Limited Tender for Installation, Support Services, Data Migration, Customization and Training on KOHA Library Management System under Linux operating system at NII library.
Director, NII – New Delhi, India invites sealed tenders in two bids system (Technical Bid & Price Bid) for Installation, Support Services, Data Migration, Customization and Training on KOHA Library Management System under Linux operating system at NII library.

Last date & time for submission of Tenders : 20.08.2018 up to 3.00 p.m.
Date/Time for opening of Technical bids : 20.08.2018 at 3.30 p.m.

The cost of EMD of Rs. 3000/- must be submitted in the form of demand draft/pay order in favour of “Director, National Institute of Immunology, payable at New Delhi”, otherwise the tender will summarily be rejected. Please write the name of Company (Printing Press) with complete address on the reverse side of the Demand Draft/Pay order.

After due date and time received tenders will not be considered and rejected. If the date of opening happens to be a holiday, the bids shall be opened next working day at the same time. Requests for postponement will not be entertained. Fax/email bids or late/delayed tenders shall not be considered.

Director, NII reserves the right to accept any or all tenders either in part or in full without assigning any reasons thereof.
Sealed quotations are invited by the NATIONAL INSTITUTE OF IMMUNOLOGY as per the following:

<table>
<thead>
<tr>
<th>S. no</th>
<th>Brief description of the item</th>
<th>Brief specification</th>
<th>Quantity</th>
<th>Delivery Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Configuration of KOHA LMS for library management and services</td>
<td>Installation and Configuration of KOHA LMS under client server environment at NII Library server for implementing of all house activities.</td>
<td></td>
<td>7 Days</td>
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<tr>
<td>2.</td>
<td>Data migration from existing Library Management System (LMS) to KOHA</td>
<td>Catalogue data for about 20,000 records (MARC 21 format) of books and other publications are to be transferred from existing LMS (MARC21) to KOHA and made searchable</td>
<td>Catalogue data for about 20,000 records</td>
<td>10 Days</td>
</tr>
<tr>
<td>3.</td>
<td>Customization Essential: 1. Forgot password option. 2. All modules with online as well as offline compatibility. 3. Automatic new arrival on OPAC page. 4. Daily and alternate day reminder option in circulation section for returning the overdue books. 5. Logo menu on OPAC page 6. Serial Control-Accession Entry for Bound Volumes (Entry for Title, Publisher Number of issues, Volume No, Year etc. 7. SMS integration</td>
<td></td>
<td>10 Days</td>
<td></td>
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<tr>
<td>4.</td>
<td>On-site training on KOHA for library Staff</td>
<td>Training on KOHA for all in-house activities like, cataloguing, circulation, periodical management, acquisition, statistics, etc to four officials.</td>
<td>4 persons</td>
<td>5 Days</td>
</tr>
<tr>
<td>5.</td>
<td>Warranty</td>
<td>One year warranty/contract period starts on completion of training of staff.</td>
<td></td>
<td>1 year</td>
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Terms and condition

1. The bidder should submit the sealed quotations super-scribed on the envelope as Quotation for Installation, Data Migration, Customization and Training on KOHA Library Management System under
Linux operating system. Submit rates for Support Services separately for due years in NII library due on 20/08/2018 latest by 3.00 PM. After due date and time, quotation will not be entertained.

2. The rates quoted for the work shall be fixed for the duration of the contract and shall not be subject to adjustment.

3. Only sealed quotations will be accepted.

4. Each bidder must submit only one quotation.

Terms of Payment:

A) Payment: 90% of the payment shall be made on submission of bills in triplicate after delivery, successful installation and deployment of the entire system. Remaining 10% of the payment will be made after satisfactory completion of training of staff, if no fault is reported against the system or the project or part of the project at the end of the warranty period.

B) Performance Guarantee: On award of the contract, a security deposit of an amount equivalent to 20% of the total contract value, in the form of Bank Guarantee valid for a period more than two months over the expiry of warranty period, from a Nationalized Bank, shall be deposited with National Institute of Immunology towards Performance Guarantee, which shall be refunded within two months of date of expiry/completion of the contract without any interest payable thereon. After depositing the Performance Guarantee, EMD amount would be released to the successful tenderer. In the event of the contractor failing to comply with any provision of the contract, Performance Guarantee shall stand forfeited. Unsatisfactory progress of work will lead to forfeiture of the performance guarantee amount.

C) Payment shall be made through NEFT transfer only and T.D.S as applicable will be deducted, after satisfactory supply, installation and commissioning of the said items.

Validity of Quotations:

The quotation shall remain valid for a period not less than 60 days after opening of the quotations on 20/08/2018 at 3.00 PM.

Warranty period:-

After the successful installation customization and migration of Data, training of the staff should take place. The warranty period of one year starts after completion of training of the staff.
Technical Bid

1. The Tender may be submitted in two parts (i) "Technical Bid" as indicated below.

2. The following criteria and required documents to be submitted in the Technical Bid in a separate sealed envelope (on the envelope "Technical Bid' should be written in Bold).

3. EMD for Rs. 3000/- in the form of a demand draft issued in favor of Director, National Institute of Immunology payable at New Delhi. The EMD of the unsuccessful bidders will be returned. However, EMD will be forfeited of the successful bidder if given work order not honored before prescribed time schedule and satisfactory work completion.
   along with brief profile of the bidding firm. Details of bidder includes;
   Office Address with all available phone numbers
   No. of employee of the firm
   No of programmers.

4. An undertaking on E-stamp paper duly notarized worth of Rs. 100/- stating that his/their firm has not been blacklisted by any Government department/office etc. during the last three years.

5. An undertaking may be given on the letterhead of the Agency stating that the "Scope of work and General Terms of conditions" mentioned in the Tender are acceptable to them.

6. Submit a copy of PAN card details of the agency. To ensure continuity of support & services throughout warrantee period/ AMC time period, the bidder should provide a copy of ITR for last two years (Assessment year 2016-17, 2017-18) to confirm stable business and steady revenue flow.

7. GST copy of thereof

8. Firm must have experience in KOHA software implementation, installation and customization in at least 15 libraries. Attached work orders of three previous customers with completion of satisfactory work certificates.

Other Terms and Conditions:

- Latest stable version of open source Library Management Software KOHA should be implemented.
- Data Backup: Regular data backups should be build up.
- Freedom from vendor lock-in: NII Library will own both software and data and should be able to switch the firm at any time by 45 days notice.
Standards compliance: MARC21, Z39.50, UTF8/Unicode, SIP2

Firm should have minimum 4 years’ experience in implementation, maintenance of KOHA as Library Management System in academic/public libraries and organizing training for librarians.

KOHA being open source software, any customization and configuration details as per requirements of NII Library should be documented and provided to the Library for future references.

Any problem related to the KOHA should be solved within three days.

No payment will be made to the firm, if the work is not found satisfactory.

NII reserves the right to cancel the rate contract at any time during the period of contract by giving one month’s notice.

The bidder shall be responsible to upgrade the new version of Koha as and when needed with necessary patches on customization already active in previous version of Koha, at no extra cost during the warranty period of one year.

The bidder must quote their rates for all the work explained in financial bid.

**Two Bid System:**
Two bid system will be followed in this tender. Under this system, the bidder must submit Technical bid and Financial /Commercial bid in two separate sealed envelopes. These envelopes should be securely sealed and stamped separately and clearly marked as “Envelope No: 1-Technical Bid” and “Envelope No: 2- /Financial Bid” respectively. EMD should be placed in the Technical Bid. These two separate sealed envelopes should be placed in single envelope super scribing the tender No, Name and address of the bidder.
Financial Bid

Performa for Submitting Quotation for Installation, Support Services, Data Migration, Customization and Training on KOHA Library Management System under Linux operating system at NII Library, New Delhi. To be submitted in separate sealed envelope and clearly marked as “Envelope No: 2-Financial Bid”

Name of the firm -

<table>
<thead>
<tr>
<th>SN.</th>
<th>Description of work</th>
<th>Rates (Rs.)</th>
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<tr>
<td>1.</td>
<td>Installation &amp; Configuration of KOHA LMS under Linux operating system.</td>
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<td>2.</td>
<td>Data migration from existing software to KOHA LMS</td>
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<td>3.</td>
<td>Essential Customization:</td>
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<td></td>
<td>1. All modules with online as well as offline compatibility.</td>
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<td></td>
<td>3. Daily and alternate day reminder option in circulation section for returning the overdue books.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Logo menu on OPAC page</td>
<td></td>
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<td></td>
<td>5. Forgot password option.</td>
<td></td>
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<td></td>
<td>6. Serial Control-</td>
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<td></td>
<td>-Accession Entry for Bound Volumes (Entry for Title, Publisher Number of issues, Volume No, Year etc.</td>
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<td></td>
<td>SMS integration</td>
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<td>4.</td>
<td>Annual Maintenance charges for 2nd year for the complete system including customizations.</td>
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<td>5.</td>
<td>Taxes as applicable under Statutory/ Government rules may be mentioned</td>
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</tbody>
</table>

Total

Date:- Signature and stamp of the tenderer