

# School of Planning and Architecture Bhopal

Bhauri, Bhopal – 462 030

**Subject: Quotation invitation for AMC of Koha (Library Management System)**

Quotation Opening Date: 07-08-2024

Quotation Closing Date: 31-08-2024

Quotations are invited from the interested parties to maintain Koha (LMS) installed in the Library, SPA Bhopal. The sealed quotation should be submitted as per the following scope of work and terms & conditions.

## Scope of Work

S. No.	Type of Work	Scope of Work
1.	Koha Software	Installation/ Annual Maintenance of Koha version 23.05.12 installed in the library.
2.	Koha Software Up-gradation	Annual up-gradation of Koha software to the latest stable version.
3.	Customization	Customization of OPAC, Look and Feel (its color scheme, putting SPA Bhopal logo, name, and contact information), with high-resolution images and OAI Interface.
4.	Reports	Generating customized Management Reports as and when required.
5.	Data Backup	Regular backup of data should be automatically/ scheduled to avoid possible data loss.
6.	Support/ Troubleshooting	Maintenance and support by phone, E-mail, Remote access, and On-site visit, if required
7.	Training	As and when upgraded to the new version training should be provided to handle new features for the library team, preferably online.

## Eligibility Criteria:

1. The service provider shall have experience of services in government organizations for the last five years. A completion certificate from the concerned organizations should be attached.
2. Provide an attested copy of PAN/ GST No. for similar services.

## Terms and Conditions:

1. Please submit your quotations within the stipulated time, which should contain the complete technical specifications and be valid for 90 days (3 months) from the date of submission.

2. Quotation should be sent under sealed cover and the word **“Quotation for Koha AMC”** shall be written prominently on the envelope and the price quoted should include all taxes.
3. The School of Planning and Architecture Bhopal reserves the right to accept OR reject OR cancel any quotation OR modify OR relax any part of the quotation offer, without assigning any reason thereof.
4. The quotations received after the due date and time OR incomplete shall be rejected out-rightly.
5. The service provider shall have neither be blacklisted by any Govt. department nor is any criminal cases pending/ registered against the firm or its owner/ partners anywhere in India. The service provider shall submit an affidavit regarding this.
6. During the AMC unlimited free-of-cost online training/ support shall be extended to library staff.
7. The AMC contract shall be initially for one year starting from the date of order and successful AMC of Koha. Based on satisfactory performance, the contract may be extended maximum up to another two years. In the meantime, if the library changes the server OR due to the failure of the server hardware, a fresh installation shall be done as and when required.
8. Once the quotation is accepted by the Institute, the service provider shall submit an undertaking that the firm shall provide service as per SPA Bhopal library terms and conditions.
9. SPA Bhopal reserves the right to terminate the contract with one month's notice in case the services are not found satisfactory. In such a case, SPA Bhopal will pay on an actual work basis for the duration for which the services were used during the period. After deducting the penalty, if any.
  - a. In case of delay in supply, installation and commissioning by the stipulated date, SPA Bhopal reserves the right to impose a penalty @ 0.5% per week on the overall value of the order subject to a maximum of 10% of the total cost of the work order.
10. The Service Provider shall raise invoices with PAN/ GST No. every quarter on completion of each quarter (3-month period). Payment will be made after deducting the penalty amount (if any), on receipt of bills. No advance payment will be made.
  - a. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from the Contractor's bills.

11. The dispute, if any, shall be subject to the jurisdiction of Courts at Bhopal, any other jurisdiction mentioned in the quotations or invoices of the service provider shall be invalid and shall have no legal sanctity.

12. The service provider shall quote in the following format:

S. No.	Name of the work	Rate	GST	Amount
1.	Koha Software AMC (as per above mentioned scope of work)			

13. In case, any other information/ Clarifications are required, the Deputy Librarian may be contacted at Telephone No. 0755 – 2526805 and email ID [mukesh.pathak@spabhopal.ac.in](mailto:mukesh.pathak@spabhopal.ac.in) on any working day (Monday to Friday) from 09:00 AM to 05:00 PM.

The sealed quotation must super-scribe “**Quotation for Koha AMC**” and must reach the office in the name of “**Registrar, School of Planning and Architecture, Near IISER, Bhauri, Bhopal, PIN – 462030**” by 31<sup>st</sup> August 2024 up to 5:00 PM.

**NOTE:** Notwithstanding anything contained in these guidelines the Competent Authority of the School of Planning and Architecture Bhopal shall have the power to appropriately take decisions regarding various relevant matters.

Sd/-  
Registrar,  
SPA Bhopal