

OFFICE OF THE PRINCIPAL
GOVT. GANDHI MEMORIAL SCIENCE COLLEGE,
(CONSTITUENT COLLEGE OF CLUSTER UNIVERSITY OF JAMMU).
CANAL ROAD, JAMMU-180002

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Principal



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No: GGM/Sc/Coll/ 1490

Dated: 24/06/2022.

TENDER NOTICE

For and on behalf of Hon'ble Lieutenant Governor of UT of J&K sealed quotations/tenders are hereby invited from registered firms for AMC of Koha ILMS (Integrated library management software)

S. No	Description	Last Date	Remarks
1	AMC of Library Management Software	02-07-2022	

The brief description of the tenders alongwith eligibility criterion and terms and conditions can be downloaded from official website of G.G.M. Science College i.e. www.ggmsciencecollege.in or can be collected from College Library on all working days before last date.

- Earnest money deposit (EMD) of Rs 1000/- should be deposited in the form of Demand Draft favoring The Principal, GGM Science College, Canal Road, Jammu. Quotations not accompanied by EMD will be rejected.
- Quotation submitted after the due date and time shall be rejected. Your quotation must be clearly legible, duly signed by authorized signatories.
- The above-mentioned details are publicized widely through Newspapers and college website.

Tenders in sealed envelopes clearly mentioning on the top "Tender for AMC of Koha software" must reach to the office of the under signed upto last date. Incomplete quotation forms will not be accepted.


PRINCIPAL

Jus

Tender/ Quotation for Annual maintenance and Annual Support/ Development/ Update contract Includes Preventive as well as corrective maintenance of Koha software

GGM Science College, invites application sealed tender/quotation from experienced firm for Annual maintenance and annual support/Development/update contract which 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 E M D; should be submitted as given in the Annexure-I.
- [b] Copies of necessary certificate to 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] The tenderer must enclose copy of the Firms; PAN Number supported by copy of PAN Card of the company and GST/TIN etc. Whichever is relevant.
- [e] The rates will be valid for a period of one year.
- [f] Rates and amount should be written in figure and words for each item.

Preparation and Submission of Tender

1. The sealed quotations/tenders, complete in all respects, must reach at the office of the Principal GGM Science College Jammu on or before last date at 3.30 p.m.
2. Bidder/ vendor should submit copies of relevant certificates i.e., GST/TIN, PAN etc.
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 conditions/terms and charges may be spelt out in your tender clearly. Charges not mentioned in the tender will not be accepted.
6. The work will be subject to the approval of the Library Committee and in case if it is not in accordance with the approved samples, it is liable to be rejected. The tenderer shall not be permitted to withdraw and re-submit his tender at any time after it is once submitted.

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6. 2. 7. 8. 9.

7. The tenderer should specially mention the time execution of above work while submitting the tender.
8. The tenderer has to undergo a rate contract of one year.
9. The institution 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 thereof. 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.
10. The Firm shall not enhance the rates for any reason whatsoever during the contract period.
11. The tender should be accompanied with a DD of Rs. 1,000.00 (Rupees ¹¹One Thousand) from any nationalized bank in the favour of **Principal GGM Science College, Jammu J&K**. The EMD/CDR of bidders, other than selected will be released within two months after the finalization of successful bidder.
12. The earnest money/call deposit of successful bidder will be released only after the acceptance of work order by him.
13. If the bidder backs out of the AMC contract, his security/earnest money (EMD) shall be forfeited, and shall be liable to such other actions such as blacklisting, debarring from having any business with the institute, besides any other actions as deemed proper by the institute.
14. Regarding selection of bidder, placing of order, the decision of Principal GGM Science College will be final. No correspondence will be entertained.
15. All Disputes will be under the Jurisdiction of J&K high Court only.

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 and free from any defects/disturbances, any unscheduled call for corrective and/ or preventive maintenance service.

b) The Service provider shall depute one well qualified and experienced service engineer for attending maintenance related complaints.

2. Scope: Maintenance services shall consist of preventive and corrective maintenance of the software, including rectification 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 schedule. P.M. 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 fault- of finding, repair of functional checking. The system shall be set right by the service provider within 4 working days barring holidays, bandh, road blockade etc. from date of complaint received by the service provider for complete breakdown.

1. *[Signature]* 2. *[Signature]* 3. *[Signature]* 4. *[Signature]* 5. *[Signature]*
6. *[Signature]* 7. *[Signature]* 8. *[Signature]*

c. The service provider shall ensure to abide by the copy right. Intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning of 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 forth with and for failure of security of money.

d. Service provider will supply all the new release/new version/updates of software without any additional cost.

e. In case item is of proprietary in nature, service provider should enclose certificate and other documents as a proof in this context.

3. 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 service provide by the service provider.

b. This Agreement may also be terminated by customer forth with 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.

4. Payment terms

The payment shall be paid as follows.

a. 80% of AMC payment shall be made after signing of the agreement and balance shall be paid on successful completion of the contract.

b. GST, TDS, service tax and any other applicable taxes as per prevailing rates will be deducted before making the payment.

5. General other terms & conditions for AMC of Koha Software.

a. The vendor must be registered under Companies Act.

b. The vendor must have experience in implementing and automating KOHA software at least 05 libraries in India out of which one must be in J&K. Kindly attach valid purchase order or Completion certificate/s.

c. The vendor should have an established office/franchise/Service provider for Koha support for redressal of the grievances at the earliest.

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 licence.

g. It must follow the Z39.50 international protocol standards

1. *[Signature]* 2. *[Signature]* 3. *[Signature]* 4. *[Signature]* 5. *[Signature]*
6. *[Signature]* 7. *[Signature]* 8. *[Signature]*

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 e-mail alert, and

r. Other customization as per the standard library module and also as per requirement from time to time.

6. Penalty for Failure:

a. The service provider will ensure 90% uptime in respect of service. The uptime will be completed on calendar month basic 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.

Signature of the Firm

1. *AK*

2. *RL*

3. *33*

4. *4*

5. *New*

6. *2nd*

7. *tham*

8. *Swati*

Annexure-I

Technical Bid

The Technical bid shall contain following information in a sealed cover super scribed 'Technical Bid for AMC OF LMS-Koha software: It shall contain the following information/documentation.

1	Name & Postal Address of firm	
	E-mail	
	Telephone No.s/ Mobile No.s	
2	Contact person to whom all references shall be made	
3	Name & address of Owners/ partners/ Directors	
4	Name of Agency (Sole/ Partnership/ Otherwise)	
5	If Registered Registration. No. with validity of registration with appropriate authority.	
6	IGST/TIN/PAN/NO. (Attach copy).	
7	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).	
8	List of 3 reputed clients , with at least one client belonging to GOI/ State Govt. Dept. PSU with telephone No./ Total Year of experience in the field.	
9.	Total Years of experience in field	
10	Minimum 03 proofs of satisfactory completion of work should be submitted.	
11	EMD (Refundable) Amount..... DD No. & Date.....	
12	Cost of Tender (Non-Refundable) AMOUNT..... DD.....	

Place

Date

Signature of Authorized signatory with seal

1. Mr

2) R

3-22

4 R

5 New

6 R

7 Man

8 Kishor

Annexure-II

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) there of

S.N	Description	Amount	Remarks
1	AMC of LMS-Koha Software		

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 month shall apply to the offered service.

(Bidder)

Name.....

Signature.....

Date.....

Address.....

1. 10/12/20

2) 10/12/20

3) 10/12/20

4) 10/12/20

5) 10/12/20

6) 10/12/20

7) 10/12/20

Annexure-III

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 J&K 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 _____

Place:

Date _____

Library Committee :-

1. Rishi (Ajay Gupta)
2. Rishi (Rashi Gupta)
3. Rishi (Bharat Bhusan Bhat)
4. Rishi (Neeraj Sharma)
5. Neeraj (Neeraj Samant)
6. Rishi (Parminder Kumar)
7. Manoj (Samita Sharma)
8. Rishi (Sulpa Gulati)

Seer

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