

**SHIVAJI COLLEGE**  
**RING ROAD, RAJA GARDEN, NEW DELHI - 110027**

Date: **21.12.23**

**Quotation for Annual Maintenance Contract of KOHA ILMS software**

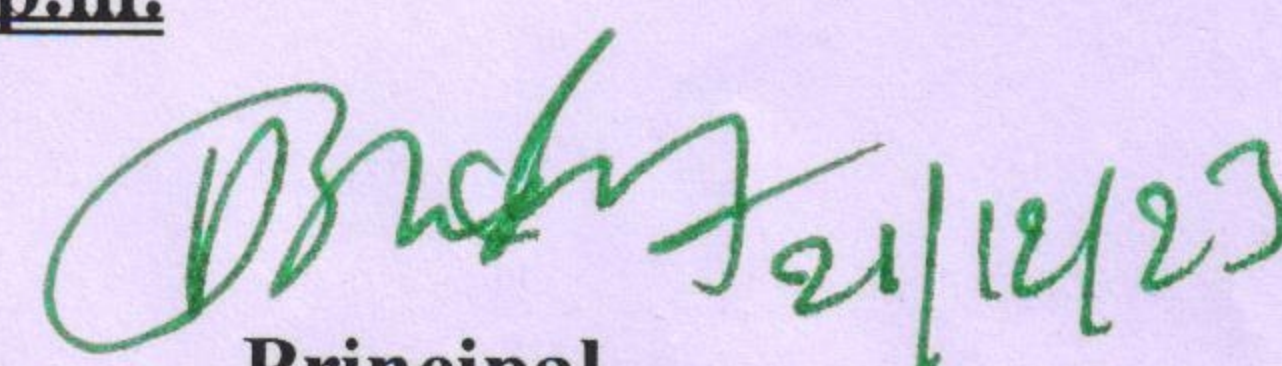
Sealed Quotations are invited from the experienced firms dealing in computer software and services for Annual Maintenance Contract of KOHA ILMS software at Shivaji College Library in the following format.

S.No.	Particulars	Price (Rs.)
1	AMC of KOHA ILMS	
	Sub total	
	GST @ .....%	
	Total	

**Specification & Scope of work:**

1. The Service Provider/Vendor shall carry out preventive and corrective maintenance of koha software in Production server and backup server
2. Preventive Maintenance: Preventive Maintenance of the KOHA ILMS shall be done twice a year, on half yearly basis, with prior intimation and approval of the Shivaji College Library.
3. Corrective Maintenance: The Service Provider/Vendor shall be responsible for corrective maintenance including fault finding, bug fixing and removal, creation and installation of Backup of KOHA in the event of breakdown/malfunctioning preventing the operation of KOHA in the Production Server and Back-up Server.
4. The Service Provider/Vendor shall indemnify the Shivaji College from breach/violation of copyright, intellectual property right and other laws resulting from the services provided by them and such violation/breach of law shall lead to termination of the contract.
5. The Service Provider/Vendor will supply all the new release/new versions/updates of software free of cost. In case item is of proprietary nature, Service Provider/Service Provider/Vendor should enclose certificate & other documents as a proof in this context.
6. The Service Provider/Vendor may provide Internet Based Support/ Remote Login for any difficulties faced by library staff members and if require have to visit onsite in the library without any visit charge.
7. The Service Provider/Vendor shall help in taking data backup as well as data recovery from available old data.
8. The Service Provider/Vendor shall guide/ help the staff for any confusion in any software module.
9. The contract will be initially for one year from the date of award and may be renewed for one more year, at the discretion of Shivaji College and based on the satisfactory services provide by the Service Provider/Vendor.

The sealed quotation addressed to "The Principal, Shivaji College, Ring Road, Raja Garden, New Delhi - 110027" should reach this office latest by **11 January 24 by 4.00 p.m.**

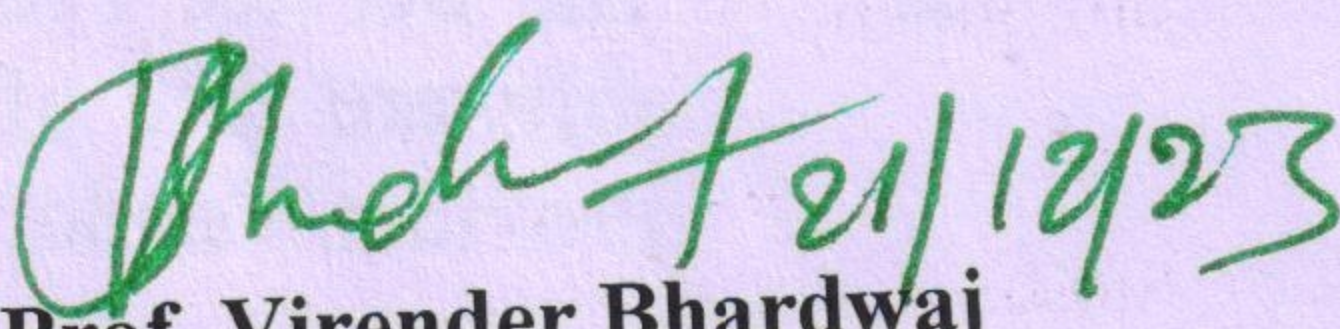
  
Principal



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**Other terms and conditions:**

1. The Service Provider/Vendor must have experience in implementing and automating KOHA software in at least 03 government/private institution libraries in Delhi NCR during last five year i.e. (2018-23). Service Provider/Vendor is required to attach valid Purchase Order or completion certificate/s.
2. The Service Provider/Vendor should have an established office for KOHA support.
3. The envelope containing quotation should have the superscription "Quotation for AMC of KOHA software".
4. All the charges and terms should be spelt out clearly in the quotation. Charges not mentioned in the quotation will not be accepted.
5. The Service Provider/Vendor will not be allowed to withdraw and re-submit his quotation at any time after it is once submitted.
6. The Service Provider/Vendor shall not enhance the rate for any reason whatsoever during the contract period.
7. The quotation received after the last date and time and incomplete in any aspect shall be rejected out rightly.
8. Correction and alteration in the Quotation should be strictly avoided.
9. The College reserves the right to accept or reject any or all the quotations without assigning any reason.
10. The Service Provider/Vendor should quote the price and taxes separately in the quotation.
11. The payment of AMC amount charged will be done on half yearly basis based on the satisfactory services provide by the Service Provider/Vendor. All the Government dues/taxes viz. GST/TDS etc. will be deducted by the College as per rules at the time of payment.
12. All disputes will be mutually sorted out and will be under the jurisdiction of Courts in Delhi only.

  
Prof. Virender Bhardwaj  
Principal



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