maintenance of LMS-Koha Software.**

Technical & Financial bids are required to be submitted in separate sealed covers addressed to the Faculty-in-Charge, Purchase Cell, National Institute of Technology Silchar, Silchar-788010 and has to be reached on or before 21st June 2018 up to 3.30 P.M., duly super scribing the work i.e. **“Technical Bid for AMC of Koha Software”** and **“Financial Bid for AMC of Koha Software”** on top of the cover.

Tenderers should read the tender document carefully as enclosed and comply strictly with the conditions, while sending their bids. Clarifications, if any, may be sought from the NIT Silchar Library Division on Telephone No 03842-240055. Tender format can be downloaded from our website ‘www.nits.ac.in’.

Date and Time Schedule:

S. N.	Particulars	Date & Time
1.	Tendering Date	4 th June 2018
2.	Last Date of submission of Tender	21 st June 2018 up to 3.30 P.M
3.	Date & time of opening of tender	21 st June 2018 up to 4.00 P.M


Registrar

Tender/Quotation for Annual maintenance and Annual Support/ Development/ Update contract includes preventive as well as corrective maintenance of Koha Software.

Purchase Office invites applications sealed tender/quotation **from experienced firm for Annual maintenance and Annual Support/ Development/ Update contract includes preventive as well as corrective maintenance of Koha software** under two-bid system (Technical bid and Financial bid). The approved rates will remain effective for one year.

Technical Bid:

- a) The Technical bid, having details of the Firm along with the EMD, should be submitted in the form given at Annexure I.
- b) Copies of necessary certificates will be enclosed with the technical bid.
- c) The vendor should also submit an undertaking as given in Annexure-III with the technical bid.

Financial Bid:

- a) The Financial Bid should be submitted in the form given at Annexure II.
- b) The consolidated price quoted shall be firm and final and payable for the Goods/service delivered, installed and commissioned in the Library.
- c) The quoted rates shall include all GST/taxes, duties, VAT etc. as applicable and no extra shall be payable on this account.
- d) TDS as per rule shall be deducted. The tenderer must enclose copy of the Firm's PAN No supported by copy of PAN Card of the company.
- e) The rates will be valid for a period of one year.
- f) Rates and amount should be written in figure and words cleanly for each item.

Preparation and Submission of Tender

1. The sealed quotations/tenders, complete in all respects, must reach the Faculty-in-Charge, Purchase Cell, National Institute of Technology Silchar, Silchar-788010 on or before **21.06.2018 at 3.30 p.m.**
2. Bidder/vendor should be registered for IGST and Income Tax/PAN and copies of relevant certificates i.e. GST, PAN etc. should be enclosed with the tender.
3. The tender received after due date and time or incomplete in any aspect shall be rejected out rightly.
4. The envelope containing quotation/tender should have the superscription "**Tender for AMC of Koha Software**". If the superscription is not mentioned on the envelope by the quote, quotation/tender may not be accepted.
5. All charges and terms may be spelt out in your tender clearly. Charges not mentioned in the tenders will not be accepted.
6. The work will be subject to the approval of the NIT Authority and in case if it is not in accordance with the approved samples, it is liable to be rejected.
7. The tenderer shall not be permitted to withdraw and re-submit his tender at any time after it is once submitted.
8. The tenderer should specially mention the time for execution of above work while submitting the tender.
9. The tenderer has to undergo a rate contract of one year.
10. The institute does not bind to accept the lowest quotation and reserves the right to reject any or all items of quotation/tender without assigning any reason therefore. The right to accept quotation/tender in part i.e. any item or any quantity and to reject it for the rest is also reserved.
14. The Firm shall not enhance the rates for any reason whatsoever during the contract period.
15. The tender should be accompanied with a DD of Rs. 2,000.00 (Rupees two thousand) from any nationalized bank pledged in favour of the Director, NIT Silchar as BG/EMD/Call Deposit. The EMD/call deposit of bidders, other than selected bidder will be released within two month after

the finalization of successful bidder.

16. The earnest money/call deposit of successful bidder will be released only after the acceptance of work order by him and deposit of security amount.
17. Selected bidder should deposit the security amount of 2% of total bill value as Earnest Money (EMD) in favour of the Director, NIT Silchar as the documents are of high value, which will be released after the completion of work and subject to satisfaction of work by Librarian/the committee.
18. If the Bidder backs out of the AMC contract, his security/earnest money (EMD) shall be forfeited, and shall be liable to such other action as blacklisting, debarring from having any business with the institute, besides any other action as deemed proper by the institute.
19. A certificate that the firm has not been debarred/blacklisted for any reason/period by any Central/State Govt. Deptt. /Institute should be enclosed with tender. If so, particulars of the same may be furnished clearly. Concealment of facts shall not only lead to cancellation of the order for binding, but may also warrant legal action.
20. Regarding selection of binder, placing of order, the decision of NIT Silchar will be final. No correspondence will be entertained.
21. All disputes will be under Silchar jurisdiction.

The Specifications, Terms and Conditions

1. Annual Maintenance Contract (AMC) of Koha Software:

- a) The Annual maintenance and Annual Support/Development/Update contract includes preventive as well as corrective maintenance of Koha Software. AMC shall cover for keeping the systems active & free from any defects/ disturbances, any unscheduled call for corrective and/or preventive maintenance service.
- b) The Service Provider shall depute one well qualified & experience service engineer (s) for attending maintenance related complaints.

2. Scope:

Maintenance service shall consist of preventive and corrective maintenance of the mentioned hardware / software. In case of any breakdown, all efforts shall be made by the Service Provider of rectify and make the equipment operational at the earliest.

- a) Preventive Maintenance (PM): Preventive maintenance will be carried in two blocks on half yearly basis each at the beginning of the block. Preventive maintenance shall be clubbed together if the corrective maintenance complaint received by the Service Provider coincides with preventive maintenance schedule. PM. will be done in a planned manner and the Service Provider will inform the Customer in advance (Except holiday/Saturday and Sunday)
- b) Breakdown Maintenance: Breakdown Maintenance will be carried out in the event of malfunction, which prevent the operation of the system and it includes faultfinding, repair of functional checking. The system shall be set right by the Service Provider within 4 (four) working days barring holidays, bandh, road blockade etc. from date of complaint received by the Service Provider for complete breakdown.
- c) The Service Provider shall ensure to abide by the copy right, intellectual property rights & other laws as may be applicable for providing any replacements for any malfunctioning the components/items/software under and any violation of any legal requirement by the Service Provider in this regard shall lead to termination of the contract forthwith & for failure of security money.

- d) Service Provider will supply all the new release / new version / updates of software free of cost.
- e) In case, item is of proprietary nature, Service Provider should enclose certificate & other documents as a proof in this context.

4. Validity:

- a) The contract will be initially for one year from the date of award and may be renewed for one year, at the discretion of customer and based on satisfactory services provided by the Service Provider.
- b) This Agreement may also be terminated by customer forthwith if at any time if the Service Provider fails to rectify major pending complaints that have become due and such failure continues for a period of thirty days.

5. Payment terms:

The payment shall be paid as follows.

- a) 100% of AMC payment is to be released by the customer in advance at the beginning of AMC Period against the presentation of full set of proper bills/invoices in triplicate. Bank Guarantee of equivalent amount shall be provided by Service Provider in favour of Customer (The Director, National Institute of Technology, Silchar) for releasing the full payment in advance. The bank guarantee shall remain valid up to three months from the date of completion of the AMC period.

OR

- b) 50% of AMC payment is to be released by the customer in advance at the beginning of AMC Period on half-yearly basis for initial six months of one year contract period against the presentation of full set of proper bills/invoices in triplicate. Balance 50% of AMC payment is to be released by the customer after initial six months of one year contract period against the presentation of full set of proper bills/invoices in triplicate along with the documents pertaining to satisfactory maintenance services of the systems in the initial six months.
- c) GST, TDS, Service tax and any other applicable taxes as per prevailing rates will be deducted before making the payment.

6. General other terms & conditions for AMC of Koha Software:

- a) The Vendor must be registered under Companies Act and also registered with EPF and ESI Department (Enclose Proof).
- b) The Vendor must have experience in implementing and automating KOHA software at least 05 libraries in India out of which 1 must be in North East. Kindly attach valid Purchase order or Completion certificate/s.
- c) The Vendor should have an established office for Koha support.
- d) The software must follow MARC 21 compatibility with the required metadata tags therein.
- e) Total software solution should be FOSS based.
- f) The source code for all the solution components to be used/integrated for the proposed deployment *must* be freely available under an open source license.
- g) It must follow the Z39.50 international protocol standards

- h) The software must have the tight security measures both at the Administrative level and the sub modular level also.
- i) It must be enabled with Google Jacket. Or local image
- j) No restrictions on number of records & Housekeeping users should be kept.
- k) Must be able to generate and print Bar-coded Patron Cards.
- l) Must be able to perform Full-Text Search.
- m) Must be able to perform Automatic Indexing.
- n) It must enable Flexible reporting & Faceted Search.
- o) It should have an offline circulation module.
- p) It must be user friendly.
- q) It must be integrated with SMS alert and e-mail, and
- r) Other customization as per the standard library module and also as per requirement time to time.

7. Agreement: The selected Service Provider shall have to sign an agreement in two sets on non-judicial stamp papers of Rs.100.00 (One hundred) each only containing details of terms & conditions after issue of PO/L01 to begin AMC. One set will be retained by the customer and other set is to be retained by the Service Provider.

8. Penalty for Failure:

- a) The Service Provider will ensure 90% uptime in respect of service. The uptime will be completed on calendar month basis in a non-cumulative manner.
- b) The down time penalty charges if not rectified within 4 days — Rs. 100/- per day penalty shall be imposed & deducted from their bill.

9. Performance Security Deposit:

- a) The E.M.D. of the successful Service Provider(s) may be converted to Performance Security Deposit to honour the contract obligations and shall be released after one month from the date of completion of the contract.

OR

- b) The successful Service Provider have to deposit performance security equivalent to 5% of total contract value in the shape of Bank Draft/ F.D.R./ Bank guaranty at the time of signing the AMC agreement. The validity of performance security deposit will be 13 months from the date of operation of AMC and the EMD shall be released to successful Service Provider(s) after receipt of performance security.



Registrar

Technical Bid

The Technical bid shall contain following information in a sealed cover superscribed “**Technical Bid for AMC of LMS-Koha Software**”. It shall contain the following information/documentation:

1.	Name & Postal Address of firm	
	E-mail	
	Telephones Nos./ Mobile No.	
2.	Contact person to whom all references shall be made	
3.	Name & address of Owners/ Partners/ Directors	
3.	Nature of Agency (Sole/ Partnership/ otherwise)	
4.	If Registered, Regn No with validity of registration with appropriate authority	
5.	IGST/TIN/PAN No. (Attach copy)	
6.	At least one work order issued by Govt organizations/ PSUs/ Autonomous bodies/ reputed Educational Institutions in each of the last three years for similar nature of work done (Attach copies).	
7.	List of 3 reputed clients, with at least one client belonging to GOI/ State Govt. Dept./ PSU with telephone No.	
8.	Total Year of experience in the field	
9.	Minimum 03 proofs of satisfactory completion of work should be submitted	
10.	EMD (refundable) Amount	
	DD No & date.....	
11.	Cost of Tender (Non Refundable) Amount.....	
	DD.....	

Place

Date

Signature of Authorized signatory with seal

Financial Bid

The financial bid should be enclosed in a separate sealed cover super scribed “**Financial Bid for AMC Koha Software**”. Firms must clearly indicate in their offers the GST and duties which they propose to charge extra mentioning clearly the present rate(s) thereof.

S.N.	Description	Amount	Remarks
1.	AMC of LMS-Koha Software		
2.	On-site training during the project period		

We agree to execute the above project in accordance with the above specifications for a total contract price for Rs..... (in figure) (Rupees) (in words) within the period specified in the tender documents.

We also confirm that the normal Support Service of months shall apply to the offered service.

(Bidder)

Name.....

Signature.....

Date.....

Address.....

UNDERTAKING

It is certified that I/ my Firm/ agency/ company has never been **black listed** by any of the Departments/ Autonomous Institutions/ Reputed Educational Institution/ Public Sector Undertakings of the Government of India or Government of Assam or any other State Government and no criminal case is pending against the said Firm/ agency as on _____.

Signature of the Tenderer _____

Name of the Signatory _____

Name of the Firm/agency _____

Seal of the Firm/Agency _____

Place:

Date: _____